DOMESTIC STUDENT HANDBOOK

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Human Resource Training is a trading name of HRD Consulting Australasia Pty Ltd

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SECTION 1   MESSAGE FROM CEO

WELCOME TO HUMAN RESOURCE TRAINING

Dear Student,

We are delighted that you have decided to enrol at Human Resource Training. We hope you have a most rewarding time studying and living in Australia. We understand that this is a very big step for you, and we congratulate you on your decision. We are here to help you, so please feel free to ask us as many questions as you like before and after your enrolment.

On the first day at Human Resource Training, you will be introduced to all the key staff. If you are confused or don't understand something, remember to ask the friendly Human Resource Training staff for assistance.

This handbook is also available on our website to access or download. Please read all the information carefully. It will help you to familiarise yourself with Human Resource Training staff and rules, and other useful tips about life in Australia. Please keep this handbook with you throughout your stay in Australia and use it as often as needed.

We hope you make a lot of new friends, have fun and most importantly engage actively in your training program at Human Resource Training, so you can be successful in your career.

While you are studying with us, we would appreciate any feedback on your experience at Human Resource Training as we hope to use this to continuously improve the quality of our training and support for students.

We look forward to welcoming you to Human Resource Training!

With Best Wishes,

Mrs. Lynda Taylor

SECTION 2 OVERVIEW OF HUMAN RESOURCE TRAINING

2.1 ABOUT

At Human Resource Training Australia, we are committed to empowering organizations and individuals through professional development in human resources and compliance training. Our courses are designed to equip professionals, managers, and teams with the skills and knowledge needed to navigate today's complex workplace environments.

With a team of experienced trainers and consultants, we bring industry best practices and up-to-date knowledge to each session, ensuring our clients receive actionable insights and practical skills. Our flexible learning options—including in-person workshops, online modules, and bespoke on-site training—allow organizations to select the training format that best meets their needs.

At Human Resource Training Australia, we believe that well-trained teams lead to stronger, more resilient workplaces. Partner with us to drive compliance, improve workforce capability, and foster a culture of continuous improvement in your organization.

2.2 OUR VISION

Our vision is to be recognised as one of the most respected and professionally managed private training organisations in Australasia. We are committed to providing quality Vocational Education and Training – regardless of culture, race, religion, gender, sexuality, academic standard, age, disability or special needs.

Our vision is to become leaders in the advancement of knowledge and skills to all learners, whilst maintaining the standards of Industry Best Practice. As a pioneer of change, we'll remain innovative and relevant, continuing to strive for the mutual benefit of all learners. In an environment of continuous improvement, our vision is to make a difference!

HR training will achieve this vision by ensuring that our experienced, qualified and motivated trainers maintain established high training standards. We'll exceed client and learner expectations, as we improve the KNOWLEDGE, SKILLS and ATTITUDE of the greatest resource an organisation and a country possess – ITS PEOPLE

2.3 OUR MISSION

We believe that training is about gaining knowledge, transferring skills and implementing new knowledge and skills into a workplace or region. Furthermore, we train students for success, so they have the ability to transfer their new skills to their workplace.

At HR Training, we believe that people need to be motivated, so our courses are designed to foster these necessary changes. With the right attitude, our students are better able to engage with their new knowledge and skills and implement the required changes in the workplace.

If you want to assist your employees to broaden their skillsets, then an Australian Qualifications Framework qualification provided by an RTO is your best strategy. The team at HR Training looks forward to helping you achieve your goals.

Our vision is to become leaders in the advancement of knowledge and skills to all learners, whilst maintaining the standards of Industry Best Practice. As a pioneer of change, we'll remain innovative and relevant, continuing to strive for the mutual benefit of all learners. In an environment of continuous improvement, our vision is to make a difference!

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2.4 REGULATORY FRAMEWORK

As a Registered Training Organisation (RTO), RTO is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOs and students. The legislative framework established by the National Vocational Education and Training Regulator Act 2011 and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

2.5 ACCESS, EQUITY, STUDENT AND ADMISSIONS

Every student who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package and Genuine Temporary Entrant guidelines, will be accepted into any training/assessment program. RTO will incorporate the principles of equity into all programs. Students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio- economic background or disability.

2.6 NATIONAL RECOGNITION

Human Resource Training recognises the assessment decisions of any other Registered Training Organisation (RTO) and the Statements of Attainment and Qualifications issued by any other RTO.

2.7 LANGUAGE, LITERACY AND NUMERACY

Human Resource Training recognises that all vocational training includes language, literacy and numeracy tasks and all the College trainers and assessors provide:

- course materials, resources and assessment tools and tasks that do not require students to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed.
- clear models of the language/literacy/numeracy task.
- opportunities for repeated and supported practice; and
- opportunities for independent practice.

Where some students require additional practice and training Human Resource Training provides language support. If Human Resource Training does not have specific support required by specific learners, Human Resource Training will assist the student in identifying alternative training organisations that can provide the specialist support.

SECTION 3 QUALITY APPROACH BY HUMAN RESOURCE TRAINING

Human Resource Training is committed to embracing improvement opportunities across all areas of its operations and has fostered an organizational culture aimed at enhancing practices. To support this commitment, feedback forms are provided to students both during and at the conclusion of each program, recognizing that student feedback plays a vital role in refining business practices and training quality to meet evolving client needs and expectations. Additionally, the CEO encourages feedback from various sources, including risk assessments, student suggestions, complaints, appeals, assessment validation sessions, and audit reports.

Student feedback is integral to our continuous improvement policy. Beyond formal feedback mechanisms, students are encouraged to share feedback throughout their enrollment process. To ensure these insights drive meaningful changes, Human Resource Training maintains a Continuous Improvement Register, which documents all improvement strategies and follow-up actions.

Human Resource Training is responsible for issuing your AQF nationally accredited qualification. In rare cases where specific units require expertise beyond our capacity, you'll be informed during the application process about any collaborating training provider, allowing you to make fully informed decisions. Human Resource Training will issue the final certificate, granting credit transfers for any units completed with our partner.

3.1 STUDENT JOURNEY

At Human Resource Training, we're committed to ensuring a positive and enriching learning journey for all students. This Student Experience Framework reflects our dedication to supporting you throughout your educational journey, whether you're pursuing a full qualification or taking a short course. The remainder of this Handbook provides detailed information, including the policies and procedures that guide our activities, to ensure you have a clear and supportive pathway to success.

