



Under 18 Parent/Guardian Consent Form

Please complete Sections A, B and C

SECTION A - PERSONAL DETAILS of person registering for course

Participant's Full Name: _____

Address: _____

_____ Postcode: _____

Phone: Mobile: _____ Home: _____

E-mail address: _____

Parent or Guardian's Full Name: _____

Address: _____

_____ Postcode: _____

Phone: BH/Mobile: _____ Home: _____

E-mail address: _____

Student's signature: _____

Date: _____

SECTION B – COURSE DETAILS

Course Title: _____

Start date: _____

SECTION C – DECLARATION by parent/guardian

I have read HIA's Student Information Sheet* and give my consent for the above-named person to attend the HIA Training course they have registered for:

Parent or Guardian's signature: _____

Date: _____

**HIA's Student Information Sheet* (please see attached).*

Return this form to HIA Training Services – you can use either of these options



Fax to
07 3255 0795



Post to
**PO Box 3573
South Brisbane
QLD 4101**

Student Information Sheet

Credit Policy

HIA Training Services credit terms are - payment prior to commencement of training services in all circumstances. Services will not be provided unless payment is received in full. Confirmation of enrolment will only occur once payment is received.

Payment in full will be required to confirm enrolment. Payment by instalment may be negotiated where appropriate (e.g. for longer courses such as Certificate IV that comprise multiple units that are delivered in a distinct series of 'modules'), but payment in advance of the proportion of services to be provided must occur at all times. Courses that are available for payment by instalment will be clearly indicated in HIA Training Services enrolment materials.

Terms & Conditions of Enrolment

1. To ensure that your enrolment is confirmed, your payment must accompany the enrolment form.
2. HIA requires FIVE WORKING DAYS notice of cancellation or transfer in writing otherwise full fees must be paid. Provided 5 working days notice in writing is received, you can either request a full refund of payment or be transferred to another course. (In the instance where course materials have been issued prior to course commencement date, these must be returned in an unmarked condition for refund to be initiated).
3. Registrations cancelled less than 5 working days prior to the commencement of the course will not receive a refund but may be transferred to another course. A \$20.00 administration fee will be charged if transferring to another course is required.
4. Failure to attend a course or program without prior notification will result in NO refund of course fees, unless evidence of extenuating circumstances is able to be provided by the student, such as:
 - Health reasons no longer able to continue (medical certificate required)
 - Other extenuating circumstances pertaining to immediate family/loss of job. Request must be formally submitted with appropriate evidence (written application) by the student or place of employment. Submission request will be reviewed by HIA management who will notify you of the outcome within 2 working weeks.
5. You may substitute another participant at any time prior to the start of the course should the nominated person be unable to attend. Notification of this change should be directed to HIA training services as soon as possible to ensure the replacement is registered.
6. HIA reserves the right to postpone a course to an alternative date. All registered participants affected by such a cancellation will receive a full refund or be offered the opportunity to transfer to the next available course.
7. Cancellation of enrolment during a course may result in a % refund of the total cost, if extenuating circumstances exist. Computer course cancellations may be cancelled up to the "registration close" date. All cancellations received after the "registration close" date will forfeit 50% of the registration fee.
8. Provided 5 working days notice in writing is received (prior to "registration close" date), you can either request a full refund of payment or ask to be registered on another course. Refunds will generally be processed within 30 days.
9. HIA guarantees that upon the student's commencement of the course it will complete the training and assessment services or otherwise refund the student for the proportion services not delivered.

Code of Practice and Code of Ethics

HIA is a Registered Training Organisation (RTO), registered nationally in South Australia by the Training & Skills Commission. HIA treats its duty of care as a Registered Training Organisation very seriously. One of HIA's obligations as an RTO is that HIA operates under a Code of Practice. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by HIA.

HIA training courses have various approaches to assessment and are structured to determine and measure whether an individual is competent to perform a particular task or has achieved learning outcomes at the end of the training. It is usual for a participant to complete all required assessment tasks for a unit or module and demonstrate competency by meeting the learning outcomes and assessment criteria. In order to protect HIA's reputation in industry as an organisation that produces graduates of the highest calibre, HIA must take reasonable steps to ensure that assignments/projects/portfolios etc that have been submitted by participants for assessment is in fact their own work. The Code of Ethics has been produced for that purpose. If the code is breached by a participant, HIA will take appropriate disciplinary action, as detailed in the code. A copy of the Code of Practice and Code of Ethics will be either presented with your course materials or issued with your confirmation of enrolment. If you wish to obtain a copy of the codes prior to attending the course, please contact your HIA Training Coordinator.

