STUDENT HANDBOOK

Hospitality Institute of Australasia
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Hospitality Institute of Australasia (HIA):

Thank you for choosing to undertake your training with HIA.

HIA has 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 and Aged Care industries since 1988. With over 20 years experience in Australia we have built a wealth of expertise in our core areas of business.

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

From the beginning we realised a number of short comings 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.

HIA is a registered trading name of The Daniels Associates of Australasia P/L

The Daniels Associates of Australasia P/L is a Registered Training Organisation (No. 30957) that provides a range of accredited and non-accredited training solutions for the people working, and seeking work within hospitality, health care, aged care, and aligned industry qualifications.

Scope of training certificates

We are approved to deliver the following accredited training.

Training Package Qualifications

◊ Certificate IV in Training and Assessment
◊ Diploma of Management
◊ Certificate II in Hospitality
◊ Certificate III in Hospitality
◊ Certificate III in Aged Care
◊ Certificate IV in Aged Care
◊ Certificate II in Health Support Services
◊ Certificate III in Health Support Services
◊ Certificate II in Cleaning Operations
◊ Certificate III in Cleaning Operations

About New Apprenticeships

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.

Quality (SNR) 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.

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 National VET Regulator RTOs (SNR standards). Note that these standards are not substantially different from AQTF standards and differ mainly with respect to the publishing, naming and numbering of standards.
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 for your qualification and future career path.

Students must be motivated to complete the course successfully.

To enrol in one of our courses or to simply find out more information on courses and course dates call our office and we will forward you an enrolment form and outline of the curriculum for the relevant course.

Student Information & Orientation

HIA understands that 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 courses 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.

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.

Standards are developed by industrial parties, based on the organisation of work expressed in terms of workplace outcomes and regularly reviewed to ensure their continuing relevance to the workplace.

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

The training programs delivered by HIA using a variety of training and assessment processes. Training programs are mostly delivered via correspondence or online through our Learning Management System (LMS).

Students are required to work through a variety of online/correspondence activities and participate in various activities under observation of a course trainer/assessor. This can include providing video evidence, participating in a simulated activity over the phone, via Skype or similar platform.

The training is generally delivered over a 12 month period. Trainer/assessors are readily available to provide advice and support between normal working hours (9am to 4pm Monday to Friday).

The 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

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.

- **Assignments** questions are used to test the student’s knowledge and understanding of performance outcomes. Assignments include multiple choice questions, true/false questions short answer questions.

- **Work based projects** generally involve project work and/or case studies to test a student’s skills and ability to apply their new found knowledge. Work based project are sometimes supported by simulated demonstrations and involve a combination of **Verbal Questions** and **Direct Observation** checklists.

- **Third Party Evidence** reports are required for some competency units. The Third Party reports are used to support a student’s evidence and confirm their ability to apply their skills in the workplace.

- **Recognition of Prior Learning** – refer to relevant section 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.

**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.

- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work.

- 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 Education Manager.

**Language, Literacy & Numeracy (LLN)**

It is a requirement that all students of HIA have their language, literacy and numeracy levels assessed prior to the enrolment.

This assessment is to ascertain if the student has the required level of language, literacy and numeracy skills for the course they wish to enrol into 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, HIA will offer coaching and assistance and/or reasonable adjustment, as deemed required.

If the required assistances fall outside of the scope of what Independence Australia Vocational Solutions (and HIA) can offer, they 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.

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

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.

Credit for Previously Completed Studies

Credit Transfer (CT)
HIA recognises previous qualifications and units of competency gained and may provide Credit Transfer (CT) for any units on your current enrolment. HIA determines the extent to which the qualification and units previously gained are equivalent to the required units of competency in the qualification you are enrolling into. The evidence required to apply for Credit Transfer is a valid Statement of Attainment or Academic Transcript confirming the status of “Competent” and the name and code of the unit/s completed.

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 that they have all the skills and knowledge relating to that competency.

In cases where Daniels Australia's RPL Assessor is satisfied with the documented evidence supplied, the student will be granted RPL for a Unit of Competence.

How do I apply for CT, RPL or RCC?
You may apply for CT, RPL or RCC for any course being undertaken with HIA.

