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## Welcome

Thank you for choosing to study with Humanagers.

You have taken the first step in the development of your career.

Our qualifications are supported by a strong quality framework which is regularly monitored and focuses upon continuous improvement in all that we do.

Our courses are all based upon industry requirements. Your course work will be challenging and will open up exciting new opportunities for you.

As you would be aware, successful graduation from this program will provide you with great opportunities for employment or further study. I encourage you to apply yourself wholeheartedly to your studies with the aim of reaping the benefits over a long and prosperous career.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Noble', with a stylized flourish at the end.

Mark Noble  
General Manager  
Humanagers

## **Enrolment Process**

At the commencement of the enrolment process you will meet with a Humanagers trainer who will;

- provide you with a copy of your training manual which outlines the competencies you will need to complete in order to receive your qualification
- ask you to complete an enrolment form .
- explain your rights and responsibilities as a trainee
- notify you of your course fee if applicable
- discuss any specific training needs you may have
- undertake an induction process with you which will explain the course delivery, policies and procedures, RPL, OHS etc .

## **Contract of Training**

Trainees undertaking training as part of a Traineeship or Apprenticeship will also be required to complete a 'Contact of Training'. This process is the basis of a formal agreement to enter into a structured training program, between you, your employer and Humanagers. Usually an Australian Apprenticeship Centre (AAC) will provide you and your employer with information and assistance in completing the Contact of Training. If you have any specific questions about the Contact of Training, they are best directed to the AAC.

## **Employability Skills Summaries**

Employability skills are embedded in training and assessment. Information on the employability Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>

## **Humanagers Code of Practice**

As a Registered Training Organisation, Humanagers operates within the principles and standards of the Australian Quality Training Framework.

For the purposes of this Code, **“trainee”** refers to any person participating in education or training delivered by this organisation. A **“client”** is a person or organisation who may enter into a contract with the Registered Training Organisation for the delivery of education and training services.

### **Legislation and Regulatory Requirements**

Humanagers will comply with all relevant State and Federal legislative requirements.

### **Provision of Information**

Humanagers supplies accurate, relevant and up-to-date information to prospective trainees and clients through our handbooks, policy manual and website.

Humanagers supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

### **Provision of Training and Assessment Services**

Humanagers has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.

Humanagers maintains a learning environment that is conducive to the success of trainees.

Humanagers has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.

Humanagers monitors and assesses the performance and progress of its trainees.

Humanagers ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for staff as required.

Humanagers ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

Humanagers is committed to access and equity principles and processes in the delivery of its services.

### **Record Keeping**

Humanagers will keep complete and accurate records of trainee’s attendance and progress, as well as financial records which clearly state the fees charged, payments made and balance owing. These records are strictly confidential. Trainees can make a written request to view their file at any time.

### **External Audit**

Humanagers has agreed to participate in an audit process required by the VET Quality Branch which covers random compliance audits, audits following complaints and the audit for the purpose of re-registration.

### **Financial Standards**

Humanagers has measures to ensure trainees and clients receive a refund of fees for services not provided.

Humanagers has a refund policy that is fair and equitable and that policy is made available to all trainees and clients prior to enrolment.

Humanagers ensures that the financial and contractual relationship between the trainee/client and the organisation is fully and properly documented, and copies of the documentation are made available to the client/trainee.

Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services, and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

### **Recruitment**

Recruitment of participants will be conducted at all times in an ethical and responsible manner.

Offers of course placement are based on assessment of the extent, to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

Humanagers ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

### **Grievance Mechanism**

Humanagers ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made to resolve clients'/trainees' grievances.

Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate body where they can seek further assistance.

### **Quality Control**

Humanagers seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

### **Support Services**

Humanagers provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

### **Issuance of Qualifications**

Humanagers issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency.

Employment skills Summaries for Training Package qualifications can be downloaded from <http://employabilityskills.training.com.au>

### **Marketing of Training and Assessment Services**

Humanagers markets and advertises its products and services in an ethical manner.