3.1.1 Student Rights

- The right to clear, accessible information about your course, including all units of competency and assessment expectations.
- The right to high-quality, personalized teaching that respects you as an individual and addresses your unique learning needs.
- The right to timely, constructive feedback on your assessments and academic progress.
- The right to receive support for overcoming any barriers to your learning, including non-educational challenges.
- The right to recognition for previous studies or relevant life experiences, allowing you to bypass redundant coursework and make efficient use of your time.
- The right to respect, fairness, and non-discrimination, regardless of religion, culture, race, gender, sexual orientation, age, disability, or socio-economic background.
- The right to a learning environment free from any form of intimidation or harassment.
- The right to work in a safe, clean, organized, and cooperative setting.
- The right to have personal property, including digital files and coursework, as well as RTO property, respected and safeguarded.
- The right to a fair, transparent resolution process for disputes, governed by the Complaints and Appeals Policy.
- The right to a supportive learning atmosphere free from disruption, allowing you to focus on your growth and goals.
- The right to freely share your ideas, ask questions, and engage openly with others.

- The right to be treated with courtesy, politeness, and respect at all times.

3.1.2 We at Human Resource Training commit to:

- Provide clear, comprehensive information to help you make an informed choice about the course that best suits your goals.
- Deliver a student-cantered service, treating all students with respect, fairness, and inclusivity.
- Prioritize the health and safety of everyone in our learning environment.
- Ensure access to all necessary resources, including skilled and qualified trainers and assessors.
- Stay informed on current industry trends and leading practices, integrating them into our training programs to keep your learning relevant and effective.
- Offer regular, constructive feedback to support your growth and progress.
- Actively seek and value your feedback as part of our commitment to continuous improvement.
- As the responsible RTO, provide your AQF certification once all course requirements are successfully met.
- Comply with all relevant laws and regulations and keep you informed of any changes (refer to the Legislative and Regulatory Requirements section in this Student Handbook).

3.2 OUR TRAINERS

The CEO of Human Resource Training is committed to ensuring that all students receive the full range of training services they have paid for. Through proactive quality management and continuous improvement practices led by the CEO and staff, we work to identify and address any potential issues that could disrupt training services or impact student experience before they arise.

If a student chooses to withdraw early, or if Human Resource Training is unable to deliver the agreed services—including in the rare event of service termination—the Fees, Charges, and Refunds Policy and Procedure will be used to determine any refund due. It is essential to review and understand the conditions that determine refund eligibility as part of the application process. This policy also outlines the steps to apply for a refund.

While Human Resource Training is dedicated to delivering the complete training services, it does not guarantee course completion or a specific employment outcome, as these factors are influenced by elements beyond our control.

3.3 STUDENT WELFARE, GUIDANCE AND SUPPORT SERVICES

Human Resource Training is committed to providing exceptional services that comprehensively support students throughout their training and assessment journey. From initial course inquiries, we take a structured approach to understanding and addressing the unique needs of each student. Our dedicated staff work to ensure these needs are met, and if a student's requirements extend beyond our scope of expertise, we will facilitate a referral to an appropriate service or alternative training provider.

Where individual needs are identified, students may be invited to sign an Individual Learning Support Plan—a mutually agreed framework outlining tailored support measures to help achieve academic success. This plan underscores our commitment to your learning experience, with more information detailed in our Student Support Policy and Procedure.

A complete directory of support services, including contact information, is accessible on our website. These resources include internal academic support as well as a range of external non-academic services, such as financial assistance and crisis support. All students are encouraged to utilize these services, and we invite you to inform your trainer of any additional support you may need to successfully progress through and complete your course.

3.3.1 Available Support Services include

- Flexible scheduling and delivery options for training and assessment
- Study support and study skills development programs
- Language, Literacy, and Numeracy (LLN) assistance or referrals to specialized programs
- Access to specialized equipment, resources, and services to support students with disabilities
- Counselling services or referrals to appropriate external support services
- Mediation services or referrals to professional mediation providers
- Information technology support for digital learning tools and resources
- Learning materials provided in alternative formats, such as large print, to enhance accessibility

3.3.1.1 Counselling Support and Services

Counselling services are available to support all students with any welfare-related matters. We can coordinate access to a specialist psychologist or professional counsellor if needed. While Human Resource Training does not charge for making these arrangements, please note that these services are offered on a fee-for-service basis.

In summary, Human Resource Training is committed to:

- Providing training programs and services that foster inclusion and are free from discrimination.
- Offering tailored support services, training, assessments, and learning materials to meet the diverse needs of individual students.
- Taking each student's unique circumstances into account to support skill development and achievement of qualifications that may lead to further education or employment opportunities.
- Facilitating open consultation between staff and students to incorporate individual circumstances into the planning of training programs.
- Considering input from students' communities, government agencies, organizations, and industry representatives in the development of training programs.
- Ensuring that course materials and information are easily accessible and provided in a clear, understandable format.
- Supplying guidance to assist students in planning their pathways to further vocational education, training, or higher education.

3.4 COMMITMENT TO TRANSPARENT STUDENT INFORMATION

Human Resource Training is dedicated to upholding the highest standards of professionalism and ethics in promoting its courses and services, ensuring the integrity and reputation of the VET sector. All marketing practices are clear, accurate, and fully aligned with Australian Consumer Law to avoid any misleading information.

Human Resource Training provides thorough information and guidance to students both prior to enrolment and during induction, empowering students to make well-informed decisions about their training journey with us.

All relevant information is clearly communicated and easily accessible, with an electronic copy available on our website. The Student Handbook, also accessible online, serves as your primary reference, detailing RTO's training services, our commitments to you, and your responsibilities as a student.

RTO will provide access to information on any applicable state funding as part of your application and enrolment process.

Note:

- QLD Funded students - Please refer to Student Guide for Queensland Funded Programs

3.4.1 Course Enrollment Information and Service Commitments

For your selected course, you should have received comprehensive details to support your enrolment decision, including:

- Course Information: The official code, title, and currency of the AQF qualification, skill set, or VET course you are enrolling in, as listed on the National Register.
- Service Provision Details:
    - Estimated duration of the course and related services
    - Expected locations for service delivery
    - Modes of delivery that will be used throughout the course
- Tuition and Fees: A clear outline of tuition costs, additional charges, and any incidental fees.
- Student Requirements: An overview of your obligations, including entry requirements and any conditions for successfully completing your chosen qualification, skill set, or course.
- Required Materials and Equipment: Any materials and equipment you are responsible for supplying, such as access to a computer or laptop, and an internet connection.

In the event of any changes to these agreed services, Human Resource Training will promptly inform you in writing, followed by a phone call, to address adjustments such as new third-party arrangements, changes in ownership, or modifications to existing third-party relationships. Should these changes impact on your decision to continue your studies, our Fees, Charges and Refunds Policy will apply to guide any necessary arrangements.

