

STUDENT HANDBOOK

Daniels Associates

www.danielsassociates.com.au

Email: info@danielsassociates.com.au

Hospitality Institute of Australasia P/L

www.hia.edu.au

Email info@hia.edu.au

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A registered trading name of (The) Daniels Associates of Australasia

RTO ID 30957

Queensland

15 Godwin Street

Bulimba QLD 4171

Po Box 254

P 07 3899 1123

New South Wales

16/7 Revelation Close

Tighes Hills NSW 2297

Po Box 738

P 02 4962 4435

F 02 4962 4465

About Daniels - HIA

Daniels Associates & Hospitality Institute of Australasia (HIA):

Thank you for choosing to undertake your training with Daniels Associates (HIA).

(The) Daniels Associates of Australasia P/L is a Registered Training Organisation (No. 30957). We have been working with a range of dedicated clients around the world for over 35 years. In Australia we have been providing a range of support services to the Health, Aged Care and Hospitality industries since 1988. With over 20 years experience in Australia we have built a wealth of expertise in our core areas of expertise.

In more recent times we became accredited with the Department of Education and Training as a Registered Training Organisation in 2003.

From the beginning we realised a number of shortcomings in the development of quality training and assessment materials designed to meet the needs of adult students. These principals are reflected in our core values as a training organization:

Training must be fun

- ✓ We have developed a fun and participative approach to training. Our lessons are more closely aligned with facilitated discussions rather than lectures.
- ✓ Adult learning is based on the principals of seeing is believing. So we set out to develop a range of complementary training aids and materials to facilitate this process.
- ✓ We customise our training materials to meet different industry needs.
- ✓ We only hire training consultants who have both the necessary expertise and have the ability to train with a caring sense of humour.
- ✓ We enjoy what we do and hope this is reflected in our student and employer outcomes.

About traineeships

Vocational education and training is 'education and training for work'. It exists to develop and recognise the competencies or skills of students.

New Apprenticeships are the best way to combine training and employment. New Apprenticeships combine practical work with structured training to give people a nationally recognised qualification.

*The Federal Government provides employers cash incentive grants for each employee under the Australian Apprenticeship Scheme.

VET Quality Standards

In 2011, new legislation was enacted to establish one national VET regulator, the Australian Skills Quality Authority (ASQA), responsible for registering training organisations and accrediting courses across Australia. In 2015 new quality Standards were released called "Standards for Registered Training Organisations 2015".

One of the core conditions of registration is that relevant applicants and RTOs comply with the requirements set out in the new VET Quality Framework, including "Standards for Registered Training Organisations 2015".

Student eligibility & enrolment

Courses are open to anyone working in; or planning to work in an industry relevant to their qualification. You are encouraged to participate in choosing the most relevant competency units we have available for your qualification and future career path.

To enrol in one of our courses or to simply find out more information on courses and course dates visit one of our websites www.hia.edu.au or www.danielsassociates.com.au or call one of our offices and we will forward you an enrolment form and outline of the curriculum for the relevant course/qualification.

USI – Unique Student Identifier

As of January 1, 2015 all registered training organisations are required to obtain and verify a Student's USI before issuing them their qualification or Statement of Attainment.

It is very easy to do and is part of your enrolment process with us.

For more information on obtaining your USI go to the government website www.usi.gov.au.

Alternatively, you can complete a USI consent form and we will apply for your USI on your behalf. Please contact our administration office if you require a USUI consent form.

Cooling off period & course refunds

Any student enrolling in a qualification has a 5 day cooling off period for a fee for service qualification and a minimum 10 day cooling off period for a government funded training course. Note government funded courses may stipulate alternative cooling off period – refer to the particular contract/course information for more information on cooling off periods.

There is no cooling off period for online short courses that are delivered either partly online or fully online.

Student information & orientation

Daniels Associates (HIA) understands Australia is a multicultural society that comprises a diverse range of individuals with differing abilities in the areas of language, literacy and numeracy. As such our course delivery strategies are designed to identify the specific training needs and support for every individual enrolled in one of our courses.

After enrolling in one of our qualifications every student will be assessed individually to determine if any specific support is required in the areas of literacy and numeracy. Support will be provided throughout the duration of the course by your course trainer.

