Welcome to Hamel - Student Handbook

Contact Details

Phone 1300 7 999 14
Fax 1300 7 972 34
Email info@hamel.edu.au
Website www.hamel.edu.au
Your Privacy

We understand the importance people place on their privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the Australian Privacy Principles where they apply to our dealings with you, the student.

In some cases, we will be required by law to make student information available to others such as the regulator or other government departments.

The relevant Privacy Principles are summarised as:

**Collection**
We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

**Use and disclosure**
Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

**Data quality**
We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

**Data security**
We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

**Openness**
We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

**Access and correction**
The individual will be given access to the information held about them, at their request. This includes anything held on the students file including assessment results and participation records.

**Identifiers**
We will not use your work or other organisational employee number, position code or similar identifier as our own reference to you.

**Anonymity**
Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.

**Transborder data flows**
We will endeavour to use secure cloud technology providers where they ensure that the information will not be held, used or disclosed contrary to the concept of data storage and security.

**Sensitive information**
We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.

**Student**
A student is a person who has submitted an application, undergone an initial assessment towards a unit of competency and paid the fees associated with that assessment. The student is therefore enrolled.

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Additional practices by us with regard to your information, both sensitive and general:

Client file maintenance  As part of our best practice approach to the Privacy Principles we often delete some or all of the contents of your file without your consent or contact. This is generally in an effort to remove any general or sensitive information when it is no longer relevant or required to us. A guiding practice is that we only hold your information for the purpose of the requirements of the regulator, in accordance with relevant laws and regulations, and to enable you to initiate or complete a process with us. There are no third party initiatives by us with your general and sensitive information.

Historical events  Our client file maintenance practice may result in a situation where you may later wish to query, dispute or reopen a conversation, process or transaction despite there no longer being any record of such events with us. A guiding practice is you maintain any correspondence, documentation or similar that has occurred with us if you wish to call upon it later in order to establish a dialogue, appeal or complaint on past events.

Value documents  At no time should you send to us any document that is an original or is not able to be replaced by you easily, quickly and economically. A guiding practice is that what you send to us no longer exists.

Newsletters  At times we will release a seasonal newsletter or an out of sequence advisement to all those who have provided contact details to us. A guiding practice is that if you tell us not to include you then we will not. This “telling” is primarily achieved through our forms such as the application, initial contact and survey. Whenever such newsletters or advisements are released we will include a link to a web form so that you can update your preferences for such correspondence.

Website  Reference to “the website” within this handbook is referring to www.hamel.edu.au which is our primary public electronic presence.

Student Handbook  This Student Handbook, or simply “handbook”, is also policy and practice for Hamel Institute. As such, reference to us or we is interchangeable with Hamel Institute. Similarly the terms client, learner, student or you are interchangeable.

Currency  For the Vocational Education & Training (VET) Sector there are three positions for a national accreditation or qualification. Current, superseded and obsolete. Where there is no mention of “superseded” or “obsolete” on our website or marketing materials then the qualification is current. On rare occasions this information may be temporarily outdated when a new release occurs from the respective Industry Skills Council (ISC or custodian) by publication to the National Register website www.training.gov.au. This delay in our information is due to training organisations not having prior possession of the endorsed update until it is published to that website. As such we need time to change a number of things which includes our website.

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Assessment methodology
Assessment in a competency based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. Students may be required to undertake assessment of a theoretical nature (question and answer), undertake research and to demonstrate skills.

All students will be given two attempts at any one assessment. If a student is deemed to have not satisfactorily met the assessment requirements after the first attempt they will be given support for a second attempt. If after that attempt competence is still not achieved, a re-evaluation will take place which will include a discussion with an independent assessor (not the assessor who conducted the assessments), a review of the assessment outcome and then a decision about whether a third attempt may be made at the assessment with no further fees involved. If it is determined that a third attempt would unlikely be successful, fees may apply. Any fees will be discussed with the student to reach agreement.

Flexible Delivery and Assessment Procedures
Hamel recognises that not all students learn in the same manner, and that with an amount of “reasonable adjustment” students who may not learn best with traditional learning and assessment methods will still achieve good results.

