

# STUDENT HANDBOOK

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## **FEEDBACK**

HOL welcomes feedback on its Information booklets and overall course services. If you have any feedback regarding this student handbook, please pass this on to your trainer/assessor, or email directly to [enquiries@houseoflearning.edu.au](mailto:enquiries@houseoflearning.edu.au)

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## Welcome to House of Learning (HOL)

### Introduction

This student handbook is designed to provide you with information about the services provided by HOL, our obligations to you and our approach to providing you with a safe, fair, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by HOL. This information is contained in the Course Brochure which is supplied separately or available on our website.

### About us

House of Learning Pty Ltd trading as Builders Academy Australia has been operating as a Registered Training Organisation (RTO) since February 2005 delivering Nationally Recognised Qualifications related to Building, Construction, Business, Leadership, Customer Engagement and Sales roles.

HOL is an award-winning organisation, being awarded best training organisation numerous times. Our awards are a testament to our quality of training, our committed trainers and supportive team and our proven model of success that is centred around achieving student outcomes.

We are proud to be:

- 2018 Victorian Small Training Provider of the Year
- 2020 Victorian Small Training Provider of the Year
- 2020 Australian Small Training Provider of the Year
- 2021 Victorian Small Training Provider of the Year
- 2022 Finalist Victorian Large Training Provider of the Year

### FOUNDED BY THE SIMONDS GROUP

HOL was originally founded by the Simonds Group which includes Simonds Homes, one of Australia's largest builders of detached housing in Australia. This allowed HOL great insight into employee and Industry focused educational delivery with an emphasis on the importance of meeting Industry needs. Building homes since 1949, Simonds Homes celebrates a heritage that is celebrated and trusted by Australian families and Industry.

In December 2021, the ownership of HOL changed yet a strong strategic relationship with Simonds Homes remains. Simonds Homes is one of many strategic partners that HOL work closely with.

### A PART OF UP EDUCATION

For over 25 years, UP Education has built an innovative, student-centred global learning community. UP Education provide outstanding educational opportunities for students seeking a tertiary study experience in New Zealand or Australia. UP Education acquired HOL in December 2021. UP Education operates 30+ campuses in 10 locations in New Zealand and Australia. HOL are proud to be a part of UP Education.

Here are a few reasons why:

- 250,000+ students educated across hundreds of courses
- 25+ years educating international & domestic students
- 800+ people with a passion for amplifying potential
- 30+ campuses in 10 locations across Australasia
- 6 partnerships with leading universities
- 10 private colleges in the group

UP Education believe that with great care and focus on the individual, potential can be exponential. UP Education and HOL offer much more than education — together we are passionate about equipping students with life-long, dynamic skills that prepare them to take on everything their future holds.

### Code of practice

The commitments set out in the HOL Code of Practice underpin the operations of the organisation. All employees will abide by its provisions. Our Code of Practice outlines our operational policies and our commitment to our students, HOL:

- Is committed to the continuous improvement of its training delivery and assessment services
- Liaises with industry bodies such as Office of Fair Trading and Workcover
- Complies with all State and Territory regulatory and legislative requirements
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant, and up-to-date information on enquiry
- States its fees and charges on enquiry and on its website
- Outlines its fees refund policy in the student handbook and on our website
- Enrols applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual
- Employs suitably qualified and experienced employee
- Conducts fair, flexible, valid, and reliable competency-based assessments
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential, and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies

### Benefits of studying with HOL

#### Experience

Our team of Trainer /Assessors are qualified and highly skilled and bring with them a broad range of experience and expertise. Their aim is to help you reach your goals and ensure all parties are satisfied with their experience. They will apply their experience and knowledge to ensure that you get the most out of your training.

Our trainer’s industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

#### Passion

Our team is passionate about training. We believe in our delivery model, and it shows through our proactive nature to get the job done. We will work with you to ensure that you receive the highest standard of training and achieve your goals.

#### Support

Much like our passion for the business here at HOL, we believe a strong support network is key to achieving the right learning outcomes. Our team is here to support you throughout your training program. Our extensive range of student and employer support services ensure that all students are provided with the highest level of support and assistance throughout the duration of their training.

### Course information

HOL is a Registered Training Organisation with the Australian Skills Quality Authority (ASQA). Our nationally recognised qualifications include:

BSB40120	Certificate IV in Business (Finance)
BSB40120	Certificate IV in Business (Administration)
BSB40520	Certificate IV in Leadership and Management
BSB50120	Diploma of Business (Leadership)
BSB50820	Diploma of Project Management
BSB50320	Diploma of Leadership and Management
BSB50620	Diploma of Marketing and Communication

\*Some Qualifications may have been superseded at the time of publishing this Student Handbook. For a complete list of current qualifications available at House of Learning [click here](#)

## General Enrolment Information

HOL offers a range of study and delivery modes to suit various pathways. You can enrol with HOL under a fee for service arrangement or alternatively if eligible, you can enrol with Government funding.