Complaints & Appeals Procedure

HIA ensures that all participants have access to a fair and equitable process for dealing with complaints and provides an avenue to appeal against decisions which affect the participants' progress, such as assessment outcomes or breaches of HIA's Code of Ethics. All HIA assessments may be reassessed on appeal. All complaints and appeals will be recorded in writing, reviewed by an independent person, will be dealt with in a fair, equitable and timely manner, and the outcome advised in writing. Should you wish to lodge a complaint or an appeal: Step 1: contact HIA Training. For Nationally Recognized Training programs: In the case of a participant not being satisfied with the complaint or appeal outcome or they wish a party independent of HIA to review the outcome, they are entitled to contact the Quality Branch of the Training and Skills Commission (HIA's RTO registration authority), to have their complaint reviewed and moderated. Contact details for the Quality Branch: 1st Floor, 31 Flinders Street, ADELAIDE SA 5001, Ph 08 8226 3065.

Recognition of Prior Learning (RPL)

HIA offers RPL assessment services to determine whether skills and experience picked up in the workplace, through life experience or through other formal or informal learning you have undertaken address the assessment criteria of the course you are enrolling in. You may be able to receive credits toward completion of the course. For further information, either pick up an RPL brochure or contact your HIA Training Coordinator. HIA recognises the Nationally Recognised Training qualifications and statements of attainment issued by other RTO's throughout Australia. Update RPL credit policy to include the following: HIA Training Services require a \$60 application fee to process your application and allocate a qualified RPL assessor. Assessment fees must be paid prior to the commencement of HIA Training Services RPL Assessment services. You will receive an invoice from HIA for the assessment fees upon receipt of your application. The invoice must be paid in full and appropriate evidence submitted to enable the assessment process to commence. HIA will negotiate the timing of fees as required with you, and put in place an instalment payment plan where appropriate on a pro rata basis, based on the % of assessments completed (for example - if you are applying for a qualification where multiple assessments across units are required, and the evidence may take some time to gather). Please refer to HIA Training Services RPL Application Fees Schedule for further details.

Access and Equity

HIA's recruitment and selection process complies with access and equity principles and with all relevant legislation including the Equal Employment Opportunity and Anti Discrimination Acts. HIA's Regional Training Coordinator is responsible for Access and Equity issues relating to HIA Training Courses, such as issues relating to racial, sexual or disability discrimination, equal opportunity, and language, literacy and numeracy issues. Occupational health and workplace safety officers are identified in HIA's OH&WS Manual, which is available upon request. The first point of contact for all these issues should usually be your HIA Training Presenter, where appropriate, who will refer your enquiry to the HIA Training Coordinator.

Language, Literacy and Numeracy (LLN)

For HIA Training programs, HIA can assist you if you are not confident that your language, literacy or numeracy skills match the requirements of the course. If you would like to discuss the assistance options available to you, please contact your HIA Training Coordinator.

Privacy

Under the terms of the Training & Skills Development Act 2003, upon completion of this course, HIA will be required to provide details of the certificate issued to its accreditation authority. HIA may also be required to provide contact details, if requested. HIA may also take copies of your assessment evidence for internal use.

Recruitment & induction

HIA conducts recruitment of participants in an ethical and responsible manner. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered. HIA ensures that training and assessment services are provided by suitably qualified and professionally competent staff and/or agents, and provides for the ongoing training and professional development of such staff and agents, as appropriate.

Support Services

Our organisation 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.

Flexible Learning & Assessment

The course you are enrolling in may be available in day/night/weekend sessions, online or available for distance education. Contact your HIA Training Coordinator for information relating to flexible learning arrangements for this course. HIA will provide for reasonable adjustment in its learning and assessment modes in order to meet individual needs. Re- assessment and re-assessment on appeal is available for all HIA courses.