Before enrolling in an online short course students are required to have a minimum literacy standard to comprehend the enrolment information. Should students have difficulty reading and comprehending any of the enrolment information we recommend an alternative pathway, such as a classroom based course.

What is a nationally accredited training program?

All Nationally Accredited training programs and courses are based upon competency-based training principles. A 'competency' is a broad concept that describes a person's ability in a range of areas. It covers:

The general task / the skills necessary to complete the task / the management of the task / and the range of general environments in which the task is completed.

Competency based training is aimed at providing students with the skills, knowledge and understanding to demonstrate competence against standards endorsed nationally by industry competency standards.

Competency standards reflect the knowledge and skills and the application of that knowledge and skill to the standard of performance required in employment.

Competency standards are developed by industry to meet industry to meet the relevant industry skills requirements.

Workplace Training is training that is undertaken in the workplace and may include structured training, observation of work practices, case studies, written work, or completion of work tasks/projects.

Training delivery – employer based

Employer based training programs are delivered using a variety of training and assessment processes. The flexibility of this training delivery incorporates options that are negotiated between the RTO, employer and the student.

Training is generally delivered in 3-4 hour blocks on a monthly basis. The classes are interactive and involve a high level of student participation in work based activities and facility audits (where practical). Students will work through a variety of activities in the class room both individually and as an active participant in a group. The activities are designed to be relevant to their workplace and work role.

The training is generally delivered over a 12 month period. Tutorial and catch-up classes will be negotiated with the employer.

Trainers are available by phone or email for support throughout your training program.

Training delivery – distance/online

Studying by Distance/online training programs provide flexibility of studying when and where it suits you, the student.

Trainers are available via email and telephone to support your distance education training program. Our offices are staffed during normal business hours (Queensland time), Monday to Friday and we are always here to answer your questions and provide the support you need.

Assessment process

Competency Based Assessment is a process of collecting evidence and making judgements on whether competence has been achieved. This is based upon the student being informed about the assessment process and includes the provision of

information detailing the requirements for successful performance to be assessed.

Objectives of the assessment process:

- ◇ To confirm that students have acquired the competencies identified in the learning modules.
- ◇ To demonstrate that students are competent to the agreed industry standards.

Assessment methods

Assessment methods include but are not limited to:

- ◇ **Work Based Activities** designed to be completed in a class room environment. Some activities require access to fully functional work environment with suitable equipment. This includes access to a fully operational work site. For employer based training appropriate access to the resources is negotiated with the workplace prior to commencing training delivery.
- ◇ **Assignments** for each competency unit designed to test the student's knowledge and understanding of performance outcomes. Assignments include multiple choice questions, true/false questions and short answer questions.
- ◇ **Work based projects** involve the practical demonstration of skills and knowledge applied to the unit of competency. Most projects try to replicate real world exercises.
- ◇ **Case Studies** involve the application of recently acquired knowledge and apply this new found knowledge to practical situation commonly found in the industry workplace.
- ◇ **Simulated workplace assessments** involve some type of interactivity between the student and their trainer/assessor in applying skills to practical workplace simulations.
- ◇ **Workplace assessments** involve a combination of both or either **Verbal Questions** and **Direct Observation** of work activities. These assessments will take place in the student's workplace with access to appropriate facilities and equipment to demonstrate competence.
- ◇ **Third Party Evidence (Supervisor Reports)** reports are required of some competency units. Third Party reports require student to discuss their performance with their workplace supervisor and agree they have met the required criteria over a reasonable period of time as outlined in the report.
- ◇ **Other Evidence.** Generally no additional evidence is required unless specifically requested as part of the above assessment processes.

- ◇ Recognition of Prior Learning – refer to next page in this handbook.

In keeping with the principles and practise of competency based assessment, the determination of competence will be made on an aggregate of evidence, not on isolated assessment activities or events.

How assessment materials work

Students are issued with learning and assessment materials in accordance with their training plans and course information. In some situations competency units may be grouped together.

Students must complete competency units in the order prescribed in their training plan and course information.

After the student has attended class and/or read their online learning materials they are required to work through a number of assessment activities outlined at the beginning of each assessment.