It is important that you read this student handbook and some of our policies and procedures before you finalise your enrolment. As you progress through the student handbook you can click on the policy links located in each section on the handbook for more information. You will find details of policies and procedures under the 'Key Links & Documents' tab on our website and also the most up to date student handbook. Please see the Key Links and Documents page on our [Website](#).

### Guarantee

As a course services provider, HOL supplies services and guarantees that these services will be:

- Provided with due care and skill;
- Fit for the specified purpose; and
- Provided within a reasonable time.

HOL ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

### Legislation

HOL ensures it complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations. Our operations are subject to a variety of legislation related to training and assessment, as well as general business practice.

This includes, but is not limited to, compliance with:

- The National Vocational Education and Training Regulator Act 2011, and the legislative instruments it enables;
- Workplace health and safety legislation and regulations;
- Anti-discrimination legislation and regulations; and
- Consumer protection requirements
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation
- Child safety legislation

## Student Safety

HOL has an obligation under the Work Health and Safety Act 2011 to ensure the health and safety of each of its employees, and to ensure that students and visitors are not exposed to risks to their health and safety arising out of its activities.

Students and visitors are required to:

- comply with HOL health and safety policies and procedures when attending class
- conduct their activities in a manner which prevents personal injury or injury to others, and/or damage to property
- cooperate with and actively participate in HOL safety practices

Emergency evacuation procedures are in HOL classrooms and are specific to each venue. These procedures must be followed in the event of an emergency or if you are otherwise directed to evacuate.

HOL complies with all relevant Work Health and Safety legislation including the provisions of the Work Health and Safety Act 2011.

Trainer / Assessors will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, the Trainer / Assessor will take action to remove or control these hazards and will report the hazard to the appropriate onsite representative.

Where practicable, you must take responsibility for your own health and safety, and that of your fellow students. This means you must follow all safety rules, procedures, and the instructions of your Trainer / Assessor while attending a training session.

### **Alcohol and other drugs awareness**

HOL is committed to supporting the prevention and minimisation of drug and alcohol problems in the community. HOL requires you to be in a fit state to carry out your duties and must not possess, consume, or be under the influence of drugs, alcohol, or any other impairing substance. At no time are you permitted to attend classes or operate machinery while under the influence of drugs or alcohol.

The possession, cultivation, consumption, distribution, or sale of illegal drugs whilst on HOL premises is prohibited. Any breach of this will lead to immediate disciplinary action and police involvement as required.

The consumption of other substances, which may affect your ability to study or behave safely are also prohibited. All individuals have a responsibility to take prescription and pharmacy drugs in accordance with their instructions or a medical practitioner's advice.

HOL may carry out screening for drugs and alcohol on reasonable suspicion or following an accident or incident. Anyone suspected of being under the influence of alcohol or drugs (legal or illegal) or refusing to participate in testing must immediately be removed from the workplace or classroom.

### **Child Safety & Wellbeing Policy**

House of Learning (HOL) is committed to the safety and wellbeing of all children who interact with HOL staff. HOL does not tolerate any behaviour which is inconsistent with this commitment by any staff member or the public on a HOL site.

The achievement of a safe environment for children requires the commitment of all members of the HOL community.



Victoria's Child Safe Standards are a set of mandatory requirements to protect children and young people from harm and abuse. The new Child Safe Standards came into force on 1 July 2022 and HOL has implemented policies and procedures to comply with these new Standards.

### **Our Commitment to Child Safety**

HOL is committed to child safety.

All students under eighteen (18) years of age who are supported by HOL have a right to feel and be safe. We want children to be safe, happy and empowered. We support and respect all children.

We are committed to the safety, participation and empowerment of all children.

We promote diversity and tolerance, and people from all walks of life and cultural backgrounds are welcome.

#### **We:**

- Promote the cultural safety, participation and empowerment of Aboriginal children;
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds; and
- Ensure that children with a disability are safe and can participate equally.

We have zero tolerance of child abuse, harm and racism. All allegations and safety concerns are treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety and wellbeing, which we follow rigorously.

HOL is committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all personnel and committed to regularly training and education our personnel on child abuse risks.

HOL has consulted widely in the development and implementation of this policy that has been approved by our Child Safety & Wellbeing Management Committee. This policy applies to all activities undertaken by HOL which involve, result in or relate to contact with children, and is communicated widely and accessibly including via publishing on our website.

#### **As a child safe organisation, HOL:**

- Has established a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
- Has embedded child safety and wellbeing in organisational leadership, governance and culture.
- Informs and empowers children and young people about their rights, supporting participation in decisions affecting them.
- Informs and involves families and communities in promoting child safety and wellbeing.
- Upholds equity and respects diverse needs in policy and practice.
- Has inclusive approaches for children with a disability, Aboriginal children and children from culturally and/or linguistically diverse backgrounds.
- Ensures people working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Maintains child-focused processes for services delivery and the management of complaints and concerns.
- Ensures staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Has actively considered risks of abuse within the organisation.