3.5 STUDENT RECORD ACCESS

Students may access their individual records upon request. Human Resource Training will not disclose student records to third parties unless a written request is provided by the student granting permission. For additional information, please consult the Privacy and Personal Information Policy.

3.6 CERTIFICATE ISSUANCE

- Identification of Eligible Students: At the end of each term or study period, administration staff will identify students who have completed their qualifications.
- Verification of Completed Competencies: Administration will review each student's records to ensure all required units of competency are satisfactorily completed. This includes verifying that all marked assessments and portfolios of evidence are present in the student file. If any assessment records are missing, administration staff will coordinate with the relevant trainer or student to retrieve the necessary documentation.
- Fee Status Confirmation: Administration will verify that all applicable fees have been paid in full. Certificates will not be issued until outstanding fees are settled.
- Processing Timeline: This entire process will be completed within 30 days of the course end date.
- Statement of Attainment Requests: Students who have completed additional units due to clustering or scheduling may request a separate Statement of Attainment for those units at no extra cost.

3.7 UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) scheme enables students to access a consolidated online record of their VET achievements, offering a nationally authenticated record of training that can be reliably verified by employers and other RTOs.

Human Resource Training can only issue a qualification or Statement of Attainment once a verified USI is provided by the student, or RTO applies for one on the student's behalf. To prevent delays in issuing certification, Human Resource Training will confirm or apply for the USI at the time of enrolment.

To safeguard records, Human Resource Training implements stringent security measures. Digital records are securely backed up on a Cloud system, while paper-based records are stored in locked cabinets. All AQF certification documentation is retained by RTO for 30 years.

For more information, please visit the USI's official website at https://www.usi.gov.au/.

SECTION 4 STUDENT RESPONSIBILITIES AND CONDUCT AT HUMAN RESOURCE TRAINING

4.1 ATTENDANCE AND PUNCTUALITY

- Full Attendance: Students are required to attend all scheduled training days, including classroom-based sessions and block releases.
- Attendance Records: Attendance will be recorded daily, typically twice, to ensure consistency and accountability.
- Leave Requests: Any leave must be pre-approved and arranged through reception. Unauthorized absences are not permitted.
- Absence Notifications: If absent, students must inform their trainer before the start of your class.
- Timely Arrival: Students should arrive at least 10 minutes before class to ensure punctual start times, with specific class schedules provided at induction.
- Late Arrivals: Students arriving more than 30 minutes late will not be permitted to join class that day and will be marked absent. This policy ensures that trainers can deliver uninterrupted instruction and essential safety information.

4.2 UPDATING CONTACT INFORMATION

Students are required to inform RTO within 7 days of any changes to their address, email, phone number, or emergency contact details.

4.3 WORK HEALTH & SAFETY (WH&S) REQUIREMENTS

- Leaving Campus: If leaving campus during lunch, students must notify their trainer and return by the designated time.
- Prohibited Substances: The use of alcohol or illicit drugs is strictly prohibited on campus and will result in immediate dismissal. Students under the influence may be asked to leave, and relevant authorities may be contacted if necessary.
- Attendance Protocol: Students are not permitted to leave campus during training hours without prior approval from their trainer to ensure accountability during emergencies.

4.4 NON-SMOKING POLICY

Human Resource Training is a smoke-free campus. Smoking is permitted only in designated areas and during official breaks. Dispose of cigarette butts in the provided sand buckets and avoid placing other waste in these containers to prevent fire hazards.

4.5 ACCIDENT PREVENTION AND SAFETY TRAINING

- Safety Induction: A safety course is provided during induction. Follow all safety instructions carefully, and if anything is unclear, ask your trainer for clarification.
- Reporting Hazards: Report any safety concerns immediately to help maintain a safe environment.

4.6 ACCIDENT REPORTING

- Immediate Reporting: Any accident should be reported to the trainer immediately. All incidents must be documented using a Critical Incident Report Form, to be submitted promptly to the Human Resource Training office.
- Medical Documentation: A doctor's note is required for time missed due to injury or illness. Minor injuries will be attended to by the designated First Aid Officer.

4.7 Child Safety (for Students Under 18)

- Commitment to Safety: Human Resource Training maintains a zero-tolerance policy for abuse. Any suspected abuse should be reported to the Child Abuse Report Line based on your location.
- Handling Complaints: All complaints concerning child safety will be thoroughly and impartially investigated, applying principles of legal and natural justice.

4.8 Restricted Access

Students may only enter Staff's office, trainers' offices, administrative offices, or unassigned training rooms if invited by a staff member.

4.9 Use Of Mobile Phones

- Emergency Contact: Family and friends should be advised to contact reception for emergencies.
- Classroom Etiquette: Personal mobile phones are prohibited during class and can only be used during scheduled breaks.

4.10 Use of Tools, Equipment, and Training Materials

- Access to Resources: All necessary training tools and materials are provided by trainers.
- Care of Materials: Students should keep all issued training notes organized. Unattended notes may be discarded, and replacement costs for lost workbooks, or student cards will apply as listed in the resource sign-off sheet.

4.11 Lunchroom Etiquette

The cleanliness of lunchrooms and outdoor eating areas is the responsibility of all students. Please dispose of food scraps and rubbish in the designated bins. For convenience, microwaves and refrigerators are available for student use. Keep these areas clean by promptly wiping up any spills, including those under the microwaves.

4.12 Housekeeping Standards

A clean, organized, and well-maintained workspace and training room environment positively contributes to everyone's wellbeing and productivity. The upkeep of these areas is a shared responsibility, with regular cleaning and tidying expected from all students.

4.13 Graffiti and Property Care

Graffiti or any form of vandalism is strictly prohibited. Any wilful damage to property will result in disciplinary action, including possible legal consequences. Students are also expected to respect classroom furnishings by refraining from placing their feet on tables or chairs during class.

4.14 Academic Integrity: Plagiarism and Contract Cheating

Plagiarism is the act of using someone else's language, ideas, or expressions and presenting them as your own. If you incorporate others' words or ideas into your assignments, you must properly reference them. Your trainers will provide guidance on referencing standards and avoiding plagiarism during orientation or in class.

Contract cheating, which involves purchasing assessment materials from an external source and submitting them as your own work, is also strictly prohibited. Both plagiarism and contract cheating are regarded as serious misconduct, and any student found engaging in these practices will face disciplinary action.

4.15 HEALTH AND EMERGENCY SERVICES

4.15.1 Ambulance/Fire Brigade/Police

Phone numbers are to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances.