Where training and assessment is conducted in the workplace the student's supervisor may be required to confirm their performance by completing a Third Party Report.

The student is required to complete all assessment activities, assignments, case studies, projects and workplace assessments (where applicable) to a satisfactory level. Where the student has incorrect answers, they will be reviewed with the trainer and re-assessed. Re-assessment may require the student to have a second attempt at completing an assignment, sit for a verbal assessment or repeat a practical workplace activity. Should re-assessment be necessary, the student and assessor will agree on a time frame for re-assessment.

Students completing online short courses are required to obtain 100% correct answers in each section of a course. If the students obtain one or more incorrect answer they are required to complete the entire section and all assessment questions. Each time a student attempts to repeat a section of their course our Learning Management system will randomly re-arrange order of the answers.

Should the student be unable to demonstrate competency due to literacy or numeracy difficulties they will be referred to an appropriate support mechanism such and AMES (Adult Migrant English Services) or other appropriate institution and/or support service.

Student literacy support courses are also available for purchase from our HIA website. These courses are developed by AMES NSW.

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC)

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) is the recognition of skills and knowledge obtained through formal training, work experience and or life experience.

Course students may apply for RPL and supply written and/or task-completion evidence that demonstrates they have all the skills and knowledge relating to a particular unit of competency.

In cases where our RPL Assessor is satisfied with the documented evidence supplied, the student will be granted RPL for a unit of competency.

How do I apply for RPL or RCC?

You may apply for RPL or RCC for any course being undertaken with Daniels Associates.

If you feel you may be eligible for RPL or RCC please ensure you indicate this in your Enrolment Documentation.

The responsibility is on the student to provide sufficient evidence to verify and validate that competency is currently held.

It is imperative that RPL or RCC is applied for as soon as possible after course commencement.

For further information or to apply please contact your trainer.

Recognition of qualifications issued by other RTO's

Daniels Associates recognizes qualifications or Statements of Attainments that have been issued by other Registered Training Organisations throughout Australia.

To apply for credit on courses where you have already completed credits with other registered training organisations, you will be required to supply an original copy of your certificate or Statement of Attainment to your course trainer.

Language, Literacy & Numeracy (LLN)

Qualification Students (Certificates & Diplomas) It is a requirement all students of Daniels Associates have their language, literacy and numeracy levels assessed prior to or during enrolment in a qualification.

This assessment is used to ascertain if the student has the required level of language, literacy and numeracy skills for the course they wish to enrol in

and if any further support or reasonable adjustment is required to assist them through their course.

Students can also request language, literacy and numeracy assessment at any time during their study program.

Where a 'skills' gap is identified, Daniels Associates will offer coaching and assistance and/or reasonable adjustment, as deemed required.

If the required assistances fall outside of the scope of what Daniels Associates can offer, we will offer the student support in finding a third party to provide such assistance.

If you think you require assistance, seek information from your Trainer.

Online Short Course Students: Before enrolling in an online short course students are required to have a minimum literacy standard to comprehend the enrolment information and should be able to perform everyday tasks such as:

- ◇ Using an instant messenger tool
- ◇ Using email at work
- ◇ Responding to customer complaints
- ◇ Following a recipe

Should students have difficult reading and comprehending any of the enrolment information we recommend an alternative pathway, such as a classroom based course.

For additional support in literacy and numeracy needs we recommend students and employers talk with the following specialized services in each state.

Queensland: Queensland Council for Adult Literacy Inc (QCAL)

Phone (07) 3878 9944

P.O. Box 301 RED HILL Q 4059

New South Wales: AMES

Phone (02) 9289 9202

84-86 Mary Street, Surry Hills NSW 2010

Student literacy support courses are also available for purchase from our HIA website. These courses are developed by AMES NSW.

Reasonable adjustment

A trainer can make adjustments to the way in which evidence of student performance is collected. For example a trainer could obtain knowledge through an oral interview rather than a written response. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions should not be altered in any way. That is, the standards expected should be the

same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Issuing AQF qualifications & statements of attainment

Certificates & Statements of Attainment:

Students who successfully complete all requirements of their training program will receive a Certificate indicating that they have achieved a nationally accredited qualification. All certificate shall be issued within 30 days of the student completing a course leading to an AQF qualification or accredited course.