- Ensures physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Has well-articulated policies and procedures documenting how HOL has implemented and maintains its child safe approach.
- Regularly reviews and improves processes used for the implementation of Child Safe Standards.

### **Child Safety Officer**

HOL has appointed a child safety officer for its RTO operations, being the designated person to hear or be informed about all allegations or concerns and providing support to other personnel.

Child Safety Officer HOL:

General Manager – Quality, Education and Compliance

Our designated child safety officer provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

***Please see our Child Safety & Welfare Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### **Vulnerable Persons**

House of Learning is committed to the safety and wellbeing of all children and vulnerable adults who interact with HOL staff. HOL does not tolerate any behaviour which is inconsistent with this commitment by any staff member or of the public on a HOL site.

The achievement of a safe environment for children and vulnerable adults requires the commitment of all members of the HOL community.

Activities and behaviour of all HOL staff, whether on HOL sites or elsewhere, must contribute to the safety and wellbeing of children and vulnerable adults and not expose them to harm. Harm can be caused by action or inaction. Therefore, all HOL staff share responsibility for the safety and wellbeing of children and vulnerable adults by complying with this policy and other components of the HOL commitment to protecting children and vulnerable adults.

‘Concerning behaviour’ is the actions or inactions of a person that cause or are perceived to cause or could potentially cause harm to a child or vulnerable adult.

‘Harm’ is defined as the detrimental impact on the physical, psychological, emotional, or social safety, wellbeing and development of a child or vulnerable adult.

HOL students and prospective students can include children and vulnerable adults.

HOL staff that may interact with students and prospective include, but is not limited to:

- Trainers and assessors
- Student Support Staff
- Staff responsible for enrolment
- Sales staff
- Compliance Staff
- Training Managers

### **Records and Information Access - How HOL protects your privacy**

Records and information relating to each student enrolled are held in confidence. Should access to these records and information be required by the student, disclosure can be granted upon written application.

The statistical information collected on your enrolment form will be used at a state and national level to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. Strict privacy and confidentiality precautions are taken by the relevant Training Authorities and NCVET to ensure no collected data can be associated with an individual.

We are committed to protecting your privacy. It is our policy to protect your personal information and ensure confidentiality.

### **How we collect information**

The personal details we collect include information required for your enrolment into a training program of choice, these details are sourced from the enrolment form. Details are also collected which relate to your progress through a training program or Recognition of Prior Learning application. These details are primarily obtained from you to fulfil unit requirements but may also include second and third-party contributions related to the training program requirements.

### **How we store your information**

All your personal details are stored electronically in a secure database and physically in a secure location on our premises. Access to this database is controlled and limited to employees who manage enrolments, results, certification, accounts, training, and assessment. HOL takes responsibility for the storage and maintenance of your information and records seriously. HOL stores records in line with different contractual arrangements. HOL ensures the integrity of these records by the implementation of security measures.

All records are stored in line with the Privacy Act 1988 (Cth) and the Privacy Amendment (Enhancing privacy Protection) Act 2012 (Cth).

### **Ensuring accuracy of information**

We make every effort to keep student and client details accurate and up to date. Information is immediately updated if errors or changes are brought to our attention, which is why we recommend that you:

- let us know straight away if you find errors in your personal information
- keep us informed of changes to such personal information as your name, address or telephone numbers or any anomalies in enrolment

### **Disclosure and protection of information**

No personal information is taken off-site or otherwise disclosed to a third party except as required to report statistical and program progression information. In such cases, information is protected by confidentiality principles practiced by government authorities.

HOL will only disclose information to a third party if you have provided us with written authorisation to do so.

### **Accessing your personal information**

It is your legal right to know exactly what personal information and training program records we hold. Client information is available at all times either over the telephone or in writing. To protect the privacy of clients, our employee will confirm personal details before providing any information over the telephone.

***Please see our Privacy Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### HOL Commitment to Equity

All HOL employees will adhere to the principles and practices of equity in education and training; they will treat you fairly and without discrimination. HOL has procedures in place to ensure your concerns are dealt with promptly and appropriately. HOL will not engage in discrimination towards any group or individual in any form, inclusive of, gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of HOL.

HOL will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although HOL will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a student if it becomes clear that it would be impossible for the student to successfully complete the course. In those circumstances, HOL will assist the student in choosing a suitable alternative to ensure that the training needs are met.

***Please see our Fair Treatment and Equal Opportunity Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### Consumer Protection

All HOL students and potential students (consumers) have the right to expect that the training they receive from HOL is consistent with the National VET Regulator's requirements (the Australian Skills Quality Authority (ASQA)) and the Competition and Consumer Act 2010.

#### **Australian Consumer Law**

HOL maintains compliance with the national *Competition and Consumer Act 2010* and associated *Australian Consumer Law (ACL)* requirements as specified in the Act and enacted in various state legislation across Australia. The ACL protects clients and ensures fair trading in Australia. Under the ACL clients have the same protections, and businesses have the same obligations and responsibilities, across Australia.