Humanagers gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Humanagers accurately represents recognised training products and services to prospective trainees and clients.

Humanagers ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.



Mark Noble  
**Director**

***Humanagers will honour all guarantees outlined in this code of practice and all supporting regulatory requirements.***

## **Recognition of Prior Learning/Recognition of Current Competence**

Humanagers will ensure all trainees receive recognition for all prior learning, current skills and knowledge.

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) are processes, which formally recognise what you already know or can do. This knowledge and skills may have been the result of:

- Formal training programs (e.g. school, TAFE or other training bodies)
- Life experience (e.g. community involvement, hobbies)
- Work experience (e.g. training, on-the-job experience)

Your current competence or prior learning is measured against the learning outcomes/competencies for a particular module/qualification. If you meet the requirements, you may not be required to undertake certain modules of the course or units of competence.

If you believe you have the experience or qualifications relevant to your course of training, you should seek further information from your trainer or our Administration Office who will provide you with help in obtaining a Recognition of Prior Learning credit.

## **National Recognition**

Humanagers recognises the AQF Qualifications and Statements of Attainment issued by any other RTO operating within Australia and within our scope of registration.

## **Assessment**

Assessment procedures are tailored to suit each particular course. Most courses have a combination of practical and theory assessment. Humanagers undertakes a large number of enterprise based training programs with on-job assessment. At the beginning of the course, the trainer will outline the relevant assessment process to you. (See Special consideration in Assessment)

## **Trainee Grievances**

Humanagers follows strict investigative processes regarding complaints or grievances. All appeals and grievances will be handled in an equitable, ethical and helpful manner, and will be treated with the utmost confidentiality. Humanagers will do all it can to uphold the dignity of all persons involved.

For trainees who wish to make a complaint about the provision of services, procedures or facilities at Humanagers , or if you believe you have been discriminated against on the basis of race, sex, disability, marital status, pregnancy, sexual preference, age or if you believe that you have been adversely affected by unsatisfactory teaching, unsatisfactory supervision, unsatisfactory assessment results, unfair treatment, any form of harassment or victimisation or other matters of concern, you may take the following steps to ensure that your grievance or problems are recognised and dealt with appropriately.

**Step 1.** In the first instance, you should raise your concerns with the staff member or trainee involved or if you are undertaking an enterprise bases training program, you should first raise you concerns with either your work place trainer or supervisor.

If your organisation has a Training Reference Group (TRG) established and the issue can't be resolved through discussion with workplace trainer/supervisor then the issue should be directed to the Training Reference Group direct, or to your representative on the TRG.

**Step 2** If they are unable to advise you or resolve the issue, you should lodge a formal complaint in writing with Humanagers Administration Office, Unit 17, 169 Unley Road, Unley SA 5061 (phone (08) 8172 0022) no later than 14 days from the date of the incident.

Upon receipt of the complaint, a facilitator who has not been involved will review the matter. A meeting will be arranged to ensure that all parties have an opportunity to present their case and the facilitators' written report of the outcome and reasons will be distributed to all parties and Humanagers within 14 days.

**Step 3** If the matter is still not resolved to your satisfaction you may lodge a formal complaint in writing to the following organisations:

***Training and Skills Commission Phone (08) 8226 3065 or  
Office for Consumer and Business Affairs Phone (08) 8204 9777***

All grievances, received will be reviewed and discussed at the next company meeting in order to highlight any recurring or significant issues which may require corrective action.

## **Harassment**

Harassment consists of unwelcome, offensive, abusive, belittling or threatening behaviour directed at staff members or trainees. It may be based on some real or perceived difference and may lead to the person harassed being offended, humiliated, intimidated or disadvantaged. Sexual harassment is formally condemned as both a breach of ethics as well as unlawful conduct in education and employment, as defined in the Equal Opportunity Act, 1984 South Australia, and the Sex Discrimination Act 1984.