Phone: 000 (triple zero)

4.15.2 State Emergency Service (SES)

For assistance in flood, storm, fallen trees or buildings Phone: 13 25 00

4.15.3 Poisons Information Centre

Ring for information 24 hours a day. Phone: 13 11 26

SECTION 5   CAMPUS FACILITIES AND TRAINING SERVICES

5.1   CAMPUS FACILITIES AND LEARNING RESOURCES

Our campus is equipped with state-of-the-art facilities designed to support your training and development:

- Training Workshops and Classrooms: Featuring industry-standard tools and equipment, our workshops and simulated building site environments offer practical, hands-on learning experiences that reflect real-world conditions.
- Computer and Wi-Fi Access: While limited access to shared computer terminals is available, students are expected to bring their own laptops. High-speed Wi-Fi is provided throughout the campus for seamless access to online resources.
- Digital Learning and Assessment Resources: All course materials, including learning and assessment resources, are accessible through the online portal, which can be accessed anytime via your personal device.

These facilities and resources ensure that students have access to the tools, equipment, and digital platforms essential for a comprehensive learning experience.

5.2   FLEXIBLE LEARNING AND INCLUSIVE ASSESSMENT PRACTICES

Human Resource Training is dedicated to providing adaptable teaching and assessment methods to meet diverse student needs. Recognizing that students may achieve better results with tailored support, we strive to make appropriate adjustments to ensure an inclusive learning environment.

Human Resource Training staff respect individual differences in learning and will make adjustments to teaching and assessment approaches as needed. Acceptable adjustments may include, but are not limited to:

- Trainers reading assessment materials aloud to students
- Recording a student's verbal responses to assessment questions
- Allowing a student to complete an assessment privately in a separate room

Human Resource Training is committed to supporting students in achieving competency standards by any reasonable means. If a student's needs exceed the support services we can provide, Human Resource Training will facilitate a referral to an appropriate external agency.

5.2.1   Reasonable Adjustment

"Reasonable adjustment" refers to changes in how student performance evidence is gathered, tailored to individual learning needs. When a learning need is identified, Human Resource Training will discuss and implement a fair and reasonable alternative for assessing competency, in line with our Assessment Policy.

5.2.2   Access and Equity

Human Resource Training upholds a commitment to fairness and equal opportunity, ensuring that all current and prospective students have access to learning and the ability to achieve their educational goals. Our practices are inclusive and respect diversity across age, gender, cultural and ethnic background, disability, sexuality, language, literacy and numeracy levels, employment status, and other unique differences that may pose barriers to access. Human Resource Training's approach actively seeks to eliminate any unreasonable barriers to participation in our services.

5.3 LEARNING RESOURCES

5.3.1 Digital Library Resources

To support academic research and enhance learning, Human Resource Training students have unlimited Wi-Fi access on campus. Human Resource Training recommends several online libraries, offering free access to extensive collections of reference materials:

- National Library of Australia: http://www.nla.gov.au (Free)
- Free e-books Directory: http://www.e-booksdirectory.com (Free)
- The Free Library: http://www.thefreelibrary.com (Free)

These digital resources provide a wealth of reference material for study and research.

5.3.2 Computer and Internet

Students are required to bring their own laptop or computer to Human Resource Training, as all learning materials are available online. Having your own device provides flexibility for class participation, research, self-study, and assessment submission from any location.

Minimum Requirements:

- Operating System: Windows 10 or macOS 10.14 or higher
- Software: Capability to create Microsoft Office-compatible documents

Students have free wireless access within the college building. When using college computers or the internet, all students must comply with Human Resource Training's technology and usage policies.

SECTION 6   IMPORTANT POLICIES FOR DOMESTIC STUDENTS

6.1   STUDENT SELECTION AND ENROLMENT POLICY

6.1.1   Eligibility and Course Prerequisites

Enrolment in certain training programs may require students to meet specific prerequisites or entry criteria. Detailed information on these prerequisites is provided in individual course brochures and available on the Human Resource Training website to support informed decision-making prior to enrolment. If a prospective student does not meet the required prerequisites, Human Resource Training staff will assist in exploring alternative options, which may include referrals to other training providers or alternative courses.

This eligibility process applies to all students, including those seeking Recognition of Prior Learning (RPL), apprenticeships, traineeships, and fee-for-service students. The enrolment process begins when a prospective student contacts Human Resource Training to express interest in a training program. Human Resource Training staff will provide the necessary enrolment forms, a copy of the Student Handbook, applicable state funding information, program-specific course guides, and any additional relevant documentation.

Applications are assessed to verify that all prerequisites and entry conditions for the selected course have been met. Students who meet the eligibility requirements will be notified of their successful enrolment and receive course and induction details. Applicants who do not meet the prerequisites will be advised of their status and invited to consult with Human Resource Training staff to discuss potential training alternatives.

6.1.2   Foundation Skills Assessment

As part of the enrolment process, all students will undergo a language, literacy, and numeracy (LLN) skills assessment to gauge their foundation skills. This assessment helps ensure that students have the necessary skills to progress through their chosen program successfully. Should the assessment indicate that a student may require additional preparation, Human Resource Training staff will discuss alternative study options to better support the student's success.

6.1.3   Language, Literacy, and Numeracy Support

Human Resource Training recognizes that students may have varying abilities in reading, writing, and numeracy. Course information and learning materials may include written documents and numerical components, and Human Resource Training staff are available to support students with these requirements. If a need for assistance is identified by staff or requested by the student, a language, literacy, and numeracy assessment can be administered to help ensure readiness for the program.

Human Resource Training is committed to providing support for students who may require additional assistance with LLN skills. If the support needs exceed Human Resource Training's capacity, students will be referred to an external support agency or resources listed on the Student Support List, ensuring they have the opportunity to build the skills necessary to complete their training successfully.

6.1.4   Student Induction

Upon successful enrolment, all students will participate in an induction program covering key aspects of their learning experience, which includes:

- Introduction to Human Resource Training staff and available resources
- Orientation to campus facilities, resources, and guidelines for WH&S compliance, including conduct and dress code requirements
- Overview of the course structure, including units of competency and qualifications to be issued
- Explanation of the training approach, assessment methods, and purpose

- Review of learning and assessment materials provided
- Summary of available support services, particularly for students requiring additional LLN assistance
- Outline of the Appeals and Complaints processes
- Guidance on career pathways and AQF progression options

Induction sessions may be conducted in a classroom group setting or on an individual basis if training is delivered in the workplace, ensuring every student has a comprehensive understanding of their program and support available.

