

Short course induction information

General	
1. Welcome	<p>Welcome to HRD Integrated Services training.</p> <p>HRD Integrated Services is the Registered Training Organisation (RTO) delivering your training. We want you to have a positive and satisfying learning experience so we will assist you with all aspects of your training.</p> <p>We encourage you to monitor www.hrdi.com.au for VET, industry, or career path information relevant to your training.</p>
2. Short course	<p>A short course provides training and assessment in response to a client-specific training need or to an agreed industry need.</p> <p>You will be advised if the short course is nationally recognised training based on a unit of competency.</p> <p>A non-accredited short course does not align with national units of competency.</p>

OHS	
3. OHS and the learning environment	<p>HRD Integrated Services undertakes to comply with laws, regulations and standards relevant to the operation of training premises, including OHS and fire safety regulations.</p> <p>The Rail Skills Centre Victoria (RSCV) is HRD's primary training venue in Victoria. If your training is being conducted at the RSCV you'll be inducted into its OHS requirements. Otherwise, personal safety and security requirements relevant to the training location will be discussed with you.</p> <p>If undertaking off-site visits, there may also be OHS requirements to be met.</p> <p>Generally, while in off-the-job training observe all the OHS precautions your employer requires.</p>

Your enrolment	
4. Enrolment	<p>Enrolling is a critical first stage of your training program. The enrolment form asks for a range of personal information that is required as part of HRD's reporting obligations to the vocational education and training system.</p> <p>Please complete enrolment documents fully and carefully; inaccurate information may affect funding or issuing certificates later on.</p> <p>If you're undertaking accredited training, you must have a Unique Student Identifier (USI); HRD is required to confirm your USI. If you don't have a USI, you'll need to apply for one. HRD can help you apply if necessary.</p>
a. Enrolment, administration and records	<p>HRD Integrated Services maintains a system for recording enrolments, attendance and completion details, assessment information (including RPL), results and qualifications issued. If you wish to view your personal file you can do so by making an appointment with HRD administration staff.</p> <p>In the event that HRD Integrated Services ceases operations, electronic copies of your results for accredited training will be passed to the Australian Skills Quality Authority (ASQA).</p>
b. Withdrawing enrolment or changing employers	<p>You may be withdrawn from a short course if you are unable to meet the conditions of your enrolment, or your training and assessment commitments, or for other reasons described in the <i>HRD-Learner progress policy</i>.</p> <p>HRD and your employer require that you meet your assessment commitments by the scheduled dates and that you complete training and assessment by the nominated finish date. Failure to meet these commitments can lead to withdrawal from the course.</p>
c. Fees and charges	<p>Unless otherwise stated, your course fees will be met by your employer. Note that:</p> <ul style="list-style-type: none"> ▪ your employer receives access to your individual results to monitor performance ▪ when a certificate or statement of attainment is issued, your employer will receive a copy; if you request a reissued testamur, a \$50 administrative fee applies ▪ no course fees are paid in advance; therefore, if you withdraw from the course, there is no entitlement to a refund.
5. Your circumstances	<p>You must inform HRD if you:</p> <ul style="list-style-type: none"> ▪ change your personal details (eg address, phone number, etc) during or immediately after training