HOL has implemented a *Consumer Protection Policy* and aligned *Consumer Protection Strategy* to protect the needs and interests of all clients. A designated *Consumer Protection Officer* has also been assigned:

General Manager – Quality, Education and Compliance

Email: [enquiries@houseoflearning.edu.au](mailto:enquiries@houseoflearning.edu.au)

Phone: 1300 4 HOUSE (1300 446 873)

Level 1, 570 St Kilda Road, Melbourne 3004

#### **Consumer Protection Strategy**

HOL Obligations - HOL ensures it:

- Provides the training and support necessary to allow students to achieve competency;
- Provides a quality training and assessment experience for all students;
- Ensuring that its organisation, staff, and agents meet public expectations of ethical behavior at all times.
- Conduct marketing activities with integrity, accuracy, and transparency and without financial incentives or other inducements to consumers.
- Ensuring prospective consumers are properly informed about their fees and their responsibilities and obligations.
- Provides a clear and accessible feedback and consumer protection system, including a designated and identified consumer protection officer;
- Maintains procedures for protecting consumers' personal information

- Has established, documented and accessible consumer feedback and complaints handling policies and procedures; and
- Provides clients with details of these pathways for resolving or escalating complaints.

### **Clients' Rights and Obligations**

HOL clients have the right to:

- Expect that the education and training they receive will be of a quality consistent with the national VET regulator's requirements (ASQA).
- Expect that HOL will meet state and federal Government's rigorous expectations in the area of quality, ethics, accountability, and responsiveness.
- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the personal information that is collected about them and their right to review and correct that information.
- Have access to the HOL Grievances, Complaints and Appeals process.

Clients' obligations include:

- Providing accurate information to HOL; and
- Behaving in a responsible and ethical manner.

### **Consumer Protection Complaints**

If an individual feel that HOL or one of its third-party representatives has breached its obligations in the undertaking of marketing and sales activities, they may raise a complaint. We encourage individuals to discuss the situation with their HOL representative in the first instance, before making a complaint.

***Please see our consumer protection policy for further information, available on the Key Links and Documents page on our [Website](#).***

### **Complaints and Appeals**

HOL is committed to providing the highest quality training services and to ensuring that all students and clients have a positive experience when dealing with us. However, we recognise that there may be times that we do not live up to your expectations.

We view grievances and complaints as an opportunity to review continuous improvement opportunities. HOL has mechanisms in place to ensure that it reviews all complaints and grievances formally lodged.

HOL will address any and all complaints in a fair, constructive and timely manner.

***Please see our Grievances, complaints and appeals policy for further information, available on the Key Links and Documents page on our [Website](#).***

## Pre-Enrolment Information

HOL ensures that students and employers (where applicable) are fully informed prior to enrolment by providing general course specific information.

Students who contact HOL directly or via our website will discuss with a HOL Representative the following information:

- The course code, title, and currency
- Course outline
- Proposed units
- The modes of delivery
- Commitment by student (including study time outside of class)
- Timeframe for completion
- Funding eligibility (and implications on future funding entitlements)
- Costs and payment options
- Recognition of existing skills (Recognition of Prior Learning and / or Credit Transfers)
- Where and how training and assessment will be undertaken
- The duration of course and number of classes per week
- A broad overview of assessment methods used
- Student requirements (e.g., Prior qualifications held, materials, tools, Personal Protective Equipment requirements etc)
- Entry requirements (including language, literacy, and numeracy; prior qualifications / courses / units required, age, physical health requirements etc)
- Support services available (if required)
- Course suitability for the student
- Fees, charges, and refund information
- That HOL will issue a Certificate and Record of Results upon successful completion of a qualification, or a Statement of Attainment for short courses or where a withdraws and has successfully completed one or more units
- HOL procedures and processes

### Student advice and selection

#### Student entry procedure

On application for enrolment, HOL ensures that all students are able to seek admission to a course program *on the same basis*. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the student's enrolment.

HOL provides high quality course services, including training and assessment that is suitable and appropriate for each student.

To maximise the chance of students successfully completing their training, HOL:

- Identifies any support individual students need prior to their enrolment; and
- Provides access to that support throughout their training.

HOL focuses on supporting a prospective student to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, HOL refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

### Academically Suitable and Appropriate Training

HOL has implemented a student entry procedure to ensure that you as a student are confirmed to be academically suited to undertake the particular course that you wish to study and to also ensure that the course is appropriate to your future needs.

To ensure that training is suitable and appropriate for each individual student, HOL's student application and enrolment processes include the requirements that:

1. The student satisfies minimum academic admission requirements; and
2. The student satisfies any other specified entry requirements for the particular VET course of study; and
3. HOL reasonably believes that the student is academically suited to undertake the VET course of study.

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

HOL offers all students a skill assessment through the recognition of prior learning and current competencies. HOL is committed to providing up to date and relevant information regarding Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students prior to enrolment and whilst enrolled with HOL.

HOL actively promotes RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence. HOL has qualified RPL Assessors who are responsible for a fair, equitable and consistent RPL process.

