



RTO Code: 41469

Student Information Handbook

Throughout this document and associated forms, documents and templates, the term College refers the Humber College and any trading name associated with this legal entity.

Position titles used refer to the titles used in the College Organisational Chart with duties described in the College Position Descriptions and further elaborated in the Procedures & Policies Manual

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Student Information Handbook

Version 2.1

[Status]

Student Orientation

Students will receive a short orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

Prior to commencement of class

Please locate and read the following information in this handbook;

- Student support
- Assessment
- Recognition of prior learning / Mutual Recognition
- College contact people
- Complaints and appeals
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- College facilities and resources
- Student Mutual Recognition application form
- Student deferral, suspension or cancellation application form
- Student refund application form
- Student RPL application form
- Student complaints and appeals

In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- Workplace health & Safety
- Facilities and equipment
- Assessment requirements
- Questions

College contact details

The Chief Executive Officer, Training Manager and Student Administrator can be contacted as indicated below;

Course Delivery Location	3/8 Miller Street Slacks Creek QLD 4127	
MC Course Delivery	3 Clunies Ross Court, Eight Mile Plains, QLD 4113	
Phone	07 3290 0200	Mob: 0478 181 800
Email	admin@humbercollege.edu.au	Web: humbercollege.edu.au

Send all documents to above email or below address:

3/8 Miller Street Slacks Creek QLD 4127

Fees and refund arrangements

Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Enrolment Form. Contact the College to obtain details.

All fees are to be paid at the specified time, as per the course information and can only be paid by cash, credit card or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost.

All students are liable for the financial commitment to the Humber College however Students recently enrolled do have a cooling off period of 5 days after enrolment. This is outside the Humber College's refund policy.

Humber College:

- has appropriate safeguards and fair options in place for any monies paid in advance;
- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the course.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the student with a full refund of fees on hold or offer to transfer the student to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course

Students who have any queries regarding eligibility for refunds should contact the CEO in the first instance.

Fees in Advance

In the case where a student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the course commencement.

Following course commencement, the Humber College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Humber College has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of the Humber College. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. Refunds will only be refunded to the person who entered into the contract with the Humber College and will not be provided to a third party. All refunds are paid electronically, no refunds will be paid in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Please refer to the Complaints and Appeals Policy.

The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one week suspension the student will have their enrolment cancelled.

Fee changes

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Other information & conditions

Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

A written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course credentials (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of this agreement.

Students are entitled to 2 assessment attempts for each unit. If the student is unsuccessful after 2 assessment attempts they will be required to repeat the unit and pay a fee of \$100

Testamur Reissue

Testamurs, (certificates and statements of attainment) will only be reissued after applicants:

- supply a statutory declaration indicating the reasons for applying for a reissue; and
- confirm their identity using the 100 points system of identification service provided to businesses by Australia Post - <http://auspost.com.au/business/in-person-id-checks.html>
- The reissue is approved by the CEO or a person specifically nominated by the CEO to approve a reissued testamur.

Humber College does not charge for a reissued testamur.

Information for Students

RTO obligations

Humber College is responsible for:

- a) The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.
- h) collecting and reporting your students' Unique Student Identifier (USI) numbers is a requirement under Commonwealth legislation and a condition of your registration. As per standards Student qualification/s or Statement of Attainment can't be issued without USI.

Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts students competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted

Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs.

Qualifications to be issued

Students successfully completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students successfully completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment for all units assessed as competent on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Student support, welfare and behaviour

Access and equity policy

1. The RTO will, where possible, remove barriers and open up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
2. All students will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
3. A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
4. All trainers / assessors are responsible for observing and being advocates for the policy.
5. This policy will be widely disseminated in the organisation.
6. The RTO policies and procedures will be monitored and reviewed to ensure that they recognise and incorporate the rights of individuals.
7. The CEO, or their delegate, will be responsible for the implementation and maintenance of the policy.

Complaints and appeals Policy

COMPLAINTS AND APPEALS

Humber College has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed effectively and efficiently.

Humber College strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which are outlined in this section of the policy and procedures document. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

Complaints Procedure

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Humber College. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to College's management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

Humber College will maintain a complaint register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the Humber College continuous improvement procedure.

It is the responsibility of Humber College to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact the National Training Complaints Hotline to register a complaint by:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

Email: skilling@education.gov.au

Or the student may register a complaint through the ASQA online complaint form at <https://rms.asqa.gov.au/registration/newcomplaint.aspx>.

