



Student Handbook

Welcome

Congratulations and thank you for choosing to train with HITsa Training and Employment.

About HITsa

You can be confident that your training with HITsa will be of the highest standard.

HITsa is a Registered Training Organisation (RTO), We operate under a strict regulatory framework overseen by Australian Skills Quality Authority (ASQA). ASQA's purpose is to ensure quality education and training so that students, employers, government and the community can have confidence in the integrity of qualifications issued by training providers.

About this Handbook

This handbook is to assist you to prepare for your training with HITsa. It is a great tool for you to familiarise yourself with our facilities, policies and procedures prior to starting your learning, and also to refer back to at any time during your studies.

We encourage you to read through, and please reach out to a HITsa CoOrdinator or your Trainer if you have any questions or require clarification on any aspect. We are here to help you.

Contact Information

Phone: (08) 8375 2800
Email: info@hitsa.com.au





353 Cross Road, Clarence Gardens 5039

HITsa Clarence Gardens

Parking

Student parking is available onsite to the left of the main building. If this carpark is full, there are parks available on surrounding residential streets. Please be aware of 'no standing' and 'no parking' zones and do not park your car in these.

Public Transport

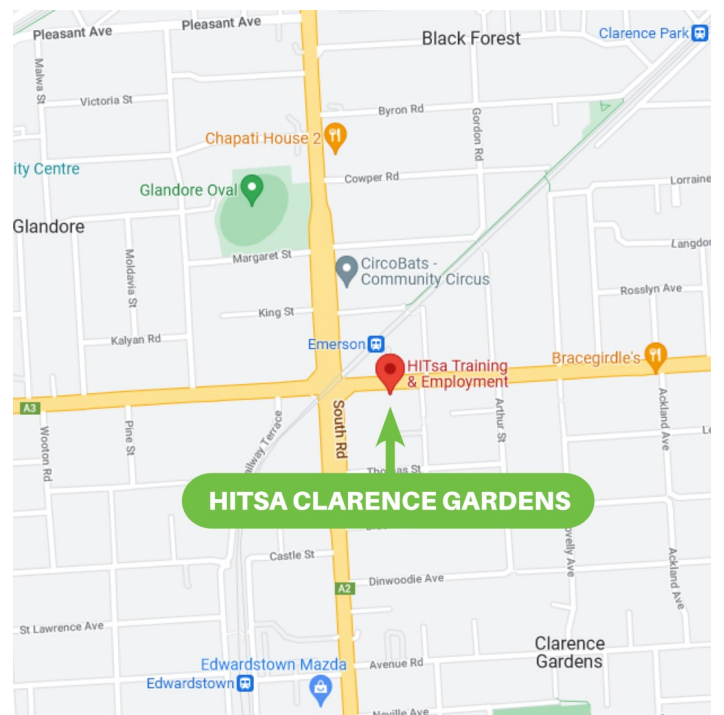
160m, 3 minute walk from Emerson Train Station

Building Entrance

Please enter through the white double doors at the front of the building.

Facilities

Complimentary tea, coffee and filtered water are available onsite. A fridge is available in the student kitchen if you bring your own lunch or snacks. A microwave oven is available for student use. A vending machine offering snack food and drinks is also available. This unit accepts coin and card.





1st floor 2 Dutton Road, Mount Barker 5251

HITsa Mount Barker

Parking

Onsite parking is available. Street parking is also available in close proximity.

Public Transport

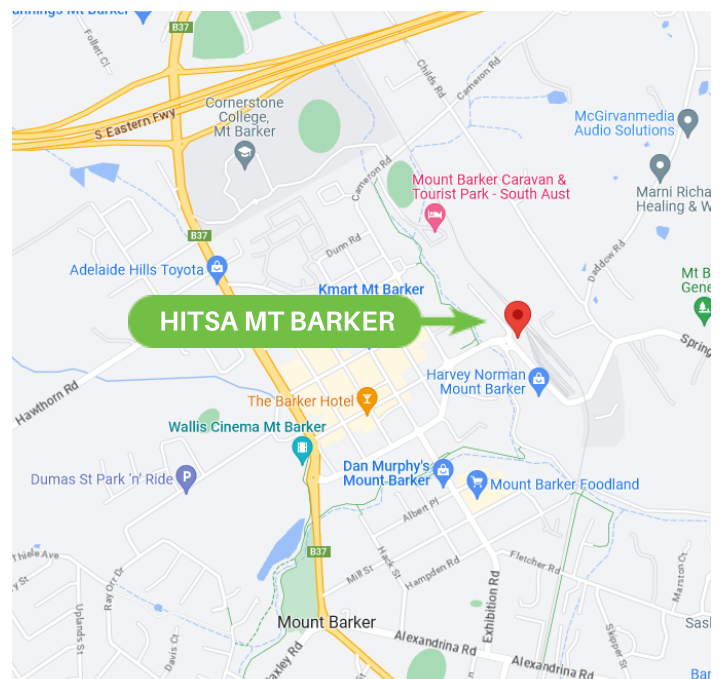
HITsa Mt Barker is well serviced by public transport being 150m from Dutton Rd Park & Ride. Refer to Adelaide Metro website for bus services to and from Mt Barker.

