

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 to meet a client-specific training need or to address an agreed industry need.</p> <p>A short course may be accredited training and assessment aligned to a national unit of competency or non-accredited training which has no national recognition of the course outcome.</p> <p>The short course is you are undertaking will lead to nationally recognised certification.</p>

The VET system	
3. An overview of VET	<p>Australia's Vocational Education and Training (VET) system awards skill-based qualifications; you leave RTO training work ready to apply your skills and gain experience.</p> <p>The iVET website provides a comprehensive explanation of the VET system and how it works. HRD encourages you to fill any information gaps you may have either by researching the iVET site or by speaking with a trainer-assessor.</p>
4. National recognition	<p>HRD Integrated Services recognises and accepts Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other RTOs.</p> <p>If you have completed a relevant unit of competency at another training provider, and if you present the original copy (or a verified copy), HRD can make credit transfer arrangements.</p> <p>There is no charge for national recognition or credit transfer.</p>

Work Health and Safety	
5. WHS and the learning environment	<p>HRD Integrated Services undertakes to comply with laws, regulations and standards relevant to the operation of training premises, including WHS/OHS and fire safety regulations.</p> <p>The Rail Academy–Newport (RAN) is HRD's primary training venue in Victoria. If your training is being conducted at the RAN you'll be inducted into its WHS requirements. Otherwise, you'll be inducted into the safety and security requirements of the training location.</p> <p>If undertaking off-site visits, observe all site and HRD WHS requirements.</p>

Your enrolment	
6. Enrolment	<p>Enrolling is the 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 issuing certificates later on.</p> <p>If you're undertaking accredited training, you must have a Unique Student Identifier (USI). If you don't have a USI, you'll need to apply for one. HRD can help you apply if necessary.</p> <p>HRD is required to confirm your identity. A copy of your driver's licence or other photographic proof of identity may be taken on the day of your first class.</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.</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>

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Your enrolment	
b. Withdrawing enrolment	<p>Withdrawal of enrolment</p> <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 agreed, 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. <p>If you are paying for this course yourself, course fees must be paid on or before the first day of attendance.</p> <p>Refunds</p> <p>Once payment is made and enrolment in a module is complete, refunds will be made only in extreme circumstances. No refund will be made once you have started a learning module.</p>
7. 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 ▪ have worked within the last 8 hours prior to attending training/assessment ▪ have an accident or incident whilst in a HRD training session.
8. Qualification/certification	<p>Once you have met the specified requirements of your course and successfully completed 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>

Training and assessment	
9. Course delivery	<p>Accredited training and assessment</p> <p>HRD will give you access to a current copy of the accredited course curriculum/endorsed Training Package unit(s) of competency.</p> <p>HRD will also ensure that training and assessment occur according to the requirements of the accredited course/endorsed Training Package.</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 or assessment</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 or assessment. This includes if your work commitments interfere with you being able to attend training or assessment. If this occurs, HRD will make every effort to reschedule a class in a reasonable timeframe for you.</p>
10. Assessment	<p>Assessment of recognised training will align to the unit(s) of competency on which the training is based.</p> <p>On completion of each assessment task, HRD will provide feedback on your progress together with your assessment result.</p> <p>If you're having difficulty meeting course requirements, discuss your situation with your trainer–assessor as soon as possible so that you're not disadvantaged.</p>
11. 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, if appropriate.</p>

Policies and procedures	
<p>12. HRD policies (view relevant policies at www.hrdi.com.au)</p> <p>a. Introduction – access/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, www.hrdi.com.au.</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 RAN WHS 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 intoxicating substances including alcohol. <p>Misconduct may result in sanctions such as exclusion from classes or HRD activities. The HRD Access, equity and conduct policy can be viewed on the HRD website.</p>
<p>c. Participation</p>	<p>Your employer and HRD expect you to be an active and cooperative participant in the training and assessment tasks made available to you.</p> <p>There is a HRD Learner performance policy (available on the HRD website) that describes what is required of learners enrolled in accredited training.</p> <p>If you find it hard to meet what's expected of you contact HRD without delay.</p>
<p>d. Attendance</p>	<p>You are regarded as being at work while you are training with HRD.</p> <p>Dress, punctuality and absences</p> <p>Work uniform, including appropriate PPE, must be worn as required.</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>HRD is required to monitor attendance and record and report lateness or absence.</p>
<p>e. 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>f. Complaints and appeals</p>	<p>A complaint must be made within 30 days of a person becoming dissatisfied or a grievance occurring; or if a problem is not properly resolved.</p> <p>An assessment decision must also be appealed within 30 days.</p> <p>The complaint procedure and form can be downloaded from the HRD website.</p>
<p>g. Confidentiality</p>	<p>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.</p> <p>Unless required to do so by law, HRD will not allow access to your personal information by others without your written approval.</p>

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Other	
13. Support services	HRD will try to provide personal support in relation to matters that directly affect or arise from your learning and assessment experience with us. If necessary, we will help you find personal counselling services to deal with personal issues. If you are employed and your issue relates to your workplace or work 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 RAN 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. 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.