If you are unable to access the online form, please contact the ASQA Info line on 1300 701 801.

Appeals

The Humber College appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:

The notice of appeal should be in writing, addressed to Humber College for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessor's re-evaluation process.

The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of Humber College management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the appeal after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team

Australian Skills Quality Authority

PO BOX 9928 Sydney NSW 2001

Or via email to: complaints.team@asqa.gov.au

Complaints / Appeals Procedure

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of Humber College or any third party (such as other students, outsourced trainers, subcontractors, staff, trainers, assessors) have access to the following procedure:

Informal complaint / appeal:

An initial complaint or appeal will involve the person communicating directly with Humber College verbally or by other appropriate means.

All persons identified or subject to a complaint will be notified in writing of the content of the complaint and/or allegation and afforded all-natural justice and procedural fairness response mechanisms

College's management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal

Students dissatisfied with the outcome of Humber College's decision may initiate the formal complaint procedure

Formal complaint / appeal:

It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised.

The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by Humber's management

On receipt of a formal complaint, the CEO or a nominated senior management person independent of the complaint will notify the complainant in writing that they have received the submission.

The CEO will then convene the complaint committee to hear the complaint

The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal.

Members of the committee should include:

- o A representative of Humber College management
- o A Humber College staff member
- o A person independent of Humber College

The complainant / appellant shall be given an opportunity to present the case to the committee and may be accompanied by one (1) other person as support or as representation.

Staff member(s) and/or third parties involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation.

The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented.

The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

Delayed processes

In the unusual circumstance where Humber College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Humber College will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required. In line with the importance that Humber College places on open and transparent processes and communication, the complainants or appellant will be regularly updated on the progress of the matter.

All complaints and appeals will be reviewed at Humber College monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with current Humber College policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Student Support Policy

To maximise the chance of students successfully completing their training, Humber College will identify any support individual students need prior to their enrolment and provide access to that support throughout their training.

This may include providing:

- Language, Literacy and Numeracy (LLN) support;
- Assistive Technology
- Additional Tutorials, and / or
- Other mechanisms, such as assistance in using technology for online delivery components.

Where this support attracts an additional cost to the student, the Humber College will make this clear in pre-enrolment information. If there are limitations to the support your Humber College is able to provide, these limitations need to be made clear in information provided to potential students.

Note: A formal assessment process is not required, however, Humber College must be able to demonstrate how it identifies support needs (for example, by requiring students to complete a self-assessment as part of the enrolment process).

Procedure

Humber College must, through the application for enrolment process identify, for each student, any additional support required.

Humber College will only be able to identify this support if informed by the student.

Where the Humber College identifies required support, such as literacy or numeracy, English or other language barriers or physical capabilities, and it cannot provide such support directly, it will refer the student to a third party.

Where the Humber College is not capable of offering an environment suitable for the needs of a student with specific identified needs, it will inform them accordingly and may direct the student to a provider that can, and thus will not process their enrolment.

Procedure for Flexible Delivery and Assessment

Humber College recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Humber College respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

College's staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services Humber College can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

College Contact

Contact the College Administrator for assistance if you have any difficulties with your course, study requirements or assessment

Phone: 07 3290 0200

Email: admin@humbercollege.edu

Relevant legislation and information

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Workplace Health & Safety	www.worksafe.qld.gov.au
Equal opportunity	Queensland Equal Opportunity & Human Rights Commission
RTO registration	Australian Skills Quality Authority
Education and Training reform Act	Department of Education and Early Childhood Development
Fair Work Australia	http://www.fwa.gov.au/
Training.gov.au	http://training.gov.au/
Australian Apprenticeship and Traineeship Information Services	http://www.aatinfo.com.au/Home
Victorian Legislation	http://www.legislation.qld.gov.au/
Commonwealth Legislation	http://www.comlaw.gov.au/
ASQA Standards	Standards for Registered Training Organisations (SRTOs)

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Administration Coordinator if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Student code of behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.

Other Information

Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the student deferral, suspension or cancellation application form or in writing by email, fax or post.

Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the College Administration Coordinator. The refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application

College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the client organisation will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

Unique Student Identifier (USI)

You are required to provide college with your USI. If you don't have one, you authorise us to search and check on your behalf, and if required to apply for the USI for you. We will provide you a copy with the relevant documentation. For more information or to create USI by yourself, visit usi.gov.au

Use of personal information

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Administration Coordinator using the Student records request form if you wish to view your own records. Once the request has been approved the Administration Coordinator will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

Qualifications/Unit of Competency offered by Humber College

DIPLOMA OF BUSINESS – BSB50215

Course Description

This qualification develops learners' essential business skills and knowledge for use in a wide variety of business contexts. Students will learn how to manage meetings and human resource services, manage remuneration and employee benefits, identify and evaluate marketing opportunities, plan market research, implement continuous improvement, build and sustain an innovative work environment, and implement and monitor marketing activities.

JOB ROLES

Graduates of this qualification may be able to seek employment as:

- Corporate Services Manager
- Business Manager
- Legal Practice Manager
- Project Coordinator
- Business Sales Team Manager
- Business Development Manager

Course Duration

The program is delivered over a period of 52 weeks (* comprised of 48 weeks training and 4 weeks holiday) 20 hours per week, delivered across 2.5 days

Delivery

Face to face learning through classroom delivery

Entry Requirements

Satisfactory completion of Australian Year 10 or equivalent. Age requirement is 18 years old or over.

Pathways

After achieving BSB50215 Diploma of Business, graduates may choose to undertake BSB60215 Advanced Diploma of Business or other Advanced Diploma qualifications from other institutions.

Fees & Payment Details

Application Fee: \$ 200 Non-refundable

Material Fee: \$400

Tuition Fee: \$3500 (as per payment schedule including admin fee and material fee)

Duration: 52 weeks

RPL Fee: \$1750 (include \$200 non-refundable application fee)

For more information about fee structure please see course flyer and course fee structure plan

Course Structure

This qualification is organised into 9 units of competency, comprised of 9 elective units and students can do any 8 units from the following units:

Unit Code	Unit of Competence
BSBHRM505	Manage remuneration and employee benefits
BSBADM502	Manage meetings
BSBHRM501	Manage human resource services
BSBMKG501	Identify and evaluate marketing opportunities
BSBMKG506	Plan market research
BSBMGT403	Implement continuous improvement
BSBMKG514	Implement and monitor marketing activities
BSBINN502	Build and sustain an innovative work environment
BSBCUS501	Manage quality customer service

TLI31216 – Certificate III in Driving Operations

Course Description

This is a qualification for those engaged in driving operation job roles within the Transport and Logistics Industry. It involves a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, with some discretion and judgement in selecting equipment, services or contingency measures and within known time constraints.

Course Duration

The program is delivered over a period of Thirty-Six (36) weeks face to face (8 hours per day/ 5 days per week) learning. Student will be expected to commit self-study of up to 5 hours/week in their own time.

Delivery Methods

The following delivery methods are available for this course:

- **Classroom** – Blended learning method (Theory, Practical, Observation, Roleplay Scenario)
- **RPL** – Recognised Prior Learning

Entry Requirements

There are no Training Package entry requirements, but Humber College has the following course entry requirements: To be eligible for course enrolment, students must be at least 18 years of age.

Students should be able to read and write English at a grade 10 level. An LLN assessment will be undertaken prior to the commencement of training. Where assistance is identified, Humber College will consult with an LLN practitioner and the student. All training and assessment staff engaged in the delivery and assessment of this qualification hold the LLN unit of competency to assist the student should the need arise.

Student must hold either a Heavy Rigid (HR) or Heavy Combination (HC) Driver Licence for at least one year prior to enrolling in the course.

Resources Included

Students are required to provide:

- PPE such as long sleeve clothing, (shirts and pants)
- High visibility vest
- Riggers gloves
- Safety boots

Where students have any difficulties in obtaining any of the above PPE or other equipment, the RTO is to be contacted and may make suitable arrangements to obtain these items on their behalf for loan purposes. (Subject to size and student numbers). All required vehicle and equipment will be provided by Humber College for training and assessment purpose only.

JOB ROLES

Graduates of this qualification may be able to seek employment as:

Agitator Driver
 Bus Driver
 Tip Truck Driver
 Line Haul Driver
 Local Heavy General Freight Driver

Course Structure

This qualification is organised into 18 units of competency, comprised of 6 core, 1 licensing, 5 specialist electives and 6 general elective units.