Short course induction information

Your enrolment	
	<ul style="list-style-type: none"> ▪ have worked within the last 8 hours prior to attending training/assessment ▪ have an accident or incident whilst in a HRD training session.
Training and assessment	
6. Delivery of courses	<p>HRD Integrated Services offers accredited and non-accredited training. If you are participating in nationally recognised training HRD will give you access to a current copy of the accredited course curriculum/endorsed Training Package unit(s) of competency. HRD will also ensure that training and assessment occur according to the requirements of the accredited course/endorsed Training Package.</p> <p>Your training involves in-class theory learning and on-the-job application of that theory.</p> <p>Access to maintenance instructions (MIs)</p> <p>If required by your course, you must have access to MIs or other appropriate work documents.</p> <p>Interruption to training</p> <p>In the event that a short course is interrupted by circumstances directly under HRD's control, HRD will make arrangements with you and your employer to reschedule training.</p> <p>HRD won't be responsible for events outside its immediate control that interrupt training delivery; this includes occasions when your work commitments interfere with you being able to attend training. HRD will make every reasonable effort to reschedule a class in a suitable timeframe for you.</p>
7. Qualification/certification	<p>Once you have met the specified requirements of your course and passed all prescribed assessments you will be issued with a Statement of Attainment for nationally recognised training or a certificate of completion for non-accredited training.</p> <p>There may be administrative requirements (for example, providing evidence of a trade qualification or a first aid certificate) that you need to meet before a certificate can be issued.</p>
8. Assessment	<p>Assessment of recognised training will align to the unit(s) of competency on which the training is based. If non-accredited training, assessment will meet the learning outcomes of the course.</p> <p>On completion of each assessment task, HRD will provide feedback on your progress together with your assessment result.</p> <p>Your HRD trainer/assessor is available for you to contact when you need assistance or follow-up in relation to training and assessment.</p> <p>Assessment protocols and learner performance are discussed in the <i>HRD Learner performance policy</i> and the <i>HRD Learner progress policy</i>.</p>
9. National recognition	<p>HRD Integrated Services recognises and accepts the Qualifications and Statements of Attainment issued by other RTOs.</p> <p>A learner who has received a qualification from another RTO will be asked to provide HRD with an original copy (or a verified copy) of their Qualification/Statement of Attainment so that a file copy can be made.</p> <p>If you have completed a unit of competency at another institution, HRD will make credit transfer arrangements.</p> <p>There is no charge for national recognition or credit transfer.</p>
10. RPL and RCC	<p>HRD Integrated Services policy is that an individual's learning, knowledge and skills can be recognised regardless of how or where these skills are acquired and provided they are relevant to your training.</p> <p>Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) are available to eligible learners. Consider if either may apply to you so that you can discuss your situation with HRD.</p>
11. Monitoring your progress	<p>HRD, your employer and you, the learner, have obligations in relation to the support you receive during accredited training and assessment, particularly where you need assistance to practice and develop your knowledge and skills.</p> <p>If you're having difficulty meeting course requirements, be frank and discuss your situation with your trainer-assessor.</p>