Hamel will make any necessary adjustment to meet the needs of a variety of students. For example, the ability to complete a written assessment is not seen as an inability to meet competency when the student can verbally demonstrate competency.

Hamel undertakes to assist students achieve their required competency level where the adjustment is reasonable and is within our ability.

Where we cannot assist a student, we will refer them, where possible, to an agency that can assist.

Complaints and Appeals (C&A)
An appeal is a grievance about an assessment outcome (sometimes called an academic appeal). Hamel has a process for re-evaluating assessment outcomes if the student is unhappy with the outcome.

If you are not satisfied with our conduct, another client (learner), your assessment or a third party that we work with you should make contact with the Director:

- Via email: darren@hamel.edu.au and this will be received by Darren Krajewski
  - This will be acknowledged within 48 hours else please try again (its delivery may have been unsuccessful)
  - Email acknowledgement option is recommended (e.g. Microsoft Outlook Options Tab)
- Via phone: 1300 7 999 14 and ask for Darren Krajewski
  - A voice message will be acknowledged within 48 hours (two business days) else please try again (its delivery may have been unsuccessful)
  - A direct line will be acknowledged immediately
- Via fax: 1300 797 234 and Attention: Darren Krajewski

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A message will be acknowledged within 48 hours (two business days) else please try again (its delivery may have been unsuccessful)

A direct line will be acknowledged immediately

- Via mail: The Director, PO Box 1327, Mackay, Qld Australia
  - A letter will be acknowledged within 48 hours (two business days) of receipt else please try again (its delivery may have been unsuccessful)
  - Registered mail is recommended

Email with a free follow-up 1300 number phone call provides a fast, economical and documented service for you.

Please attempt to identify on the phone, in the email or fax subject line or as the title of the letter the nature of your correspondence, such as:

- A complaint against us in our conduct
- A complaint against the conduct of a third party we work with
- A complaint against another client (learner) with regard to their conduct professionalism
- An appeal to an assessment outcome (what qualification or unit of competency) such as a review of decision

In all cases the Director will endeavour to respond within 48 hours (two business days) of becoming aware of your appeal or complaint. Please let the Director know your preferred response method for an acknowledgment of your complaint or appeal, such as email, fax or mail. The Director will acknowledge your appeal or complaint with a written letter that will be faxed, PDF emailed or sent via registered mail having given due consideration to your circumstances.

As we are a specialist provider that offers a personal service there is no need to complete overly complex forms or provide extensive written information as part of the appeals or complaints process. Within your method of contact to us please only provide a brief outline of your concerns. The most critical aspect is that the Director is made aware that you have a concern. The Director will then be able to make direct contact with you in order to develop an understanding of the nature of the concern, relevant information and your suggested outcome. The Director will then send you a letter similar to the acknowledgment process which will in effect be a record of your complaint or appeal. You will then be invited to accept, amend or re-write your complaint and return it to the Director. Again the Director will acknowledge as above the receipt of your return. This will then be regarded as the completed lodgement of the appeal or complaint from which the Director can review and seek a fair and reasonable outcome.

The Director will:

- Deal with any complaint or appeal in an effective and timely manner, aiming to resolve it within ten business days of the appeal or complaint having a completed lodgement.
- Update by letter the complainant every ten business days starting on the date of completed lodgement.
- Identify the cause of the complaint or appeal and outline what steps are to be taken in order to prevent the situation happening again.

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Follow the principles of natural justice and procedural fairness by allowing anyone subject to a decision or with allegations made against them to tell their side of the story before a decision is made.

Remember:
- Each appeal or complaint outcome by the Director will be made in writing
- Any person who lodges an appeal or complaint will be given the opportunity to present their case in an unbiased and independent environment
- The Director will act upon any substantiated complaint or appeal and may see the result as an improvement opportunity.
- All appeals and complaints including their resolutions are reviewed at the highest level of our organisation.

We will retain evidence of complaints or appeals that we receive. This will include how the matter was dealt with, the outcome and the timeframes. This retention of evidence will be for six months after the Director has successfully finalised the matter by letter using the methods above.