Unit Code	Description
TLID1001	Shift Materials safely using manual handling methods
TLIE1005	Carry out basic workplace calculations
TLIF1001	Follow work health and safety procedures
TLIF2010	Apply fatigue management strategies
TLIH2001	Interpret road maps and navigate pre-determined routes
TLIL1001	Complete workplace orientation/induction procedures
TLIC4006	Drive a multi-combination vehicle
TLIA1001	Secure Cargo
TLIB2004	Carry out vehicle inspection
TLID2004	Load and unload goods/cargo
TLIE2008	Process workplace documentation
TLIF0001	Apply chain of responsibility legislation, regulations and workplace procedures
TLIE1003	Participate in basic workplace communication
TLIE3004	Prepare workplace documents
TLIE3012	Consolidate manifest documentation
TLIF2006	Apply accident-emergency procedures
TLIF3063	Administer the implementation of fatigue management strategies
TLIG2007	Work in a socially diverse environment

Pathways

After achieving Certificate III in Driving Operations, students may undertake TLI42116 Certificate IV in Driving Operations or RII40613 Certificate IV in Civil Construction Operations. To enrol in these courses please visit www.training.gov.au to find RTO's who deliver these qualifications.

Fees & Payment Details

Application Fee - \$200 (Non-refundable)

Material Fee - \$400

Course Fees - \$5500 (as per payment schedule including admin fee and material fee)

Duration – 36 weeks

RPL Fee - \$2750 (include \$200 non-refundable application fee)

For fees refunds, student should contact the Humber college or can access it on Humber College's website.

For more information about fee structure please see course flyer and course fee structure plan

Course Delivery Location

3/8 Miller Street, Slacks Creek QLD 4127

Next Start Date

Please contact Humber College

Contact Information

For further information, please contact Humber College on 07 3290 0200 or send an email to admin@humbercollege.edu.au or visit our website www.humbercollege.edu.au

TLILIC0003 – License to Operate a Forklift Truck

Course Description

This unit specifies the skills and knowledge required to operate a forklift truck safely.

Forklift truck means a powered industrial truck equipped with lifting media made up of a mast and an elevating load carriage to which is attached a pair of fork arms or other arms that can be raised 900 mm or more above the ground but does not include a pedestrian-operated truck or a pallet truck.

A person performing this work is required to hold a forklift truck high risk work (HRW) licence.

This unit requires a person operating a forklift truck to plan the work, conduct routine checks on a forklift truck, shift loads in a safe manner, and safely shut down and secure equipment after completing operations .

Course Duration

The program is delivered over a period of five (5) days face to face (8 hours per day) learning for those students enrolling whom have no industry experience

For students who can demonstrate current industry experience, i.e. currently operating a forklift in the workplace, Humber College will offer a contextualised program of three (3) days face to face training, (8 hours per day).

Delivery Methods

The following delivery methods are available for this course:

- **Classroom Based & Practical Task**

Entry Requirements

There are no entry requirements for this qualification. Age requirement is 18 years old or over.

Resources Included

Students are provided with:

- Student study guide
- Assessment Tools (supplied from WHS QLD)
- Reference to all WHS documentation
- PPE such as hard hats and gloves

Students are to provide:

- PPE such as long sleeve clothing, (shirts and pants)
- High visibility vest
- Safety helmet
- Safety boots

Award issued

At the successful completion of this unit students will be awarded with Statement of Attainment for TLILIC0003 License to Operate a Forklift Truck. In addition, College will provide with AS1(Assessment



Summary1) on successfully completion of WHSQ assessment and they have to apply for licensing with WHSQ.

Fees & Payment Details

Course Fees - \$550

For fees refunds, please refer to our Refund Policy

HLTAID001 - Provide cardiopulmonary resuscitation

Course Description

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

Course Duration

The duration of this course is 5 hours over 1 day (Training and Practical)

Delivery Methods

The following delivery methods are available for this course:

- **Classroom Based (face to face)**

Entry Requirements

There are no entry requirements for this qualification; however, College students will be required to provide evidence that they have satisfactorily completed Australian Year 10 or equivalent, or have extensive industry knowledge/experience, or have satisfactorily completed Humber College's LLN skills indicator prior to their enrolment or commencement (whichever is the earliest). Age requirement is 18 years old or over.

Assessment Requirement

It is a Training Package requirement of this course that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Resources Included

All the learning materials and textbooks required to complete this course will be provided.