6.2 FEE CHARGES AND REFUND

Students are required to pay their course fees by the scheduled due dates as outlined in their payment plan. If fees are overdue, Human Resource Training staff will contact the student to arrange an appointment with the Administration team. This meeting provides an opportunity to discuss any compassionate or compelling circumstances impacting payment and to establish a plan for bringing fees up to date.

Fee Include
- Facility and program orientation sessions
- Tuition, tutorials, and lectures
- Study guides, authorized learning materials, and required textbooks (if applicable)
- Student counseling and support services
- Student identification card
- Australian Goods and Services Tax (GST) where applicable
- One (1) copy of all completion documents upon course completion or early exit

Additional Fee Information
- Information about course fees and charges, including optional fees (e.g., Recognition of Prior Learning [RPL] fees), is available in RTO program brochures, promotional materials, and through direct emails sent after initial inquiries with a training organisation.

During the application process, RTO provides the following detailed fee information to each student:
- Total course fees, including any administration, material, or other charges
- Payment terms, including schedule, amounts, and any non-refundable deposits or administrative fees
- Fees for additional services, such as reissuing qualification documents, and options available to students who are deemed "not yet competent" upon training completion
- Reference to the Fees and Charges and Refunds Policy and Procedure and State Funding Information Pack available on our website

Concession and health care card holders may qualify for reduced fees based on individual circumstances, as outlined in the State specific student guide for funded programs

Payment options
Students enrolling in full-fee courses have various payment options:

- Upfront Payment: Full payment at the beginning of the course
- Instalments/Payment Plan: Structured payment plans are available to ease financial commitments

Payment method include
- Scheduled direct debit
- Scheduled credit card payments
- B-Pay transfer

- Bank Transfer
- Visa Card
- Alternative arrangements approved by the Finance team

Additional Fee and Charges

Description	Cost
Re-Issue of statement of attainment/ Qualification	$50
Partial Completion Statement of Attainment	$40
Plagiarised Re-Assessments	$200
Fees for overdue payment of course fees	$50 per week until outstanding fees are cleared
Credit transfer	Nil
RPL – Application fee	$250
RPL – Per unit fee	$500
EzyPay – Insufficient funds for Direct Debit transaction	$9.90 per attempt
Note: Credit Card surcharges will apply for Mastercard and VISA. Human Resource Training does not accept AMEX or American Express.	

Human Resource Training reserves the right to suspend a student's enrolment if fees remain unpaid, which may result in the loss of access to student services, training records, and online course materials (if applicable). Legal action may be pursued for outstanding payments.

6.2.1.1 Refunds Policy

Students requesting a refund must apply for a Refund of Student Fees application via completing the student request form, within a reasonable timeframe based on their situation. The application should be emailed to the relevant RTO location, with the reason for the request detailed thoroughly for consideration by the campus Manager.

RPL Services:
- Prior to 7 Days: Full refund minus a non-refundable administration fee if the student withdraws within seven calendar days of commencement.
- After 7 Days: No refund after seven calendar days of service commencement.

Fee for Service Training:
- Before Course Commencement: Full refund minus a non-refundable administration fee.
- After Course Commencement: Refund of remaining unspent fees minus a non-refundable administration fee if withdrawal occurs after the start of training.

Other Refunds:

If Human Resource Training cannot commence or deliver a scheduled course, suitable alternative arrangements will be provided. If an alternative is not agreed upon, a full refund will be issued to the person who paid the fees (which may include a third party). Additionally, if Human Resource Training services are terminated early or if the Human Resource Training ceases operations, students will receive refunds for any undelivered services.

State Funding Refund Policies

For state funded students refer to state specific student guide for funded programs.

6.3 PRIVACY AND RECORD MANAGEMENT POLICY

The Privacy and Records Management Policy at Human Resource Training defines the standards for handling, protecting, and managing personal information and records for all students, staff, and affiliated parties. This policy complies with the Privacy Act 1988 and the Australian Privacy Principles, ensuring transparent, respectful, and secure management of personal and sensitive data. It applies to all data collected, stored, used, and disclosed by Human Resource Training and establishes clear guidelines to maintain the privacy and rights of individuals.

6.3.1 Collection of personal and sensitive information

6.3.1.1 Types of information collected

- **Personal Information** includes details such as:
  - Full name, address, contact information (phone and email), date of birth, gender, emergency contact details.
  - Employment status and history (when relevant), language and literacy needs, education background.
  - Identification documents (e.g., driver's license, passport), as well as photos, videos, and voice recordings for verification and training purposes.
- **Sensitive Information** covers:
  - Racial or ethnic background, political opinions, membership in professional or trade associations, criminal record, health and disability information, and biometric data for verification purposes.

6.3.1.2 Purpose of data collection

This information is collected to fulfill Human Resource Training's responsibilities as a Registered Training Organisation (RTO). It supports:

- Academic assessment and program management.
- Compliance with government and regulatory body requirements.
- Participation in surveys, statistical reporting, and other quality assurance processes

6.3.1.3 Consent for Collection

Individuals are informed of the type and purpose of data collected during the enrollment and employment processes. Consent is obtained where required, particularly for sensitive information, and individuals under 18 years must have parent/guardian consent for data collection.

6.3.2 Use, Disclosure, and Storage of Information

6.3.2.1 Use of Information

Personal information is used strictly for purposes directly related to educational services and regulatory compliance, including:

- Verification, audits, statistical analysis, and internal evaluations.
- Supporting government policies by providing relevant data as required by agencies like the Australian Skills Quality Authority (ASQA) and state training authorities.

6.3.2.2 Disclosure of Information

Information is shared only with authorized personnel and external entities when:

- Required by law or government agencies for compliance.
- Explicit consent is given by the individual for specific disclosures, such as academic records to a third party.

- Disclosure is essential to prevent harm to an individual's life, health, or safety.
- Any external organization receiving information must use it solely for the specified purpose and protect the data per legal standards.

6.3.2.3 Marketing Use of Personal Information

Students may consent to Human Resource Training using their images, videos, or recordings in promotional materials. Consent is voluntary, and refusal does not impact access to services. Marketing media use is restricted to advertising, training resources, and editorial purposes, and consent forms are stored securely.

6.3.3 Security of Data and Records Management

6.3.3.1 Data Security and Storage

Human Resource Training adopts robust security measures to protect personal and sensitive information against unauthorized access, loss, or destruction. Measures include:

- Digital security: Firewalls, encryption, antivirus software, and access controls.
- Physical security: Locked storage for physical files, restricted access to authorized personnel only.
- Controlled data access, with audits and regular updates to safeguard against cybersecurity risks.