***Please see our RPL and Credit Transfer Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### Student Identification Requirements

HOL requires student identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (drivers licence and Medicare card)
- Evidence of pre-requisites being met (for example, previous qualifications/study)
- Evidence of residency where State government subsidies are being sought.

### Student Enrolment Information

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant AVETMISS data collection information and relevant student identifiers including the USI.

*The Enrolment Application Form* is signed by the student as a part of the enrolment process, to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student's enrolment into the course.

### Unique Student Identifier (USI)

From 1 January 2015 students enrolling in nationally recognised vocational education and training in Australia need a Unique Student Identifier (USI).

The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account will link students to their training records and results which are held in the national

training collection. Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, HOL will be able to see their students' entire nationally recognised training record with records collected post 2015. HOL will find it easier to assess prerequisites and credit transfers and assess the student's eligibility for government funded training places. Further information is available from [www.usi.gov.au](http://www.usi.gov.au)

***Please see our Student USI Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### Non-Acceptance of Enrolment Application

Should a prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

- In writing;
- With reasons provided for this non-acceptance;
- With any alternate options or actions recommended by HOL; and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.

### Student Support Services

HOL is committed to protecting and promoting the welfare of our students. HOL recognises that individual students have individual needs, and some may need additional support. HOL is committed to giving every student an opportunity to successfully complete their chosen course and recognises that our students come from a diverse range of backgrounds and have a diverse range of work and life experiences.

Student welfare and support aspects includes, but is not limited to:

1. Academic support
2. Non-academic support
3. Providing additional support to students who may have special needs (i.e., Students with specific health issues, students with disabilities and students needing support with Language Literacy and Numeracy)

### Students Needs

Support is provided to students as part of the enrolment process and throughout the duration of their studies.

As part of the enrolment process, HOL determines the amount of training it will provide to each student with regard to:

- The existing skills, knowledge, and the experience of the student;
- The mode of delivery; and
- Where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

HOL's individual needs process includes:

- Identifying particular requirements such as literacy, numeracy, English language, or physical capabilities students would need to complete each course;
- Student learning styles and identification of any special learning needs; and
- Developing strategies to make support available where gaps are identified.



HOL provides a range of educational and support services to its students that include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs.
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- Referral to Mediation Services;
- Flexible scheduling and delivery of training and assessment;
- Referral to Counselling Services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace for Apprenticeship & Traineeship Programs; and
- Any other services that HOL considers necessary to support students to achieve competency.

As part of our Study support and study skills program, HOL schedules 'support classes' where students can book a one-on-one time with a trainer to catch up on topics or assessment, they may require assistance with. These classes are run on an evening and during Saturday at different locations across Melbourne.

Support services are made available either directly or via arrangements with a third party.

***Please see our Student Support and Welfare Policy for further information, available on the Key Links and Documents page on our [Website](#).***

### Government funding, subsidy, or other support

As a component of the enrolment process, HOL undertakes an eligibility assessment on particular government subsidy or support initiatives that you may be eligible to access.

### Skills First Funding

Skills First is a Victorian State Government initiative to offer the individuals the opportunity to gain access to a subsidised training place to gain a qualification.

Course Advisors will discuss requirements and assess a student's eligibility for Government Subsidised training, at the pre-enrolment stage. If the student meets the eligibility requirements of the funding program, they may also be eligible for a concession or an exemption from the Tuition Fees.

Students eligible for Government Subsidised training, concession, or exemption from student Tuition Fees, will need to provide appropriate evidence that meets the specific government requirements, including evidence of receipt of a benefit, pension, or allowance at the time of enrolment.

Note: Funding through the Skills First Program may impact further funding opportunities for eligible individuals. Information about further funding opportunities will be provided by the Course Advisor's prior to the student's enrolment in a course.

## Fees and charges

### Tuition Fees

The tuition fee is the base cost of your course and does not include the costs of additional material and incidental fees and costs. Tuition fees vary by course and by state.

Tuition fees will also vary if you are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) process or are eligible to be granted Credit Transfer for some units.

We will confirm in writing the fees that you will be charged before enrolment. Tuition fees may be paid by the student, employer or other third party.

### RPL Fees

RPL Fees are charged for those students wishing to undertake an RPL application.

There is a non-refundable application fee of \$175 for students applying for RPL. RPL Tuition/Assessment Fees are either charged on a full qualification or per unit assessment basis.

## Other Fees

### Services Fee

The student Services fees are used to support students experience on campus or online through the provision of Support Classes, Events, Student Services and Resources. The services fee is only refundable if you cancel prior to the end of the cooling off period.

### Materials fee

Material fees cover specific resources that you will need in the course of your study, such as: textbooks, protective clothing, specific tools, and other items relevant to your course that you will purchase from us.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them. An example of an optional cost is where you request for us provide printed copies of courseware that is made available to you online that you could print yourself.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling. Any applicable material fees will be included on the fees listing on our website.

### Testamur reissue fee

The reissue of a certificate and record of result or statement of attainment will incur a charge of \$65.