Fees & Payment Details

Course Fees - \$75

For fees refunds, please refer to our Refund Policy on our website (www.humbercollege.edu.au) or contact Humber College.

Award issued

At the successful completion of this unit students will be awarded with Statement of Attainment for HLTAID001 Provide cardiopulmonary resuscitation.



Course Delivery Location

3/8 Miller Street, Slacks Creek QLD 4127

Next Start Date

Contact Humber College

HLTAID003 - Provide First Aid

Course Description

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Course Duration

The duration of this course is 8 hours over 1 day (Training and Practical)

Delivery Methods

The following delivery methods are available for this course:

- **Classroom Based (face to face)**

Entry Requirements

There are no entry requirements for this qualification; however, College students will be required to provide evidence that they have satisfactorily completed Australian Year 10 or equivalent, or have extensive industry knowledge/experience, or have satisfactorily completed Humber College's LLN skills indicator prior to their enrolment or commencement (whichever is the earliest). Age requirement is 18 years old or over.

Assessment Requirement

It is a Training Package requirement of this course that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Resources Included

All the learning materials and textbooks required to complete this course will be provided.

Fees & Payment Details

Course Fees - \$100

For fees refunds, please refer to our Refund Policy at www.humbercollege.edu.au or contact Humber College

Award issued

At the successful completion of this unit students will be awarded with Statement of Attainment for HLTAID003 Provide First Aid

Course Delivery Location

3/8 Miller Street, Slacks Creek QLD 4127

Next Start Date

Contact Humber College

HLTAID004 - Provide an emergency first aid response in an education and care setting

Course Description

This unit describes the skills and knowledge required to provide a first aid response to infants, children and adults.

The unit applies to educators and support staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

Course Duration

The duration of this course is 16 hours over 2 days (Training and Practical)

Delivery Methods

The following delivery methods are available for this course:

- **Classroom Based (face to face)**

Entry Requirements

There are no entry requirements for this qualification; however, College students will be required to provide evidence that they have satisfactorily completed Australian Year 10 or equivalent, or have extensive industry knowledge/experience, or have satisfactorily completed Humber College's LLN skills indicator prior to their enrolment or commencement (whichever is the earliest). Age requirement is 18 years old or over.

Assessment Requirement

It is a Training Package requirement of this course that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Resources Included

All the learning materials and textbooks required to complete this course will be provided.

Fees & Payment Details

Course Fees - \$175

For fees refunds, please refer to our Refund Policy at www.humbercollege.edu.au or contact Humber College

Course Delivery Location

3/8 Miller Street, Slacks Creek QLD 4127

Next Start Date

Contact Humber College

HLTAID006 - Provide First Aid

Course Description

This unit describes the skills and knowledge required to provide an advanced first aid response, including management of the incident and other first aiders, until the arrival of medical or other assistance.

The unit applies to workers who may be required to provide, coordinate and manage a first aid response across a range of complex situations, including community and workplace settings.

Course Duration

The duration of this course is 16 contact hours over 2 days (Training and Practical)

Delivery Methods

The following delivery methods are available for this course:

- **Classroom Based (face to face)**

Entry Requirements

There are no entry requirements for this qualification; however, College students will be required to provide evidence that they have satisfactorily completed Australian Year 10 or equivalent, or have extensive industry knowledge/experience, or have satisfactorily completed Humber College's LLN skills indicator prior to their enrolment or commencement (whichever is the earliest). Age requirement is 18 years old or over.

Assessment Requirement

It is a Training Package requirement of this course that you are physically capable of performing uninterrupted CPR for at least 2 minutes on a CPR manikin placed on the floor.

Resources Included

All the learning materials and textbooks required to complete this course will be provided.

Fees & Payment Details

Course Fees - \$175

For fees refunds, please refer to our Refund Policy at www.humbercollege.edu.au or contact Humber College

Course Delivery Location

3/8 Miller Street, Slacks Creek QLD 4127

Next Start Date

Contact Humber College

ACKNOWLEDGEMENT OF RECEIPT

I, _____ (Full name) acknowledge receipt of the “Student Handbook” issued by Humber College.

I have read the contents of this handbook and I agree to abide by the rules and regulations set out and I accept all conditions set out herein.

If there are certain details in this handbook that are unclear or require further clarification, I will contact my trainer

Student Signature: _____

Date: ____ / ____ / ____