If at any time the complainant does not attend to the process for a period greater than ten business days the Director will suspend the process. Attending to the process would be regarded as responding to letters, emails or voice messages. Generally, the Director will send a letter similar to the methods above to ensure that a final attempt was made to contact the complainant in a documentable way.

If a complaint or appeal (including any review process) takes more than 60 days to finalise the Director will write to the complainant using the methods above to ensure receipt. The letter will ensure explanation of the delay.

Should the complainant not be satisfied with the Director’s involvement or decision regarding their appeal or complaint there is opportunity to provide the matter for review by an appropriate party independent of our organisation and the complainant. This will be possible at the request of the complainant or due to the Director not being sufficiently independent to the nature of the complaint or the appeal. This will generally be some form of not-for-profit or judicial volunteer entity nominated by us. If there is a requirement for a to-pay-for service then such services will generally be at $220 per hour rate that would be shared and again nominated by us.

**Student Code of Conduct (SCC)**

When attending a course delivered by us at any place where we hold training we ask all students to be courteous to each other, to our staff and to all people who they encounter in and around the venue. Please consider and abide by these basic rules.

- All students must comply with all reasonable requests and requirements made by staff
- No student should attend any class whilst under the influence of alcohol or any drugs (prescribed or otherwise)
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any obscene, offensive or insulting language or behaviour, will not be tolerated
- Disruptive behaviour is unacceptable and will not be tolerated.

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• Any breaking of any state or federal law will be reported to the relevant authority (e.g. Stealing, damaging property, assault etc.)

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of the RTO CEO or the trainer in charge if the CEO is absent from the building or training venue.

**Inappropriate Behaviour Management (IBM)**

Hamel provides training and assessment services in a spirit of cooperation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:

• Warn the student that their behaviour is unsuitable, or
• Ask a student to leave the class, without refund or acceptance into another course, or
• Immediately cancel the class.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the trainer and the appropriate action will be taken.

**Harassment and Discrimination (HD)**

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Students should be aware of the following definitions:

‘Bullying’ - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.

‘Confidentiality’ - refers to information kept in trust and divulged only to those who need to know.

‘Discrimination’ - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

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'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

'Personnel' - refers to all employees of Hamel Institute

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - is punishing or the treatment of an individual unfairly because they have made a complaint, or are believed to have made a complaint, or to have supported someone who has made a complaint

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination are to be treated seriously, impartially and sensitively.
- Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- When a staff member is informed of any harassment or discrimination they have the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

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Working with Children (WWC)

Whilst we do not exclude people under the age of 18 in our training and assessment programs, it is unlikely that a person who has not attained the age of 18 will enrol in a course with Hamel.

The Director maintains a Blue Card for working with children.

Fees and Refund Policy (FRP)

All of our assessment processes attract fees that are charged directly to the client (student) or to the client’s employer, dependent on arrangements made. These are specifically with regard to qualifications and Statements of Attainment that may be issued by us.

Fees paid at end of service Generally speaking we provide Recognition of Prior Learning (RPL) and “gap” training for certain outcomes. Fees for this service are generally not invoiced until the collection of evidence has been completed and there is a probable expectation that a qualification or Statement of Attainment is able to be issued by Hamel Institute (completion of service for invoicing purposes). If for a particular reason early payment is required (such as client need for a PAID invoice) we will not accept more than $1500 for a qualification or Statement of Attainment until completion of service. For the delivery of training will not request prepayment in excess of $1500.

Fees paid in advance by the individual We will only collect up to $1500 in prepaid fees from you as an individual. Should a student decide to leave a course they have paid for in advance at any stage, we will return any unused fees. We do not accept the return of training materials.

Fees paid in advance by an organisation The above requirements do not apply, to an employer or organisation, for example, who engages us to provide training and or assessment to its staff or members or clients.

Fees accrued or left unclaimed Where a client places their application process or enrolment into suspension we will endeavour to issue a Statement of Attainment for any assessment completed and paid for. Any excess fees will be returned to the student. If we cannot locate the student then any Statement of Attainment and a bank cheque for any residual fees will be sent via registered mail to the last address on record for the student.

The client has the right to obtain a refund for services not provided by us in the event that the arrangement is terminated before any agreed cut-offs or we fail to provide the agreed service.