### Reassessment fee

If you do not pass a unit, you are entitled to a second attempt at no cost. If you are deemed not yet competent after a minimum of two attempts and wish to continue, HOL will charge you a unit re-enrolment fee to re-attempt the unit that you have not passed, this will be charged a fee for service rate.

## Refunds

A refund of fees is granted under specific circumstances where a student has cancelled or withdrawn from a program. Refer to Cancellation, Withdrawal and Deferral Policy for guidance on required processes students must follow to officially cancel or withdraw their enrolment.

Students may seek special consideration if there are extenuating circumstances.

### Cooling Off Period

All enrolments have a cooling off period in which students will be refunded fees if they choose to withdraw their enrolment.

The cooling off period is seven (7) calendar days from the date HOL provides login details.

HOL also has a Consumer Protection Policy located on the Key Links and Documents page of our website [www.houseoflearning.com.au](http://www.houseoflearning.com.au).

### Cancellation or Withdrawal

Students whose enrolment has been finalised but who elect to not commence the program and cancel their enrolment prior to HOL providing their login details or within the Cooling Off Period are entitled to a full refund of tuition fees paid.

Please note that a refund is subject to the following conditions:

- You (the student) advise of your intention to cancel or withdraw from your enrolment prior to or within the cooling off period in one of three ways:
  - A phone call to HOL on 1300 446 873
  - Email to [enquiries@houseoflearning.edu.au](mailto:enquiries@houseoflearning.edu.au)
  - Advising HOL when HOL staff contact the student
- FFS Students Only: where you have agreed to a payment plan via Debit Success; You (the student) phones HOL on 1300 446 873 and speaks to the student experience team advising of your intention to cancel or withdraw prior to or within the cooling off period and no less than two (2) business days prior to the commencement of your Debit Success contract or no less than two (2) business days prior to the date of the next instalment of your Debit Success payment plan.

### Course postponement or cancellation by HOL

If we postpone a course, you have paid for to an alternative start date you will receive a refund for that course or be offered an opportunity to transfer to the next available course. Please note that any fees paid for units granted under Recognition of Prior Learning (RPL), will not be refunded.

If we cancel your course due to organisational or external constraints that are no fault of yours, and your course has not yet commenced, your fees paid will be fully refunded. If such cancellation occurs after the commencement of your course you will be withdrawn and all monies paid for the portion of study not yet completed will be fully refunded.

### HOL Closure or no longer approved to offer funded training

If HOL closes, all monies paid for the portion of study not yet completed are to be fully refunded.

If HOL is no longer approved to offer funded training, all monies paid for the portion of study not yet completed by a student with subsidised training are to be fully refunded. If HOL closes or is no longer approved to offer funded training, you will receive a full refund. Where no co-contribution fee is paid, no refund is applicable

It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party.

**Withdrawal by HOL**

If HOL has cause to withdraw a student from a course due to student disciplinary action or inaction, no refund of monies paid will be provided.

*Please see our Fees, Charges and Refund Policy for further information, available on the Key Links and Documents page on our [Website](#).*

**Refund Applications**

If a student believes they are entitled to a refund, they must phone HOL on 1300 4 HOUSE (1300 446 873) and speak to the student experience team. HOL will complete a refund application with the student over the phone and once the refund decision has been made will send an email confirming the outcome.

Upon approval, HOL processes refunds via EFT only. HOL will send you a refund request email requesting your bank account information to issue your refund to.

**Refund Appeals**

Where the refundee does not agree with the refund outcome, they have the right to appeal the refund decision. HOL will be happy to review the decision made and to take into account any extenuating circumstances.

Our Grievances, Complaints and Appeal Policy is located on our website [www.houseoflearning.com.au](http://www.houseoflearning.com.au) on the 'Key Links and Documents' page.

## Commencement of Studies

Once your enrolment documentation has been processed, you will be provided with a proposed training plan outlining any credit transfers that have been granted; any units you have requested consideration for RPL as well as the delivery timeframes for all other units you are required to complete. You must review the training, returned a signed copy in agreement of the proposed plan.

Students who require any particular support are provided with an individual learning plan during the pre-training review process. However, these plans can be implemented at a later time if requested by the student or the trainer.

Student who are eligible for funding, may also need to sign a funding contract.

All students will undertake a face-to-face induction in the first week of their studies which reinforces student expectations, student commitments, student rights and responsibilities, HOL's obligations to the student, that HOL is responsible for the quality of the training, how the student will submit assessments and what to do if they need extension to assessment due dates as well as introducing the trainer and their background.

Your trainer will give you information about:

- WHS and Housekeeping
- About HOL and its history
- Course Information
- Attendance
- Policy, Procedures and Key Documents
- Student Support
- HOL Learning Management System

### Assessment

Student assessment is a vital part of the learning process. Assessment is the process whereby student learning outcomes are determined; feedback is given to students on their progress and a final result grade is awarded.