If you feel you may be eligible for CT, 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 CT, RPL or RCC is applied for as soon as possible after course commencement.

For further information or to apply please contact your trainer.

What do I get at the end of my training program?
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.

The correct course title and code along with the Nationally Recognised Training (NRT) logo and 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.
Confidentiality & Privacy

HIA 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.

HIA is required to collect student information for statistical data required by the government e.g.: 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

HIA 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.

HIA are required to provide the relevant government departments and regulatory bodies, with student and training activity data which may include information in provide 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, 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 will receive a feedback survey during the training program and again 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 Daniels Australia is 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 (if applicable) to ensure continuity of the learning program;
◊ undertaking all training activities and tasks as outlined by your trainer/assessor 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 HIA representative;

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.

HIA responsibilities

HIA 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;
- prompt and 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.

HIA training/assessment staff always try to deliver the highest quality customer services and standards of training.

Recognition of qualifications issued by other RTO’s

HIA 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.

Your course trainer advises you within 48 hours on your application for credit.

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 call HIA head office on 07 3899 1123.
Student support services

If you require assistance at any time during your traineeship please contact your trainer or student services on 02 4962 4435. 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.adf.org.au
www.ncpic.org.au
www.kooridruginfo.adf.org.au

Equal Opportunity

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

HIA actively promotes a multicultural environment. HIA acknowledges that amongst its 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.

HIA undertakes to value these differences and create an environment in which all can work and study free from discrimination and harassment. Vocational Education, Training & Employment ACT 2000. (QLD)

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.


Workplace Health and Safety (WHS)

HIA Workplace Health and Safety policy require that students:

- Are responsible for adopting safe work and study practices;
- Must not willfully place at risk the health or safety of any other person at the Company;
- Must not willfully 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: HIA 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 HIA courses are conducted in accordance with appropriate SNR quality standards and relevant publically funded contract requirements.

HIA provides free administrative assistance and advice to employers in maximizing employee satisfaction and associated productivity benefits.

**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 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 training/assessor believe a student is participating in conduct contrary to HIA policies and procedures the trainer/assessor will firstly discuss these concerns with the student in an attempt to rectify the problem. Should this fail to rectify the problem the trainer/assessor will schedule a meeting with the student and their employer to an attempt to rectify the problem.

In instances of repeated misconduct or an instance of ‘gross misconduct’ HIA reserves the right to expel the student from the course.

Any student that feels HIA may have incorrectly treated them has the right of appeal to an independent arbitrator.

**Appeals**

A Student may appeal against any result awarded as part of a training package. The appeal must be in writing and be lodged with RTO Manager within 14 days of the day on which the student was notified, unless special circumstances permit otherwise.

Students who are dissatisfied with any aspect of their assessment should first discuss the matter with the course trainer/assessor. If the issue is not resolved the student is then required to complete a “Grievance, Complaint & Appeals Form” and lodge the form with the RTO Manager.

The student will be notified of the Appeal outcome (including reasons for the decision) within 30 days of lodging the form. The request should indicate the grounds on which the assessment review is being sought, and specify any issues, which are alleged to have affected the determination of the result.

The Appeal should include the outcome of any informal discussions with the Course trainer/assessor for the program. The Student should include the original copies of any written work, which was used for the assessment.

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. Failure to lodge second grounds for appeal with 21 days will result in the appeal being dismissed.

**Refund Policy**

Refer to relevant course refund policy. Note refund policies may vary depending upon requirements of individual publically funded contracts.

**Course Information**

Refer to course outlines for detailed information on course curriculum.

**Complaints Procedures**

If you have a complaint, we encourage you to express your concerns. Our trainers can advise and assist you on the process or please call our Newcastle office on 02 4962 4435.

**Unresolved Disputes**

If you have any concerns with your training or your training contract you should call:

- NSW: State Training Services on 13 28 11
- QLD: Queensland Government DET 1800 210 210
- SA: DFEEST on 1800 673 097
- WA: Department of Training and Workforce Development on 08 9238 2570
- NT: Department of Education and Training on (08) 8935 8200