Fees in arrears Any work that is not paid for and is not under a current invoice may be deleted or destroyed at our discretion without warning, notice or permission.

Fees for other outcomes We are also contracted to Tafe Queensland East Coast (TQEC) RTO 0418 for certain qualifications. Those qualifications are clearly identified on our website and marketing materials. At the completion of the assessment process with us a requested invoice will be sent to the client. On settlement of that account we will send the client an enrolment form for TQEC. On return of the enrolment form to us we will then transfer the client’s assessment and enrolment to TQEC for enrolment, validation and issuing of the qualification directly to the client. Any invoices from TQEC will be our responsibility for payment. Should TQEC not be able to issue the qualification we will attempt to rectify the problem.

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immediately which may require additional evidence from the client. If the qualification continues to remain unissued for evidentiary reasons beyond 60 days of its transfer to TQEC we will invite the client to request a full refund from us. For further information concerning TQEC please refer to their website http://tafeeastcoast.edu.au/

Payment Terms and Conditions (PTC)

The maximum of all fees chargeable by us are clearly identified on our website. Generally any fees contrary to our publically accessible website will have been confirmed between the client (student) and us (Hamel Institute) prior to the completion of any services which will avoid placing the client (student) in debt. Examples of any fees divergent of the website are generally due to, but not limited to, situations such as:
- reductions in cost due to credit transfer, and or
- increases in cost due to gap training, and or
- any out of sequence scheduling requests for training delivery for an organisation (e.g. group training of employees)

In all situations we will specify all fees that must be paid to us and the terms and conditions of such, including deposits and refunds, prior to enrolment or the commencement of training and assessment. This is achieved as a minimum through:
- this student handbook hyperlinked to the application form on the website,
- confirmation in the application form that the client is able to access the hyperlink, and
- an introductory email on what will be expected of the client in their training and assessment with clear instructions and a hyperlink to the website’s fees page.

We will also endeavour to make direct phone contact to reinforce the above and answer any questions from the client. This occurs as an addition to the above minimum for the majority of clients and is only rarely absent when a client:
- does not provide such details,
- is unreachable (such as overseas operations), or
- is being represented by a third party who is paying (for e.g. their employer or case manager for a return to work program etc)

We are subject to all relevant consumer protection law that applies in any Australian jurisdiction where we operate. At no stage do we attempt to remove, obscure or negate your lawful consumer rights. These can be accessed by you through the government portal for the Australian Competition & Consumer Commission (ACCC) at https://www.accc.gov.au.

There is no “cooling off period” for a RPL client because when payment is made for a qualification or Statement of Attainment that has been issued the service cannot be returned. For the delivery of training the “cooling off period” is at a minimum of 24 hours (one day). At 72 hours (three days) prior to training enrolments will close. At 48 hours (two days) prior to training there will be no further refunds. Any refund will consist of the entire payment less the cost of any dispatched course materials, their method of delivery and the administration of their enrolment at a standard rate of $100. These residual costs will have been advised to the client in their itemised invoice before payment. Where a client wishes to enrol and pay inside the 72 hour period, they are classified as a “last minute” addition and need to accept that they will

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negate part or all of their minimum 24 hour “cooling off period”. They will be warned of their status and its implications.

**Conditions for Success (CFS)**

In order to ensure an appropriate and successful process and completion of service for a qualification or Statement of Attainment we use a direct person-to-person process.

We will endeavour to make direct phone contact with a client to facilitate an initial fact finding interview of their capabilities and requirements. This generally identifies the client’s work background, industry proficiency, professional accomplishments and general ability to access evidence of those things. Generally clients seek advice on what is realistically available to them.

Where it is not possible to make a direct connection with the client there will be a process of correspondence and guidance to ascertain the above. The process is further reinforced with hyperlinks from the:

- application form to this handbook,
- website to:
  - checklists on the client’s experience that we can provide feedback on,
  - information on qualifications from the training.gov.au website
  - referee reports for the client to use with their referee
  - assessment activities
  - application form
- introductory process email to the:
  - application form
  - fees schedule
  - USI application process
  - checklists on the client’s experience that we can provide feedback on
  - referee reports for the client to use with their referee
  - assessment activities

For RPL we only charge a fee for the completion of service. This is a protection for the client should we not identify the appropriate qualification or Statement of Attainment.