The correct course title and code along with the Nationally Recognised Training (NRT) logo and, if relevant, authorising body logo.

In cases where a student does not complete the full requirement of the qualification then a Statement of Attainment will be issued for any units the students has been deemed 'Competent' in prior to withdrawal from the course. Please note completion and return of the Withdrawal Form is required for the issuing of Statements of Attainment for withdrawn students.

If a re-print of a Certificate or Statement of Attainment is required, please contact the RTO Office Manager.

Plagiarism

Plagiarism is using another's work and claiming it as one's own.

Plagiarism, whether or not submitted for assessment, includes:

- ◇ Word-for word copying of sentences, graphics, designs, trademarks, pictures of any sort or whole paragraphs from one or more sources (the work or data of other persons) including, but not limited to, published works such as books, articles, theses and websites, or other unpublished work such as that of other students, including assignments, examinations, study or lecture notes, working papers, seminar and conference papers, internal reports and/or lecture notes without clearly indicating their origin. This includes material that may be contained electronically on Compact Disks (CDs), Digital Video Disks (DVDs, electronic portable storage devices (memory sticks or keys) or on computer share drives and in audio or video tapes.
- ◇ Submitting one's own work that had been previously published or submitted for assessment without declaration

- ◇ Submitting another student's work in whole or in part without referencing the source.
- ◇ Collaborating with another to submit work that produces work that is substantially similar in terms of words or ideas.
- ◇ Use of other person's ideas, work or research data without acknowledgement.
- ◇ Submitting work, which has been written or typed by someone else on the student's behalf.

Where plagiarism is suspected the Trainer will discuss the matter directly with the student/s. Further investigation may be required, and can be requested by the student or trainer.

If a student is deemed to have committed a plagiarism offence, remedial actions or penalties may be imposed.

It is the responsibility of all students to safeguard against plagiarism of their written work and assignments, their computer discs and their notes. Students are expressly prohibited from giving access to their assignments and their computer discs to other students and those students who do so will be penalised in the same way that students found guilty of plagiarism are penalised.

Should any student have reason to believe that his or her work has been plagiarised or copied, they must report the matter at once to the appropriate Trainer or to the RTO Manager.

Confidentiality & privacy

Daniels Associates respects and supports the student's right to privacy, confidentiality and access to personal information and complies with all relevant State and Federal legislation regarding the privacy and confidentiality of student information.

We are required to collect student information for statistical data required by the government National Centre for Vocational Education Research (NCVER).

Both paper and electronic data and records will be collected and stored correctly and safely to ensure they are protected from unauthorised access, alteration or loss.

Students have the right to access their own information. Please contact RTO Office Manager for information on how to arrange access.

Information on student progress (name, attendance and results only) may also be made available to the employer of an employer sponsored student.

Student enrolment privacy notice

Daniels Associates requires all students to provide the information necessary to complete all enrolment documentation, all questions in the enrolment documentation are compulsory if you are undertaking accredited training.

We are required to provide the relevant government departments and regulatory bodies, with student and training activity data which may include information provided in enrolment documentation.

Government departments and regulatory bodies associated with Vocational Education and Training may use the information provided to them for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, these government departments and regulatory body(s), may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

For more information in relation to how student information may be used or disclosed please contact our office to speak with our RTO Office Manager.

Student feedback

Students may receive a feedback survey during the training program and at the completion of any training program. This is to monitor and improve the teaching, learning and assessment environment, and all constructive feedback is appreciated.

You may receive a survey from the National Centre (NCVER) in regards to the training delivered; your details are part of the statistical data that we are required to pass onto the relevant State Government.

Rights & responsibilities

We incorporate adult learning principles throughout the delivery of our training programs and have developed programs that are based on the student sharing the responsibility for their learning. As such students are encouraged to take responsibility for their own development and to be active in the learning and assessment process.