Any type of harassment while undertaking your training course will not be tolerated by Humanagers and if you feel you are a subject of such harassment please follow the grievance policy above.)

Our Equal Opportunity Policy may be obtained from the Administration Office which details Humanagers commitment to a harassment free environment for staff, trainees and clients.

## **Occupational Health and Safety**

It is the policy of Humanagers that all work activities shall be undertaken with reasonable and practical measures to avoid risks to health and safety of employees, trainees, apprentices, suppliers and contract staff.

Trainees have a responsibility under the Workplace Health and Safety Act 1995 to follow safe work practices and must ensure their activities are carried out without risks to themselves or others. They must carry out safety directions given by members of Humanagers and must not wilfully or recklessly interfere with anything provided in the interests of health and safety.

## Access and Equity

Humanagers recognises that particular groups of people in society have experienced, and continue to experience, disadvantaged and unequal educational outcomes.

If you have special needs or you require support or assistance to complete your course, contact the Humanagers Administration Office. The Director of Humanagers ensures the equal opportunity policies are supported and adhered to.

Equal Opportunity policies include:

- Sexual harassment
- Racism
- Access and equity policy
- Disability

Humanagers is committed to enabling people with disabilities to participate as fully and independently as possible in all training and development activities. We aim to provide an accessible, safe, harassment free and supportive learning environment for trainees with disabilities and to make reasonable accommodation for their needs.

If you have a disability that may affect your study or restrict your ability to participate in training activities you are encouraged to talk with your trainer or contact Humanagers Administration Office. This will enable us to offer appropriate support to assist in the successful completion of your study.

## Behaviour

At Humanagers we value:

- difference and diversity
- cooperation
- respect
- tolerance
- academic debate
- freedom of expression balanced with social responsibility

While communicating with Humanagers, all trainees, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, trainees and members of the public.

Humanagers aims to provide a high quality education and training service in which all trainees are encouraged to strive for excellence and fulfil their potential.

Unacceptable behaviour can hinder the academic progress or work performance of others.

Humanagers intent is to foster a learning environment in which all trainees and staff can participate safely and effectively.

It is expected that an acceptable code of behaviour will be followed by all trainees during:

- formal classroom activity

- structured on-job training
- work experience placement
- tours and excursions

Unacceptable behaviour includes:

- disobeying any reasonable request by a Humanagers staff member
- discrimination, harassment and victimisation
- bullying and intimidation
- making racist or sexist comments
- assaulting or attempting to assault anyone while under Humanagers supervision or on their premises or premises used by them to deliver training
- behaving in a disruptive manner such as swearing, yelling or using offensive language
- viewing or distributing offensive material via the internet, e-mail or other means
- illegal use of drugs or alcohol
- stealing, vandalising or causing wilful damage to Humanagers property
- endangering the safety of yourself or others
- leaving mobile phones and pagers turned on during classes.

### **Consequences of Unacceptable Behaviour**

Where behaviour is disruptive or unacceptable, disciplinary action can be taken. A trainer can ask a trainee to leave the training environment or refuse entry to a training environment if behaviour is disruptive or dangerous.

A trainee may be suspended by the Humanagers Director, or expelled for behaviour that threatens the safety of others, interferes with the duties of staff or other trainees' study, or damages or threatens the property of any training environment which is being used by Humanagers.

### **Drugs and Alcohol**

It is the responsibility Humanagers to provide, as far as is reasonably practicable, a safe and healthy environment for all employees and trainees. As the inappropriate use of drugs and alcohol can impair an employee or trainee's ability to operate safely, Humanagers has a responsibility under Occupational Health Safety and Welfare to manage this hazard.

Humanagers has a Drug and Alcohol policy to ensure all employees and trainees are safe from injury and risk to their health from the inappropriate use of drugs or alcohol while undertaking study with Humanagers.