In all situations we will specify all fees that must be paid to us and the terms and conditions of such, including deposits and refunds, prior to enrolment or the commencement of training and assessment. This is achieved as a minimum through:

- this student handbook hyperlinked to the application form on the website,
- confirmation in the application form that the client is able to access the hyperlink, and
- an introductory email on what will be expected of the client in their training and assessment with clear instructions and a hyperlink to the website’s fee’s page.

We will also endeavour to make direct phone contact to reinforce the above and answer any questions from the client. This occurs as an addition to the above minimum for the majority of clients and is only absent when a client:

- does not provide such details, and or
- is unreachable (such as overseas operations), and or

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is being represented by a third party who is paying (for e.g. their employer or case manager for a return to work program etc).

As a Registered Training Organisation (RTO) we are responsible for the quality of the training and assessment in compliance with the Standards of a registration under law and for our responsibilities in the correct and timely issuance of qualifications and Statements of Attainment (Australian Qualification Framework certification documentation).

Generally clients will engage us through access to our website. Those from other avenues, such as referrals with our contact number or email, are redirected to the website with the process above. As such the website provides in printable electronic copy all current and accurate information that enables the client to make an informed decision about undertaking training and assessment with us. The website in conjunction with this handbook provides our obligations to the client. If you cannot locate the following from the website or have questions about our obligations to you please let us know so we can provide direct hyperlinks and explanations:

- the code, title and currency (refer to definitions above) of the training product to be applied for
- the training and assessment, and related educational and support services we will provide to the learner including the:
  - estimated duration which for RPL is at the pace of the client, and for delivery will be advised directly to the client during initial contact through email and phone (where achievable)
  - expected locations at which it will be provided which for RPL is via phone, email and face to face at a venue agreeable to both parties (where practicable); and for delivery will be at a location confirmed directly with the client
  - expected modes of delivery which for RPL is via phone, email and face to face at a venue agreeable to both parties (where practicable); and for delivery will be face to face in a traditional training room platform
  - there is no third party that will provide training and/or assessment or related educational and support services to the learner on our behalf
  - there are no work placement arrangements

- our responsibilities to the client and their rights, such as complaints and appeals or a change in expected services, as captured by this handbook
- the client’s obligations which mainly require an opportunity to engage with them to confirm their capability and requirements along with ethical and professional conduct, as also captured by this handbook
- any and all materials other than generally held items by the client for accepted forms of correspondence (electricity, email access, stationary, phone connection, postal service etc) will be provided by us and inclusive of the fee schedule on the website

**Guarantee of Service (GOS)**

We guarantee to complete the assessment process once you have commenced with us as a client (student) and are able to produce the required evidence.

In the event that we cannot complete the assessment process due to changes to agreed services, such as but not limited to:

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the qualification or the units of a Statement of Attainment no longer being registered on our scope of registration; or
• we ourselves no longer conducting business operations as a training organisation; or
• we engage a new third party to be responsible for the delivery and or assessment of the qualification or the units of a Statement of Attainment; or
• there is a change in ownership of Hamel Institute

In all cases the Director will endeavour to advise the client as soon as practicable within 48 hours (two business days) with a written letter that will be faxed, PDF emailed or sent via registered mail having given due consideration to the client’s circumstances. The Director will personally work with the client to find another provider, if required, and identify any paid fees to be returned.

Any client (student) that discontinues contact with us will risk placing their application into suspension and the revocation of their guarantee of service.

Third Party Providers (TPP)

We do not use third party providers.

Government Funding Arrangements (GFA)

We do not provide VET FEE-HELP or other government training entitlements and or subsidy arrangements in relation to the delivery of the services.

Nationally Recognised Training and Assessment (NRTA)

We only market and publically disclose nationally recognised training and assessment leading to the issuance of qualifications and Statements of Attainment (Australian Qualification Framework certification documentation). Any non-formal training or assessment delivered by us will only be arranged directly with the client or organisation representative, it will be clear that it is not nationally recognised and it will not appear:

• on our website
• in this handbook
• through our marketing or advertising

Student Assessment Records (SAR)

We are committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising a student’s privacy.