Expectations that we and other students may have of you include:

- ◇ preparing for and participating appropriately in all training sessions;
- ◇ attending all scheduled classes to ensure continuity of the learning program;
- ◇ undertaking all training activities and tasks as outlined by your trainer in line with designated deadlines;
- ◇ ensuring that a copy of any assignments completed, is retained in the unlikely case that this assignment is lost for any reason;
- ◇ contribution to the harmonious and positive learning environment irrespective of others' gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- ◇ familiarise and follow all rules, regulations, policies and procedures of Daniels Australia, your training venue and your employer;
- ◇ honesty in your work including not cheating, falsifying or conducting yourself in any way that injures others or your studies;
- ◇ active and positive participating in the teaching/learning/assessment process;
- ◇ monitoring your own progress throughout your training and seeking advice from your trainer when you are experiencing difficulties;
- ◇ recognition of the intellectual property rights over the work that others produce individually or in partnership with you;
- ◇ participate in the evaluation activities and offer constructive feedback about the course undertaken;
- ◇ agreement to resolve disputes, appeals, grievances and complaints honestly and openly by participating in appeals, grievance and complaints procedures;
- ◇ utilisation of the resources we provide to you in accordance with their function and the conditions for their use and respect for other students' and staff members' right to privacy and confidentiality;
- ◇ adhering to the plagiarism policy outlined in this Student Handbook;
- ◇ responding to all communication received from any Daniels Associates representative;
- ◇ notifying your trainer if unable to make a scheduled class;
- ◇ notifying your trainer in writing if you will be not contactable for a period of 3 weeks or more;
- ◇ demonstrating a commitment to the course or qualification outcomes;
- ◇ developing your skills through practice or practical application where possible;

- ◇ notifying the RTO Office Manager within 10 working days should you change address or contact details.

Daniels Associates responsibilities

Daniels Associates has adopted policies and management practices that maintain high professional standards in the marketing and delivery of vocational education and training services, and that safeguard the interests and welfare of students.

We maintain a learning environment that is conducive to the success of students in meeting the learning outcomes of the courses. We have the capacity to deliver the nominated courses and use appropriate methods and materials.

We are competent to assess knowledge and performance against learning outcomes and to recognise prior learning and current competencies.

Expectations you and other students may have of us include:

- ◇ A supportive, harmonious and positive learning community of which you are a valued member irrespective of your gender, race, sexual preference, political affiliation, marital status, disability or religious belief;
- ◇ Easy access to timely and accurate information about our regulations, policies and procedures and confidence that we will apply them appropriately and fairly to you;
- ◇ Quality teaching and fair, valid and flexible assessment which takes account of your learning needs and work context;
- ◇ Fair, objective, helpful consultation and prompt feedback on your learning and competence;
- ◇ Additional assistance when you are experiencing difficulties with your training and concessions when your learning is affected by misadventure or extenuating circumstances;
- ◇ Recognition of your intellectual property rights regarding the work you produce with us;
- ◇ Considerate resolution of your concerns, appeals, grievances and complaints using procedures that are easily accessible, fair and transparent;
- ◇ A range of services available to support you while you are studying with us; and
- ◇ Respect for the privacy and confidentiality of your dealings with us and confidence that your affairs will only be known to those of us whose duty it is to deal with you.
- ◇ Notify our learners when any change occurs that may affect the services we are providing them.

This includes a change in ownership of the RTO, and/or any changes to, or new third-party arrangements your RTO puts in place, for the delivery of services to those learners.

- ◇ Daniels Australia training staff to deliver the highest quality customer services and standards of training.

Student support services

If you require assistance at any time during your course please contact your trainer or student services via email at info@hia.edu.au. This may include language, literacy and numeracy programs or advice on courses to help improve your English language skills or an interpreter.

Useful websites may include –

Apprentice and Traineeship information

www.australianapprenticeships.gov.au

Alcohol and other drugs

www.saveamate.org.au

www.alcohol.gov.au

www.druginfo.adgf.org.au

www.ncpic.org.au

www.kooridrugionfo.adf.org.au

Equal opportunity

Daniels Associates is committed to promoting a fair and equitable study environment which is free from discrimination, harassment and vilification.

We actively promote a multicultural environment. We acknowledge that amongst our students and staff are males and females of differing ethnic backgrounds, religious and political beliefs and sexual preferences. Some of these individuals have a disability and some are parents.