It is the responsibility of students to:

- Engage actively in the learning process and participate according to unit and assessment requirements;
- Complete assessment tasks diligently and honestly to provide evidence of learning achievements in a unit;
- Meet assessment requirements as specified in the unit outline, including submission of work by the due date; and
- Discuss any concerns they have regarding their progress in coursework and assessment as early as possible with relevant trainers and / or a Training Manager. If you are experiencing a welfare issue, then you may be referred to Student Welfare.

Please note that if your course is partially or fully subsidised by state, territory, or federal funding, that you are obliged to maintain appropriate progress as part of your eligibility to receive this funding.

Competency is built over time; as such you will be assessed at various points as you gain knowledge and master skills. Each assessment task is reviewed by a HOL Trainer / Assessor and an outcome of Satisfactory/Not Yet Satisfactory is determined for each completed assessment task.

To demonstrate competency in a Unit, you must satisfactorily meet the requirements for all assessment tasks and be deemed competent at the completion of assessment. For students who are deemed not yet satisfactory in the assessments tasks of a unit you will have the ability to complete the assessment again.

### Final assessments submission

You will have an additional 12 weeks beyond the end of your maximum course duration to allow for the completion of outstanding assessments. To maintain access to HOL Systems you must be actively engaged in the completion of any outstanding assessments. This engagement must include at least one of the following:

- LMS login
- Contact with a HOL Trainer, include a signed Student Contact Record
- Assessment Submission via the LMS
- Progress towards an Assessment Submission via the LMS – at a minimum this must include the completion of elements of an assessment

Failure to meet the minimum engagement required will see you progress towards withdrawal from training and all access to HOL systems will be removed.

An extension beyond this timeframe may be considered by HOL on request from you or if it becomes clear to HOL that you are at risk of not completing or submitting all outstanding assessments prior to the end of your maximum course duration. HOL and/or you must either provide supporting reasons for the request or you must have actively engaged in the progression of any outstanding assessments within 30 days prior to the extension request. Should you request an extension to the timeframe for the submission of your final assessments beyond 12 weeks from the completion of scheduled classes, HOL reserves the right to apply an administration fee payable by you prior to any extension being granted.

### “What happens if I am deemed ‘Not Yet Competent’?”

HOL provides end-to-end learning and assessment support to students. After 2 coaching and reassessment attempts, if you are still unable to demonstrate competency, we may recommend that you re-enrol in that unit(s) and take part in the delivery and assessment of the unit again.

In the VET sector, or competency-based training like the course that you are enrolling into, there is no pass or fail. Put simply:

- a) You are deemed “competent” when you have met all the requirements for a unit of competency or
- b) You are seen to be “not yet competent” as you have not been deemed “satisfactory” in one or more assessment tasks, hence more evidence needs to be provided, and can be continued to be provided, until you have met all the requirements to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no ‘fail’ in our industry. There are no exams or ‘just one shot’ at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have gained the skills and knowledge – a certificate is not far away.

If you have any difficulty understanding an assessment speak to your trainer or call student services on 1300 4 HOUSE (1300 446 873). HOL has a number of assessment support options available to assist you.

***Please see our Student Assessment Submission Policy for further information, available on the Key Links and Documents page on our [Website](#).***

## Discipline

House of Learning is committed to the principle of ensuring that every participant has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.

### Participant Responsibilities

Each House of Learning participant is expected to:

- Treat other and House of Learning personnel with respect and fairness;
- Follow any reasonable direction from House of Learning personnel;
- Be punctual and regular in attendance;
- Refrain from using mobile phones in workshops;
- Excessive or offensive swearing;
- Return House of Learning equipment / materials on time;
- Observe normal safety practices, such as wearing approved clothing and protective equipment;
- Refrain from smoking in House of Learning buildings and designated areas; and
- Submit assessment events by the due date or seek approval to extend the due date.

House of Learning participant must not at any time:

- Harass fellow participants or House of Learning personnel;
- Damage, steal, modify or misuse property (including electronic records);
- Be under the influence of alcohol or drugs;
- Engage in any other behaviour which could offend, embarrass, or threaten others; or
- Engage in plagiarism, collusion or cheating in any assessment activity;

## Plagiarism and collusion

Plagiarism occurs when a student passes off as the student's own work, or copies without acknowledgement as to its authorship, the work of any other person. Collusion occurs when a student obtains the agreement of another person for a fraudulent purpose with the intent of obtaining an advantage in submitting an assignment or other work.

Students are required to complete a declaration when submitting assignments that certifies the work is entirely their own except where quoted or acknowledged in the text. If plagiarism is detected the consequence may be failure in the unit of competency or withdrawal/cancellation from the course/program

## Surveys

HOL strives to provide a high quality, flexible training service. Gaining feedback is extremely valuable in assisting HOL to achieve and maintain this goal. It is, therefore, our intention to regularly collect and analyse stakeholder and client feedback and satisfaction data on the services we provide.

To assist HOL in providing an ongoing, efficient service, students and employers may be asked to complete a survey at various stages of the training program. The results of these surveys are used to provide valuable feedback on the services we provide. They assist HOL in meeting a range of quality standards that we aim for, and which are required of Registered Training Organisations.