Individual student records will be stored in a secure area. Our electronic records are stored and backed up weekly and are protected by password access. We further protect our records by maintaining up to date virus, firewall and spyware protection software.

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We will retain student results for a period of not less than 30 years.

All other records including taxation records, business and commercial records will be retained as per legislative requirements.

Access to individual student assessment records will be limited to those who require those records for specific purposes including:

- trainers and assessors to access and update the records of the students with whom they are working
- management and administration staff as required to ensure the smooth and efficient operation of the business
- officers from the regulator or their authorised representatives

Or those required by law such as:

- people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act)
- student’s authorising release of specific information to third parties in writing

Access and Equity (A&E)
We are committed to ensuring that we offer assessment opportunities to all people on an equal and fair basis including:

- women where under-represented,
- people with disabilities,
- people from non-English speaking backgrounds,
- Indigenous Australians, and
- rural and remote learners

All students have equal access to our training and assessment programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy or sexual orientation. Any issues or questions regarding access and equity can be directed to the CEO of Hamel.

Qualification or Statement of Attainment (QSA) Completion
The completion of the enrolment process, the settlement of all accounts, the successful finalisation of the overall assessment and the correct verification of your USI (Unique Student Identifier) will deem you entitled to your qualification (a testamur) and record of results (unit of competency outcomes) or Statement of Attainment within calendar 30 days.

Language, Literacy and Numeracy (LLN) Assistance
Our course and RPL process may contain:

- written documentation you must be able to read

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• written assessment you may be required to submit
• limited numerical calculations

We recognise that not all people are able to easily, write and perform calculations to the required standards.

We will endeavour to help where we can to accommodate anyone with difficulties with language, literacy or numeracy.

In the event that a student’s needs exceed our skill we will refer the student to an external support provider such as their local TAFE campus.

Recognition of Prior Learning (RPL)

All students have the right to apply for recognition of prior learning or RPL.

RPL is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current and can be applied at the time you apply.

Hamel has a documented policy on RPL and a process that will help make any application less complicated.

The Application form is available online and the policy is available on request. Please call if you cannot access these.

Credit Transfer (CT)

Not unlike RPL is a process called credit transfer. If you have completed units of competency before you may be eligible for a credit transfer. There is no cost involved in a credit transfer. The Application form is available online and the policy is available on request. Please call if you cannot access these.

National Recognition (NR)

When you undertake nationally recognised training, your qualification is valued equally throughout Australia. This is because all RTOs in Australia agree to nationally recognise all awards issued by any other RTO in the country.

Student Support, Welfare and Guidance

We will assist all students in their genuine efforts to complete our programs.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another staff member of Hamel.

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

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Should you be experiencing any personal difficulties you should make contact directly with the CEO who will assist you to the full extent of his capacity.

If your needs exceed our support capacity we will refer you onto an appropriate external agency. You can seek support immediately by contacting:

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<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Police/Fire/Ambulance</td>
<td>Ring 000</td>
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<tr>
<td>Interpreting Services:</td>
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<td>Poisons Information Centre</td>
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<td>Abortion Grief Counselling</td>
<td>1300 363 550</td>
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<tr>
<td>Alcohol and Drug Information Serv.</td>
<td>1800 177 833</td>
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<td>Domestic Violence helpline</td>
<td>1800 811 811</td>
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<td>Family Drug Support</td>
<td>1300 368 186</td>
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<td>Lifeline</td>
<td>131 114</td>
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<td>Men’s Line Australia</td>
<td>1300 789 978</td>
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<td>Pregnancy Counselling Australia</td>
<td>1300 737 732</td>
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<td>Pregnancy Help Line</td>
<td>1300 139 313</td>
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<td>Quitline</td>
<td>13 18 48</td>
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<td>Salvation Army</td>
<td>1300 363 622</td>
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<tr>
<td>Statewide Sexual Assault Helpline</td>
<td>1800 010 120</td>
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