6.3.3.2 Retention and Disposal of Records

- Retention Duration: Student records, including enrolment data, assessments, and qualifications, are retained for 30 years to comply with regulatory requirements.
- Assessment Retention: Completed assessments are held for at least six months before being securely digitized for long-term storage.
- Disposal Protocol: When records are no longer required, they are securely destroyed. Physical records are shredded, and digital files are permanently deleted in compliance with best practices.

6.3.3.3 Cloud Storage and Overseas Data Disclosure

If data storage involves cloud-based systems, Human Resource Training ensures compliance with the Australian Privacy Principles for data security and access, ensuring that any overseas storage maintains comparable privacy protection.

6.3.4 Access to Personal and Academic Records

6.3.4.1 Student Rights to Access Records

Students may request access to their personal and academic records by contacting Student Services. Human Resource Training supports the right to:

- View educational records in the presence of authorized staff.
- Request corrections to inaccuracies in personal records.
- Written requests are required for record access, and responses are provided within 10 working days. Staff supervision ensures records remain secure and protected during review.

6.3.4.2 Staff Access to Records

Only personnel directly involved in a student's academic progress, such as trainers, assessors, and authorized administrative staff, can access records as required by their roles. Access to records is logged and monitored.

6.3.4.3 Third-Party Disclosures

Disclosure to third parties, including family members, employers, or agents, requires the written consent of the student. All third-party disclosure requests are documented, with verification to ensure secure handling of data.

6.3.4.4   Record Access in Case of Ceasing Operations

If Human Resource Training ceases operations, all student records will be transferred to ASQA for continued access, allowing former students to retrieve their academic history by contacting ASQA.

6.3.5   Breach of Data and Privacy Violations

6.3.5.1   Data Breach Protocol

In the event of a data breach, Human Resource Training will:

- Immediately assess the breach and take steps to mitigate potential harm.
- Notify affected individuals if the breach presents a risk to privacy or confidentiality.
- Report serious breaches to the Office of the Australian Information Commissioner (OAIC) and other relevant authorities as per the Privacy Act 1988.

6.3.5.2   Reporting and Investigation of Privacy Violations

Suspected breaches of data privacy are thoroughly investigated. Students and staff can report privacy concerns to the relevant campus authorities. Corrective actions are taken, and those responsible for violations may face disciplinary measures.

6.3.6   Roles and Responsibilities

6.3.6.1   Staff Obligations

All staff are required to:

- Sign a privacy agreement upon employment.
- Adhere to privacy policies and data handling standards outlined in training sessions.
- Report any data management concerns to the CEO immediately.

6.3.6.2   Individual Responsibilities

Students and staff are responsible for:

- Ensuring the information, they provide is accurate and up to date.
- Notifying Human Resource Training promptly of any changes in personal information.
- Abiding by data security protocols, such as protecting their own log-in details and personal devices used for accessing Human Resource Training's systems.

6.3.7   Policy Review and Updates

6.3.7.1   Annual Review

This policy is reviewed annually to remain current with changes in privacy legislation, data protection technology, and best practices in records management. Updates are communicated to all students and staff, with the latest version published on Human Resource Training's official website.

6.3.7.2   Feedback and Queries

Questions or concerns regarding this policy should be directed to the CEO or Student Services, who will provide clarification and further guidance as needed.

This comprehensive Privacy and Records Management Policy ensures Human Resource Training upholds high standards in protecting personal information, maintaining record integrity, and ensuring the privacy rights of all associated individuals.

6.4 CODE OF CONDUCT

6.4.1 Purpose

This Code of Conduct Policy defines the standards of behavior expected from all members of the educational institution, including students, faculty, and staff. The policy aims to promote a positive, safe, and inclusive learning environment. Students are expected to act with integrity, respect, and responsibility both on campus and while representing the institution externally. Violations of this policy will result in appropriate disciplinary actions to uphold the institution's values and maintain a productive educational setting.

6.4.2 Types of Misconduct

6.4.2.1 Academic Misconduct

Academic integrity is foundational to educational success. Violations, such as plagiarism and cheating, undermine the academic environment. Specific forms of academic misconduct include:

- **Cheating:** Actions intended to gain unfair advantage, such as copying others' work, using unauthorized materials during assessments, or attempting to deceive instructors about one's understanding or efforts.
- **Plagiarism:** Presenting someone else's work, ideas, or research as one's own without proper attribution, whether intentionally or unintentionally. Examples include using another's words or ideas without citation or copying from a source without credit.

6.4.2.2 General Misconduct

General misconduct refers to behavior that disrupts the educational process or disrespects the rights of others. Examples include:

- **Disruptive Behavior:** Any act that interferes with classroom activities, such as excessive noise, refusal to follow instructions, or the use of offensive language.
- **Vandalism and Theft:** Damaging or stealing institutional or personal property is strictly prohibited and may lead to legal action.
- **Non-compliance:** Ignoring lawful instructions or institutional policies, whether on campus or during vocational placements, is a violation of conduct.

6.4.3 Student Responsibilities

Students are required to maintain the following standards of behavior to support a collaborative and respectful learning environment:

- **Respect for Diversity:** Value and respect for the diversity of the institution's community, which includes people of all backgrounds, beliefs, and abilities. Discrimination, whether based on race, gender, age, religion, nationality, or other characteristics, will not be tolerated.
- **Respectful Communication:** Use courteous and considerate language in all interactions, avoiding hostile or inflammatory speech. Disagreements should be managed calmly, constructively, and with a willingness to listen.
- **Adherence to Campus Rules:** Follow all campus policies regarding the use of facilities and resources. Personal conduct, including appropriate dress, punctuality, and attendance, contributes to a positive educational atmosphere.
- **Privacy and Confidentiality:** Maintain confidentiality in matters shared by peers or staff and respect privacy rights.
- **Appropriate Technology Use:** Abide by guidelines for the use of technology on campus. This includes using electronic devices only for approved purposes and not accessing or sharing inappropriate materials.

6.4.4 Human Resource Training Responsibilities

Faculty and staff members have the following obligations to support student success and uphold institutional values:

- **Fairness and Non-Discrimination:** Treat all students impartially, respecting each individual's rights and promoting inclusivity.
- **Professional Support:** Offer guidance, constructive feedback, and assistance to students, helping them progress in their studies and addressing academic concerns respectfully.
- **Respect for Privacy:** Handle student information and communications with confidentiality, ensuring privacy is safeguarded at all times.
- **Safe Learning Environment:** Take proactive steps to maintain a secure, harassment-free educational space and address any violations of conduct immediately and effectively.

