

CODE OF PRACTICE

Please take a few moments to read this document. It outlines your rights and obligations when you enrol with Handa Training Solutions.



Policies and legislation

Our policies and procedures cover our business management system and our legal responsibilities for access and equity; mutual recognition; privacy and confidentiality; and recognition of prior learning. You may see them in our Policy and Procedures Manual. They ensure that our clients are treated fairly and equally and that they understand their rights and responsibilities under law.

We meet regularly to ensure that all our operations remain relevant, fair and reasonable and we gather feedback to ensure continuous improvement in all areas of our operation. You are encouraged to complete evaluation forms to help us improve our service to you.

Occupational health & safety

All our services are conducted in a safe and healthy manner. Compliance to relevant OH&S legislation is incorporated into all our training and assessment activities. If you happen to see an unsafe or unhealthy practice, please alert the person conducting the activity so they can correct it.

Recognition of prior learning (rpl)

If you believe that you are already competent in a subject, or part of a course, you can apply for RPL. There is a section for this in your enrolment form and it may lead to immediate credit in a subject or exemption from training. Requesting RPL for previous training, life experience or from holding a similar qualification is relatively easy and may save you time. Mutual Recognition is granted if you have already completed one or more units with the same title and unit code.

Training delivery

We use competent, qualified staff to deliver customised training to both groups and individuals. Theory sessions are normally run indoors using a variety of aids and styles. Practical sessions are delivered at the workplace or in a safe, realistic environment, using equipment and procedures similar to those found on-the-job.

Learning guides are provided for most activities as resource and reference material. Participants are encouraged to learn at their own pace and reasonable assistance is provided where necessary to accommodate any special learning needs.

Assessment

Your competence is recognised using an open, supportive process that ensures you are aware of the precise requirements of your assessment. Qualified workplace assessors are used to conduct assessments. They hold current competence in the subjects they assess or they work closely with a subject expert to assist in the assessment process.

We provide assessment at the conclusion of training activities or we can provide 'assessment only' services if required. The assessment process is fully explained at the commencement of any training and is also explained immediately prior to any assessment activity.

To test knowledge, you are questioned and your answers are compared to the industry standard. In some cases you may not need to write answers; a verbal response may be as good or better.

Due to the nature of some industries, skills assessments may not be conducted on-the-job. In these circumstances, assessments are simulated under safe, controlled conditions.

You are deemed 'competent' when you can demonstrate your skills and explain your knowledge to the standard required for a particular subject.

All achievements are recorded and Qualifications or Statements of Attainment are awarded as you complete each training program. You can request a copy of your training or assessment record at any time. Identification is required!

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Grievances and appeals

If you participate in a training activity and you are dissatisfied with it or the person running it, you have the right to lodge a grievance. If you disagree with the outcome of your assessment, you have the right to appeal the decision.

Speak with your trainer or assessor in the first instance and they will try to address your concern. If you are uncomfortable speaking to them, or the matter directly involves their behaviour, you can speak to any other Handa employee or go directly to the Principal.

Handa Training Solutions has policies and procedures and a report form that can be used to record and rectify your concerns. All trainers, assessors and staff can provide you with a form and assist you to fill it in if required.

Disciplinary procedures

We expect all our clients to enjoy their learning experience with us. Everyone is encouraged to participate and contribute to the success of the activities. If the behaviour of a participant in an activity is affecting the safety, comfort, health or wellbeing of others, the person conducting the activity will discuss the matter with the participant in question, explain what the required behaviours are and will attempt to restore normality. If the participant chooses not to alter their behaviour accordingly, they may be excluded or asked to leave the activity altogether. Should circumstances warrant, further action may also be taken through normal legal processes.

Fees

Some of our activities can be paid for upon conclusion and others must be paid for in advance. If we request your fees before the start of an activity, they are held in a Trust Account until the activity starts, otherwise we may bill you at the end. Either way, it is important that you remember that your signed enrolment in an activity indicates an agreement to pay the fees due.

Refunds

If you are unable to attend an activity, you must contact us at your earliest convenience!

- If you can give a week's notice, we will fully refund your fees or substitute your enrolment.
- If you give between one week and one day's notice, we will give you a full refund, less a 20% administration fee to cover our costs.
- If you give no notice before the day of the activity, we may be unable to give any refund for that day or the entire activity, depending on the costs we have already incurred.
- If we do not receive the full amount owing for a service we have provided for you, then we will not be able to issue the Qualification, Certificate or Statement of Attainment.

You should contact the Principal if you need to discuss these matters further.

Additional information

Occasionally, people who enrol in our activities require additional help with physical, health, learning, financial or other matters. If you believe you may require some additional assistance, please speak with a Handa Training Solutions trainer, assessor or the Principal.

We will treat your request in strict confidence and we will attempt to provide assistance wherever possible. If we are unable to assist, we may be able to arrange the help you need for you.

Contact details

Height Safety Management
77 Charles St
Moonah TAS

Phone: 03 6272 0800

Fax: 03 6272 0844

E Mail: info@hsm.com.au