Your feedback, obtained through the completion of such surveys, further helps us to improve our level of service and maximize the opportunities and benefits our students can enjoy.

Results and comments made within surveys may also be used in marketing material produced by or on behalf of HOL. Where this occurs, consent is sought prior to use and a signed agreement is used to document the consent process.

### NCVER Surveys

There is also a possibility you will receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also invite you to participate in a Department endorsed project or you may be contacted the Department (or authorised persons) for audit purposes.

### State and Federal Government Surveys

You may also be selected to complete an annual government survey issued either via a state or federal Government Body.

### Continuous Improvement

HOL collect feedback from students, Facilitators/Assessors, and other employee members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

### Cancellations, Withdrawals and Deferrals

HOL recognises that sometime circumstances can reduce a student's capacity to complete their course, therefore students may withdraw. If this is done prior to commencement, it is considered a cancellation.

HOL also recognises that there may also be times where students would like to defer their training due to personal reasons. HOL will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

Students who wish to cancel, withdraw, or defer from a course must do so either by:

- Phone: 1300 4 HOUSE (1300 446 873)
- Email: [enquiries@houseoflearning.edu.au](mailto:enquiries@houseoflearning.edu.au)
- Advising HOL when staff contact the student

If the reason for withdrawal is due to the performance of HOL or HOL believes that extra support can be provided to the student, then HOL employee will make reasonable efforts to address the concerns of the student in order to assist them in completing their studies.

HOL may also withdraw students in some circumstances such as:

- Student misbehaviour resulting in severe breach of HOL's Code of Conduct for Students
- Non-payment of fees
- Ongoing non-submission of assessments
- Lost contact.

### Deferrals

Under special circumstances, students may defer their training for a period of time. HOL will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then HOL will advise the student of any fee implications of deferral. If the student does not restart their training, HOL will contact the student and discuss options.



If the student is unable to commit at this time, HOL will withdraw the student, and should they wish to recommence their studies in the future then they will be treated as a new student. Exceptions may apply.

## Post Completion Information

### Issuing of Qualification Certificates and Statements of Attainment

Qualification Certificates and Statements of Attainment will only be issued if the student has paid all outstanding fees in relation to their training program. This includes tuition and material fees.

We reserve the right to withhold the issuing of formal results relating to the training program undertaken if any accounts remain outstanding.

### Obtaining Your Qualification Certificate

Upon the successful completion of your training program you will receive a formal qualification certificate. Qualification certificates are issued under the AQF guidelines. No responsibility is taken for certificates discovered missing in the mail where the address of the student is different to the address recorded and where confirmation of the mail dispatch has been established and mail is lost/missing at destination.

### Re-Issue of Qualification Certificates and Statements of Attainment

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued a minimum charge of \$65.00 will apply. We suggest that you keep your certificate(s) in a safe place to avoid losing or misplacing them and that you ensure we have your correct address on record for forwarding your certificate(s).

### Further enquiries and assistance

If you require further information or assistance with any aspect of your training program, please ask a HOL employee member. They will assist and provide you with information and guidance.

Our Trainers / Assessors are available to provide information and direction to individuals, groups and organisations regarding courses offered through HOL. Our Trainers / Assessors are available to assist you with:

- support in the enrolment process including advice on fees and concessions
- information sessions tailored to individual needs
- pathways to higher education and university

Our Trainers / Assessors are available to all current and prospective students. Groups or individuals who require information sessions on course, details and workplace-based training options should also contact our office for further information.

### Sources of further information

- HOL [www.houseoflearning.com.au](http://www.houseoflearning.com.au)
- Australian Skills Quality Authority (ASQA) <https://www.asqa.gov.au/>
- Skills First - <https://www.education.vic.gov.au/skillsfirst/Pages/about.aspx>

## Frequently asked questions

### “How can I get the most out of my training?”

- Prepare for each training session and actively participate in all scheduled activities
- Complete all training and assessment requirements including classroom activities and workplace tasks
- Access the student support services made available to you during the classroom session
- Participate in survey activities and offer constructive feedback regarding the course
- Expect that HOL Trainer / Assessors and other employee members will treat you with respect
- Treat employee members of HOL and your fellow students with courtesy
- Talk to your Trainer or call our office if you experience any difficulties and we will assist you

### “What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example OHS, technical skills, communications, quality control and many other aspects of a vocation/job.

### “How long does it take for me to receive my Statement of Attainment or Certificate?”

We will issue your Statement of Attainment or Certificate within 30 days of being deemed competent. Once we have received all your work as satisfactory from the trainer/s, we perform a check of your documentation to ensure we have sufficient evidence of your competency. At this point we complete your electronic records to reflect the successful completion of your studies.

### “What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for 6 months to 7 years from the date you are deemed competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

### “What is the difference between a Statement of Attainment and a Certificate?”

A Statement of Attainment is issued when a student has been deemed competent in 1 or more unit(s) of competency from a qualification. A Certificate is issued when a student has been deemed competent in all units that make up a full qualification.