6.4.5 Anti-bullying and Anti-harassment Policy

The Human Resource Training enforces a zero-tolerance policy for bullying, harassment, and any discriminatory behavior. All members of the institution have the right to a safe and respectful environment. Types of unacceptable behavior include:

- **Harassment:** Unwanted, offensive behavior that intimidates or demeans others.
- **Bullying:** Persistent abuse, such as verbal insults, physical intimidation, or spreading rumors, which undermine an individual's well-being.
- **Sexual Harassment:** Unwelcome sexual advances or comments, inappropriate touching, or the display of sexually suggestive materials.
- **Racial Discrimination:** Any behavior that incites hatred or prejudice based on race, ethnicity, or nationality, including slurs or exclusionary practices.

Students experiencing harassment are encouraged to report incidents to the Student Services Officer or designated campus staff. Allegations will be handled with confidentiality and seriousness, with appropriate measures taken against perpetrators.

6.4.6 Improper and Inappropriate Behaviour

Improper behavior affects the learning environment and can result in disciplinary action. Examples of prohibited conduct include:

- **Absenteeism without Reasonable Cause:** Regular attendance is expected; unjustified absences without prior communication or documentation are unacceptable.
- **Disruptive or Aggressive Behavior:** Loud, offensive, or threatening conduct that impacts others' learning experiences or well-being.
- **Substance Use:** Being on campus under the influence of alcohol or non-prescribed drugs is prohibited, as is the possession of illegal substances.
- **Digital Misconduct:** Misuse of institutional IT resources, including the downloading of illegal content, accessing explicit material, or introducing malicious software to campus computers.
- **Use of Unauthorized Devices:** Unauthorized recording, photography, or use of electronic devices in class, unless explicitly permitted.

Any student engaging in improper behavior may face penalties, including suspension or expulsion. Serious cases may be reported to authorities if they violate laws.

6.4.7 Serious Misconduct

Serious misconduct involves any behavior deemed intentional, illegal, or reckless, and includes:

- **Criminal Actions:** Criminal offenses will be reported to law enforcement and may result in legal action.
- **Intentional Harm or Threats:** Actions that threaten or cause physical harm to others, damage property, or disrupt the campus may lead to immediate suspension and further disciplinary review.
- **Weapon Possession or Arson:** Possession of dangerous weapons or acts of arson are strictly prohibited and may result in permanent expulsion.

Violations of this nature require immediate action and may impact a student's status within the Human Resource Training.

6.4.8 Disciplinary Process and Procedures

6.4.8.1 Incident Reporting and Investigation

All allegations of misconduct are taken seriously and will be investigated by campus management. Students will receive written notification within five working days of the reported incident, with a meeting scheduled within 14 days to discuss the allegations.

6.4.8.2 Resolution and Penalties

Consequences depend on the severity and nature of the misconduct. Potential penalties include:

- Verbal or written warnings.
- Re-assessment of assignments or exams, if applicable.
- Temporary exclusion from classes.
- Suspension from the institution or specific courses.
- Legal reporting and cooperation with law enforcement for criminal conduct.

6.4.8.3 Appeal

Students may appeal disciplinary actions by submitting a written request within 20 days of notification. Appeals are reviewed by the Human Resource Training's administration, and students will receive a response within 20 working days. During this time, students are encouraged to provide any supporting documentation or statements relevant to the appeal.

6.4.9 Conclusion

The Human Resource Training is committed to fostering a culture of respect, responsibility, and excellence. All students, faculty, and staff play a role in upholding these values and ensuring a supportive educational environment. By adhering to this Code of Conduct, members of the Human Resource Training contribute to a safe, inclusive, and effective space for learning and growth.

6.5 COMPLAINTS AND APPEAL POLICY

6.5.1 Purpose

Human Resource Training seeks to continuously provide high quality education and training service in which all are encouraged to strive for excellence. It is committed to implementing an effective complaint resolution procedure that, where possible, is managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good education, working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

6.5.2 Scope

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Involve the minimum number of people possible

The Human Resource Training is not compelled to consider:

- anonymous appeals; or
- appeals that appear to be of a frivolous nature, or vexatiously or maliciously made; or
- appeals made on the basis of the judgment of the Human Resource Training staff member who made the decision;
- or appeals that fail to meet the lodgement requirements

All students and staff are to be informed of the complaint resolution procedures. The focus for resolution will be on issues rather than individuals. Students are to be protected from Victimisation. Natural justice principles will be used to ensure procedural fairness. A complainant has the right to withdraw the complaint at any stage.

Where a complainant is a current student, their enrolment must be maintained while the complaints and appeals process is ongoing. Complainants can choose to utilise resources outside the Human Resource Training to resolve their complaint. Complaints managed by the Human Resource Training are not charged; however, if an external mediation service is required this service will be charged.

6.5.3   Definitions

A complaint can be defined as a student's expression of dissatisfaction with any aspect of the Human Resource Training's services and activities, such as:

- the enrolment, induction/orientation process;
- the quality of education provided;
- academic matters, including student progress, assessment, curriculum and awards in a course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

6.5.4   Principles

The Human Resource Training is guided by the following principles in resolving all student complaints and appeals:

- Complaint and appeal procedures will be readily available to ensure students understand their rights and responsibilities, including their right to have a support person present at any interview or proceeding
- the complaints and appeals will be well documented, and the results of complaints and appeals will be communicated to relevant parties within 20 working days
- Where a complaint is likely to take more than 20 days to resolve, Human Resource Training will advise you in writing and provide regular updates.
- Complainants will be advised of the outcome of the complaints through written notification that the complaint has been resolved
- the principles of courtesy, mutual respect, confidentiality and procedural fairness will be observed by all parties to the complaint resolution process
- there will be no direct financial cost to the student relating to internal review and appeal processes
- complaint and appeal procedures will be applied consistently and transparently
- a student's enrolment will be maintained while the complaint and appeal process are ongoing
- records will be kept for a minimum of five years and are kept strictly confidential
- The complaint resolution process will be used by the Human Resource Training to identify areas for improvement in the quality of services and support it provides to students
- The complaint resolution process does not restrict an individual's rights to pursue other legal remedies

- students may choose to have their complaint reviewed externally

6.6 VICTIMISATION

All complaints will be handled with fairness in accordance with the principles of natural justice. The Human Resource Training is committed to ensuring that students and respondents do not experience any Victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The Nominee appointed to manage a formal complaint will be responsible for ensuring that no Victimisation occurs.

6.6.1 Natural Justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule. This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, the College shall not be held responsible for the consequences.

6.6.2 Record Keeping and Confidentiality

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon a written request to the CEO.

These records will be maintained electronically. All electronic data is permanently archived to a secure offsite storage facility on a monthly basis. Archive cartridges are kept indefinitely.