The policy covers all trainees attending Humanagers facilities and states, in essence, that:

- all trainees will have a responsibility to ensure they are not, by the consumption of alcohol or a drug, in such a state to endanger their own safety or the safety of any other person while attending training with Humanagers.

Any trainee who is on a course of prescribed drugs should notify their lecturer if their performance is likely to be impaired or if there is a risk to the safety of self or other

trainees. Confidentiality will be observed in these matters, and no trainee will be discriminated against or disadvantaged by their actions in this matter.

- where it can reasonably be concluded that a trainee's behaviour and / or performance poses an unacceptable risk to the safety of the trainee or others, action will be taken to ensure the safety of all those affected, including if necessary:
  - removal of the trainee from the classroom or training environment,
  - disallowing participation in training activities,
  - suspension from training.

The consumption, sale or distribution of illegal drugs will not be tolerated at a Humanagers facility or other training facilities used by them, and police will be asked to investigate behaviour relating to drug and alcohol usage.

## **Plagiarism and Copyright**

### **Plagiarism**

Trainees should be aware that Humanagers does not support the practice of cheating or plagiarism.

Plagiarism has been defined as the copying of sections of any published work without acknowledging the source.

Where a trainee is suspected of plagiarism by a trainer, the following procedures will apply:

- the trainer will present the details to the Director of Humanagers who will determine whether to proceed with the matter
- if the Director determines to proceed, the Trainee(s) will be invited to a meeting before a relevant group which will be assembled of no less than 3 duly qualified persons with a suitable knowledge of the subject in question

If, after the meeting, the group is of the opinion the trainee(s) has been guilty of plagiarism it may:

- require the student to undertake additional assessment in that subject
- return a mark of zero for the piece of assessment
- return a fail grade for the subject
- do more than one of the above

Cheating is defined as:

- handing in someone else's work as your own
- allowing someone else to hand up your work as their own
- several people writing one exercise and handing up as their own individual work
- using someone else words and presenting them as your own
- submitting an assignment that has already been submitted for assessment in another subject

In all cases where a penalty is applied to a trainee, a written notification will be sent by the Director of Humanagers to the trainer and trainee and any other party involved.

## **Copyright**

Copyright has been defined as the exclusive right to

- reproduce work in a material form
- publish the work
- perform the work

You are not permitted to re-transmit, distribute or commercialise any information or material without seeking prior written approval from the author.

Please be aware of the copyright laws related to material you want to reproduce. Copyright applies to material in all formats including digital.

## **Privacy**

Humanagers, its Directors and employees are committed to the principles of the Privacy Act 1998 (Cwth). All steps are taken to ensure that any personal information collected is protected from unauthorised use.

### **Collection of Personal Information**

Humanagers recognises the importance of your privacy and understands any concerns in regard to the security of personal information. Accordingly, we are committed to protecting the personal information that we hold.

Humanagers only collects information about you that is necessary for us to perform the services you request from us. The kinds of personal information we collect and hold will depend upon the services you request from us which may include:

- information you provide when registering for a course which will include your name, address and contact details
- communications between Humanagers and you
- Information required under the Standards for Registered Training Organisations or by law

### **Use of Personal Information**

Any personal information which is collected and held by Humanagers about trainees will only be used and disclosed by Humanagers to provide the services which have been requested of them, alternatively, to carry out functions as a Registered Training Organisation.

Personal information may also be used to provide the trainee with information about other services offered by Humanagers i.e. training workshops.

In all other circumstances, personal information will not be disclosed to any third party without Humanagers having firstly receiving written consent to make such disclosure.

### **Access to your Personal Information**

All requests for access to personal information must be directed in writing to;

Administration Manager  
Humanagers  
Unit 17, 1<sup>st</sup> Floor  
169 Unley Rd  
Unley  
SA 5061

Access to personal information may be withheld for the following reasons;

- Contributes to an unlawful act
- Would have unreasonable impact on other people's privacy.