Policies and procedures	
<p>12. HRD policies (view relevant policies at www.hrdi.com.au)</p> <p>a. Introduction – access and equity</p>	<p>HRD Integrated Services endeavours to provide fair and equitable access for all clients to the services we offer. In keeping with this aim, there are policies and procedures that guide RTO operations.</p> <p>The policies, procedures and other documents that relate to your learning experience are being progressively made available on the HRD website.</p>
<p>b. Behaviour and misconduct</p>	<p>HRD's aim is to provide a quality learning experience for learners and for each person to have an equal opportunity to learn in a supportive environment. In your interactions with others, it's expected that you will:</p> <ul style="list-style-type: none"> ▪ treat other learners and staff with respect and in a way that doesn't compromise their health, safety, privacy and welfare ▪ abide by HRD and RSCV OHS and welfare policies and procedures ▪ comply with all lawful and reasonable directions given by HRD staff while involved in a HRD-controlled or -sponsored activity ▪ abstain from bullying, harassing, unfairly or unlawfully discriminating against others, engaging in inappropriate conduct or using offensive language or gestures ▪ adhere to program requirements and accepted class norms and not behave in a way that disrupts or interferes with a HRD class or activity ▪ not attend class or a HRD activity whilst under the influence of prohibited drugs and/or substances including alcohol. <p>Instances of misconduct may be referred to a person's employer for disciplinary action as well as resulting in sanctions such as suspension or exclusion from classes.</p> <p>The HRD Access, equity and conduct policy can be viewed on the HRD website.</p>
<p>c. Learner performance and progress</p>	<p>There are performance expectations that you must meet to ensure that you successfully complete the course.</p> <p>The HRD Learner performance policy (available on the HRD website) describes what is required of learners enrolled in accredited training and explains when a learner may be deemed 'at risk' of non-performance.</p> <p>Likewise, the HRD Learner progress policy describes the the process HRD will follow to ensure that learners complete:</p> <ul style="list-style-type: none"> ▪ within an agreed timeframe a qualification for which they are enrolled ▪ training requirements and meet employability skill requirements, training module timelines and competency requirements and any nominal hours as agreed.
<p>d. Participation</p>	<p>Your employer and HRD expect you to actively participate in the training and assessment tasks made available to you.</p> <p>It's your responsibility to attend all assessments (if applicable) with completed work as well as any other information that may assist in proving your competence in each unit.</p> <p>If you experience difficulty meeting performance expectations contact your trainer-assessor without delay.</p>
<p>e. Attendance</p>	<p>You are regarded as being at work while you are training with HRD.</p> <p>Dress, punctuality and absences</p> <p>Where an employer is funding training, you are required to be in work uniform, including appropriate PPE.</p> <p>Your employer and HRD expect that you will arrive punctually for classes and not leave until directed to do so by your trainer.</p> <p>Please notify your trainer/assessor if you will be late or absent from class. HRD is required to monitor attendance and record and report lateness or absence.</p>
<p>f. Plagiarism and cheating</p>	<p>HRD strives to ensure fair and relevant assessment and to provide a supervised environment that maximises individual potential and which reduces the opportunity for dishonesty.</p> <p>Plagiarism and cheating in any form are a serious breach of trust and are unacceptable.</p> <ul style="list-style-type: none"> ▪ Plagiarism is using, without acknowledgement, the work of another person or persons and representing it as your own. ▪ Cheating is knowingly misleading, deceiving or acting dishonestly for one's own gain. <p>Instances of plagiarism or cheating will be dealt with according to the HRD Plagiarism and cheating policy (view on the HRD website). Disciplinary action may include suspension from a course and reporting instances to your employer.</p>
<p>g. Complaints and appeals</p>	<p>A complaint must be lodged within 30 days of dissatisfaction arising or a grievance occurring; or of an unsatisfactory formal or informal resolution; or of an assessment decision.</p> <p>The complaint procedure and form can be downloaded from the HRD website.</p>

Short course induction information

Policies and procedures	
h. Confidentiality	All student records are handled and stored in a way that maintains your privacy and the integrity of the records. Only you, your employer and HRD staff have access to your records. Unless required to do so by law, HRD will not allow access to your personal information by others without your written approval.
Other	
13. Support services	HRD will endeavour to provide personal support in relation to matters that directly affect or arise from your learning with us. HRD can provide referrals on request to a range of services, including personal and professional counselling, accommodation and financial services or can refer you to a professional career counselling and advisory service if required. If your issue relates to your workplace or interactions with colleagues in the workplace, you should take up the matter with your supervisor or HR team.
14. Catering	Tea and coffee facilities are available at both the RSCV and the HRD training rooms. HRD Integrated Services may provide you with lunches/meals. If you have special dietary requirements, please inform us prior to the commencement of training. HRD is under no obligation to provide you with meals, so if the catering provided is not to your liking feel free to make your own arrangements.
15. Quality assurance	HRD Integrated Services has a quality assurance and improvement system which includes documented procedures for managing and monitoring training operations and for reviewing learner/employer satisfaction.
16. Client satisfaction surveys	To meet its obligations to collect nationally consistent client satisfaction information, you may be asked to complete a 'Learner questionnaire'. Results are reported to the state registering body for analysis. You may also be contacted by the National Centre for Vocational Research (NCVER) and offered the opportunity to participate in a separate national Student Outcomes Survey.