All records relating to complaints will be treated as confidential and will be covered by Human Resource Training Privacy and Personal Information Policy.

6.7 COURSE CREDIT AND RECOGNITION OF PRIOR LEARNING

6.7.1.1 Credit Trasnfer: Recognising qualifications from other RTO's

Credit transfer allows students to apply academic credits from qualifications or courses completed with other Australian RTOs towards a qualification at Human Resource Training. This process acknowledges prior learning where the acquired credits demonstrate competency within the relevant qualification or unit.

Human Resource Training fully recognizes all AQF qualifications and Statements of Attainment issued by other RTOs and verifies all certification documentation from the issuing institution before granting credit transfer.

New students are informed of the Credit Transfer and Recognition of Prior Learning (RPL)Policy and Procedure during enrolment, providing an opportunity to submit prior qualifications for assessment before training begins. Trainers will also remind students of this policy during induction and periodically throughout their course.

For more information on how to apply, please refer to the Credit Transfer and Recognition of Prior Learning (RPL)Policy and Procedure available on our website. This service is offered at no cost.

6.7.1.2   *Recognition of Prior Learning*

Human Resource Training values the skills and knowledge gained through workplace and industry experience, recognizing that vocational expertise may be acquired outside formal training environments. The Recognition of Prior Learning (RPL) process validates these competencies, offering a pathway to qualification without repeating units, thus saving time and expense.

RPL is an assessment process that evaluates formal, non-formal, and informal learning to determine the individual's attainment of required competencies for partial or complete completion of a VET qualification. Human Resource Training offers an extensive RPL service, especially for individuals with at least two years of experience in the building and construction industry.

Before applying for RPL, consider the following:

- What relevant on-the-job training or experience can you provide evidence for?
- How recent is this experience or learning?
- How can you prove or demonstrate these skills?
- Do you have sufficient quality evidence showcasing your expertise?

To grant RPL, assessors must be confident in the applicant's current competency aligned with the endorsed industry or enterprise standards specified in AQF-accredited courses. Evidence may include certifications, employer references, client testimonials, and work samples.

For more information on the application process, please refer to the Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure on our website. This service is offered at a fee-for-service rate, with individualized fees provided at the time of application. Please speak to a staff member if you have not received this information.

For state-funded students, additional evidence may be required. Please refer to the Credit Transfer and Recognition of Prior Learning (RPL) Policy and Procedure for specific details on documentation requirements.

6.8   DEFERMENT AND TEMPORARY SUSPENSION OF ENROLMENT

Students may request to defer or temporarily suspend their enrolment only under compelling or compassionate circumstances. These circumstances acknowledge the need for students to address serious or unexpected situations that may affect their ability to continue studies. Examples of such circumstances include, but are not limited to:

- **Serious Illness**: A medical condition that prevents the student from participating in classes or completing assessments for an extended period.

- **Serious Illness or Death of a Family Member**: Situations where a close family member's critical health condition or passing necessitates the student to provide support or attend to family matters.

- **Severe Injury**: An injury that limits the student's ability to engage in regular study activities, requiring medical leave and recovery time.

- **Natural Disaster**: Events such as floods, earthquakes, or other natural calamities that impact the student or their immediate family, requiring urgent attention or relocation.

- **Course Unavailability**: Instances where the enrolled course is temporarily unavailable due to unforeseen circumstances.

To initiate a deferment request, students must complete and submit a **Deferment, Suspension, or Cancellation Form** to Human Resource Training before the course begins. This form must be accompanied by

supporting documentation that verifies the situation, such as a medical certificate, death certificate, or official notice from a relevant authority.

Upon receiving the request, RTO will assess the application based on the evidence provided and notify the student of the decision within seven business days. If approved, deferment is granted for a maximum period of six months, after which the student may resume their studies. However, students receiving state funding may qualify for a longer deferment period under certain conditions. Please refer to your Student Guide for Queensland Funded Programs for specific eligibility and further guidance on extended deferments.

6.9 WITHDRAWAL FROM COURSE

If you are unable to continue attending your program due to unforeseen circumstances, including compassionate or compelling reasons, please complete and submit the **Deferment, Suspension, or Cancellation Form**, available on the Human Resource Training's website. If you are employed, it is also essential to notify your employer about your situation.

Human Resource Training defines compassionate or compelling circumstances as events generally beyond the student's control, which significantly impact their ability to progress in the course or affect their wellbeing. Wherever possible, students are required to provide evidence supporting the nature of their circumstances. Examples include:

- **Illness, Injury, or Vicarious Stress**: Situations where a medical condition or extreme stress prevents attendance for an extended period.
  - *Required Evidence*: A medical certificate indicating the student's inability to attend classes.

- **Permanent or Temporary Disability**: A disability occurring during the course that restricts attendance.
  - *Required Evidence*: A medical certificate detailing the inability to attend classes for a prolonged period.

- **Bereavement of a Close Family Member**: Loss of an immediate family member impacting the student's ability to focus on studies.
  - *Required Evidence*: Statutory Declaration, Death Certificate, or a letter from a funeral home.

- **Distressing Incident**: Involvement in or witnessing a serious accident or crime that causes emotional distress affecting study capacity.
  - *Required Evidence*: Police report, or a report from a counselor or psychologist.

- **Other Unforeseen Circumstances**: Any significant event outside the student's control that impacts their study capability.
  - *Required Evidence*: Relevant certified documentation confirming the nature of the situation.

Note: Inability to pay fees or changes in work responsibilities or job roles are not considered compassionate or compelling circumstances.

In line with the **Fees, Charges, and Refunds Policy**, any eligible refund will be processed, excluding the administration fee.

SECTION 7 LEGISLATIVE AND REGULATORY REQUIREMENTS

Registered Training Organisations (RTOs) are required to comply with legislation governing training, assessment, and business practices. Human Resource Training is committed to upholding all relevant legislative and regulatory requirements, ensuring that staff and clients are informed of any obligations impacting their roles or participation in vocational education and training.

Compliance with legislative requirements is essential for maintaining accountability, transparency, and the smooth operation of RTO's activities. When new or amended legislation affects your studies, Human Resource Training will promptly update you on any necessary changes, including adjustments to policies. Should policy updates be required, we will ensure you are informed accordingly.

Legislation we are subject to includes (but is not limited to):

- Work Health and Safety Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Standards for Registered Training Organisations (RTOs) 2015
- Anti-Discrimination Act 1991 (Qld)
- Labour Hire Licensing Act 2017
- Queensland's Human Rights Act 2019

If you would like to know more information on how legislation affects your participation in education and training, please contact Human Resource Training