If access is refused, Humanagers will provide details for refusing access in writing.

Humanagers will on request amend any personal information held, which is inaccurate, incomplete or out of date.

Should a trainee disagree with the accuracy, completeness or currency of information held by Humanagers, a written statement detailing their contrary view will be attached to their record.

### **Special Consideration in Assessment**

This policy ensures trainee assessment takes into account any special needs of trainees.

Special consideration can be negotiated direct with the trainer, or by following a more formal process and completing an Application for Special Consideration in Assessment form. These forms are available from your trainer or Humanagers Administration Office.

Special consideration may include:

- extension of time to submit an assessment
- appropriate variation in assessment eg.
  - variation in examination schedule
  - variation in method or environment
  - additional time allowance to complete exam.

### **Trainee Fees and Refunds**

Payment of student fees and charges may be made by cheque or cash but must be accompanied with the enrolment form obtained from

Administration Office  
Humanagers  
Phone (08) 81720022

A receipt for fees and charges will be issued to the trainee.

### **Humanagers Initiated Refunds**

In the event that a trainee is charged direct, Humanagers will refund all or part of the fee charged in the following circumstances:

- Trainees who have overpaid the tuition/administration fee will receive a refund for the overpayment amount within 14 days.

- Humanagers cancels the course, or the trainee's application for enrolment is refused, Humanagers agrees to refund all fees within 30 days, without deduction.
- If the trainee withdraws, by written notice fourteen (14) days or more before the commencement of a course, a full refund will be available.
- If a trainee withdraws, by written notice within fourteen (14) days of the course commencing, then Humanagers will refund the tuition/administration fee paid, less \$100 cancellation fee.

### **Trainee Initiated Refunds**

Full refunds will be available for withdrawals up to two weeks prior to course commencement.

Withdrawals made within two weeks of course commencement will attract a \$100 administration fee.

All applications for withdrawal must be made in writing and forwarded to:

Administration Office  
Humanagers Pty Ltd  
Unit 17, 169 Unley Rd  
Unley  
SA 5061  
Phone (08) 81720022

***There will be no refunds for withdrawals once the program has commenced. However, a trainee may transfer to a subsequent class of the same qualification within an 18 month period.***

In Humanagers opinion, the trainee would be unreasonably disadvantaged if not granted a refund, for example, a learner meets with a serious misadventure and is unable to continue their enrolment, then Humanagers will refund the tuition fee and any other fees and charges paid by or on behalf of the learner on a pro rata basis.

Should a trainee be deemed "not yet competent" on completion of training and assessment, then the assessor in consultation with the Director and the trainee and/or their representative, shall review the situation and negotiate extra training as required at an agreed price.

### **Fees Paid in Advance**

Humanagers records the receipts and refunds of tuition/administration fees.

Humanagers restrict initial fees paid in advance to a total of \$500, and subsequent fees paid in advance during training and assessment to a maximum of \$1000.

Should a trainee decide not to complete the class, the balance of the tuition/administration fees will be payable within 7 days of notification to Humanagers (refer fees and refunds).

***The information given in this handbook is an excerpt of the original policy and a complete version of Humanagers policies and procedures may be obtained on request from Humanagers Administration office.***

### **Access to your current results via Humanagers portal**

Trainees may access their current results via Humanagers website at [www.humanagers.com.au](http://www.humanagers.com.au) and log in on the training page.

All students' user names and passwords are preset and should you wish to change the password, please phone Humanagers office (08)8172 0033

Your user name is your surname plus the first letter of your Christian name (all lower case) and your password is the day, month and year of your birthday (dd/mm/yy)  
(e.g. Harry Brown born on 26/10/1998 log in would be brownh password 261098.

If you have not provided your birth date to Humanagers or you are unable to access your results, please phone Humanagers office (08)8172 0033.