We value and promote these differences believe diversity in our workplace adds to the richness and fulfilment of all our staff and students. We take great pride in creating an environment in which we all work and study free from discrimination and harassment.

Access to records

Students have access to their records so they can be fully informed of their progress throughout any qualification they are enrolled.

Should any students require replacement copies of Statements of Attainment or a Qualification they should contact info@hia.edu.au

Sexual harassment

Staff and Students have a basic right to work and study in an environment free from sexual harassment. All people welcome being treated with respect and dignity

Sexual harassment is unlawful under Federal & State Sex Discrimination Act 1984 and Queensland Anti-discrimination ACT 2004.

Health and safety

Daniels Associates Workplace Health and Safety Policy require that students:

Are responsible for adopting safe work and study practices;

Must not wilfully place at risk the health or safety of any other person at the company;

Must not wilfully or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare at the company. Workplace Health & Safety Act 1995.

Duty of Care: Daniels Associates Duty of care requires everything 'reasonably practicable' to be done to protect the health and safety of everyone at a workplace. Our duty requires us to ensure all employers; their employees; and any others who have an influence on the hazards in a workplace act in a safe and responsible manner.

Employer services

All Daniels Associates courses are conducted in accordance with national accreditation guidelines under any relevant state government contracts and in accordance with the "*Standards for Registered Training Organisations 2015*".

We provide free administrative assistance and advice to employers in maximizing employee satisfaction and associated productivity benefits.

We provide free administrative assistance and advice to help employers maximize the use of government training subsidies to your company.

We provide free administrative assistance with internal documentation, employer progress payments and employer reporting obligations.

We provide advice regarding relevant state and federal government agencies associated with vocational training.

Employer benefits

New Apprenticeships provide flexible learning alternatives that can be tailored to best suit the needs and requirements of each and every workplace. Additionally there are substantial government incentives for employers to fund the cost of training its employees.

The Federal Government provides employers cash incentive grants for each employee under the New Apprenticeship Scheme.

Various state funding arrangements for employees enrolled in an Australian Apprenticeship include payroll tax and workers compensation exemptions/rebates. These exemptions/rebates vary from state to state.

Accredited employee training improves staff productivity, staff morale and reduces employee turnover.

Flexible hours to minimize impact on the workplace.

There is no start or end dates so training can commence whenever it is convenient.

Disciplinary procedures

Should a course trainer believe a student is participating in conduct contrary to Daniels Associates policies and procedures, the course trainer will firstly discuss these concerns with the student in an attempt to rectify the problem. Should this fail to rectify the problem the trainer and/or management will formally contact the student to advise of possible disciplinary action, and ramifications if the conduct continues.

Disciplinary action may include (but is not limited too): suspension from studies while an investigation is being conducted or expulsion from the course without refund. In instances of repeated misconduct or an instance of 'gross misconduct' Daniels Associates reserves the right to expel the student from the course.

Any student that feels Daniels Associates may have incorrectly treated them has the right of appeal (refer to complaints & appeals).

Appeals

Students may appeal an assessment decision or any other decision affecting their academic

progress (Assessment Decision) where the Student can demonstrate any of the following:

- The assessment tool was not explicit. (For example, it did not detail how many assessment tasks were required to be undertaken; how Students will be assessed; or when they will be assessed).
- The assessor did not fairly and appropriately apply the assessment criteria as specified in the assessment tool.
- The assessor did not conduct the assessment tasks as described in the assessment tool.
- The assessor has enforced a disciplinary action for student conduct contrary to Daniels Associates student policies and procedures

Informal: Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the course trainer. If the issue is not resolved the student is then required to complete a "Grievance, Complaint & Appeals Form" and lodge the form via info@hia.edu.au within 14 days of the student being notified of the assessment decision, unless special circumstances permit otherwise.

Formal Appeal: The assessment decision will be reviewed by a panel consisting of 3 members of the management team and qualified training and assessment staff (not involved in the appeal). The student will be notified of the appeal outcome (including reasons for the decision) in writing, within 30 days of lodging the form.

Review of Appeal Outcome: If the student is dissatisfied with the outcome of the Appeal they have the right to ask for the appeal to be reviewed by the Managing Director. This should be done in writing to the Operations Director. The student must address the reasons for the decision supplied and why they wish the decision to be reviewed. Failure to lodge second grounds for appeal with 21 days will result in the appeal being dismissed. The student will be notified of the review outcome (including reasons for the decision) in writing, within 30 days of requesting a review.

External Independent Review: If the student is dissatisfied with the review of appeal outcome, they have the right to request a review by an appropriate independent party at their own expense. Daniels considers "appropriate" to be a Trainer/Assessor who is qualified to assess the Qualification or Unit of Competency in question. Daniels considers "Independent" to mean the individual conducting the review has no commercial or personal affiliation with either Daniels Associates, or the student.

Complaint to ASQA: If the student does not accept the decision of the external independent

review, they may make a complaint to the Australian Skills Quality Authority (ASQA). Details of contacting ASQA are available at www.asqa.gov.au

Complaints

During your time studying with Daniels Associates (HIA), you might have a concern about your course, your teachers, other staff or Daniels Associates (HIA) policies and procedures.

If you do have a complaint, we recommend you talk to someone as soon as the situation arises. This way, it won't escalate unnecessarily into a bigger problem. Most concerns can be solved by talking to your trainer or one of our administrative officers, because they know your situation and can respond to your concerns promptly.

The initial complaint should be directed in writing via email to info@hia.edu.au. You will receive a response within 1 business day acknowledging receipt of the complaint.

Throughout the complaints handling process, Daniels Associates will identify any continuous improvement opportunities to ensure improved efficiencies, student experience and compliance with legislation and regulations.

If you are not happy with the result, or if you do not feel it is appropriate to talk to your trainer, phone and make an appointment to discuss your concerns with the RTO Manager in our New South Wales office on 02 4962 4435.

For more information on complaints please refer to our Complaints and Appeals Procedure found on our websites.

HIA website www.hia.edu.au – the procedure can be found at the bottom of each page in the link "Student Documents".

Daniels website (www.danielsassociates.com.au) – the procedure can be found at the top of each page under the "Student" link.

Unresolved disputes

If you feel that you haven't been treated fairly or that the result is unreasonable, you may wish to seek a review from an independent organisation. The new (January 2015) National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at skilling@education.gov.au.

Refund policy

Refer to relevant course refund policy. Note refund policies may vary depending upon the type of course, qualification and whether it is fee-for-service or publically funded.

Qualifications – Fee for Service

All qualification have a 5 day cooling off period: We give you five (5) days to change your mind and receive a full refund on any qualification fees paid. You may review the subject you have enrolled in for a 5 day period. If you wish to cancel your enrolment during this period, you can. You must NOT have submitted or saved any assessments for marking. After the 5 day cooling off period, there are NO refunds. Please refer to our terms and conditions for full details.

Online Short courses

Once you have provided payment, fees are then committed for the online course. Once payment is made and the username and password have been activated the course cannot be cancelled. Refunds can be made on request for people who haven't activated their username and password. You must inform our office within 5 days of enrolment to receive a refund.

Government Funded Qualifications

Government funded qualifications and courses have specific refund requirements under the contract. Please refer to individual government contracts for specific refund details.

Queensland Department of Education & Training
Certificate 3 Guarantee Funding: Should a student leave or drop out of a course for any reason they are entitled to a refund for the percentage of the course they did not complete. To apply for a refund students must call the enrolment administration office on 02 4962 4435 or email us at info@danielsassociates.com.au. Students are required to supply bank account details and refunds will be enacted within 7 days of application.

Queensland Department of Education & Training
User Choice Refunds: Students are eligible for refund of User Choice Student Contribution Fees for training that has not commenced at the time of cancellation of enrolment. Where a student has commenced a unit of competency but withdrawn prior to completion, no refund will apply. Daniels Associates will provide a refund of a proportion of balance of the Course Fee for training that has not commenced at the time of cancellation of enrolment.

Accurate Representation of Self

You agree not to impersonate or represent any other person than the person on the Enrolment Form. All

course assessments must be completed by the enrolled customer. Making false or misleading representations that you are another person or character is a criminal offence and can give rise to civil liability.

Course information

Refer to course outlines for detailed information on course curriculum.