Building Entrance

Please enter through the entrance adjacent the onsite carpark on MacFarlane Tce. The lift or stairs will take you to HITsa on the first floor.

Facilities

Complimentary tea, coffee and water are available onsite. A fridge is available in the student kitchen if you bring your own lunch or snacks. A microwave oven is available for student use.





East Terrace, South Plympton 5038

Edwardstown Club — South Plympton

Parking

Onsite parking is available.

Public Transport

650m, 8 minute walk from Woodlands Park Train Station

Building Entrance

Please enter through the front doors and make your way to the first floor where our training facilities are located

Facilities

A fridge is available if you bring your own lunch or snacks.

You may use the onsite change rooms if you are required to change into your chef uniform for training





Your Training

Code of Practice

HITsa applies a learner centred approach to all systems and processes.

We are compliant with all ASQA Standards for Registered Training Organisations (RTO's) 2015.

Our policies, procedures and management practices maintain high professional standards in the delivery of training and assessment services, helping to safeguard the interests and welfare of our learners.

We maintain a learning environment that encourages and supports the success of our learners.

We have the capacity to deliver and assess vocational qualifications on our scope of registration. We maintain suitable facilities, resources and use methods and materials appropriate to the learning and assessment needs of each individual learner.

HITsa Policies and Procedure are available on our website (www.hitsa.com.au), you can find a list on Page 11 of this handbook.

Nationally Recognised Qualifications

Nationally recognised qualifications meet the standards required by industry and are recognised across Australia. These qualifications are developed in consultation with industry to ensure they remain relevant and reflect current practice and techniques.

Gaining a qualification is an important step when planning a career in any industry. Your learning will include developing new skills and knowledge, as well as gaining a better understanding of your chosen industry.

HITsa trainers have the necessary experience and qualifications to train and assess students. Your trainer is committed to helping you complete your training.

In order for HITsa to issue you a qualification, you'll need to demonstrate performance and knowledge competence. Competency assessment can take a variety of forms including practical demonstration, oral/written, scenario based assessment and role play.

Some people feel anxious about the assessment process. Your trainer will guide you through the assessment process and assessment will only take place when both you and your trainer believe you are ready. Our commitment is to support all learners in ways that offer the best opportunity for success.





Your Training and Assessment

Most HITsa courses include face-to-face learning. This experience allows you to develop skills using equipment and tools relevant to the modern workplace. Your trainer will be on hand to guide and support you. You will also be learning alongside other like-minded learners offering you the chance to develop your interpersonal skills.

On most occasions, your trainer will also be your assessor. Assessment will include both knowledge and practical components. The assessment process involves collecting evidence, comparing this to a set of prescribed standards and determining your competency against these standards.

When an Assessor marks you as competent, you are deemed to have a level of understanding that is considered acceptable to the industry standard.

Some units of study have assessment tasks that will be completed during class. Others will include assessment tasks that require further effort outside of the classroom. You will be aware of assessment expectations from your enrolment process. It is expected that you will comply with submission dates, however we encourage you to contact us at the earliest opportunity if you recognise that you will be unable to submit your assessments on time.

Nationally recognised training is delivered and assessed as competency based training. The assessment ratings are

CA: Competency achieved

CNA: Competency not yet achieved

RPL: Recognition of prior learning

CT: Credit transfer

If you receive a CNA rating, we will discuss a range of options to assist you to gain additional skills to achieve competency. Options may include undertaking additional assessment tasks, receiving more training or completing additional revision prior to re-assessment.

After completion, we will store your assessment evidence for a period of six months after which time it will be securely destroyed.





What to Expect

Getting Ready to Start Your Training

Please take the time to review HITsa's policies and procedures. We publish these documents on our website – <https://www.hitsa.com.au/policies-and-procedures/> - to provide you with all the information you need to know to have a successful learning experience with HITsa.

Please review the Student Code of Conduct, also found at <https://www.hitsa.com.au/policies-and-procedures/>. You are expected to arrive on time, with suitable presentation (clothes, hair, personal hygiene). If you are late, or your presentation is not in line with our expectations, you are at risk of being excluded from the class.

If you have enrolled in a Certificate Qualification, a **training plan** is provided to you upon acceptance of your enrolment. The training plan provides useful information about the units you are to undertake, when, where, start and finish times. You will receive an updated training plan any time there is a change to your scheduled classes due to absence or rescheduling by us.

Day 1

Please allow yourself sufficient time to arrive at your training location. Take note of the public transport and carparking arrangements for your HITsa training site provided in this handbook.

- **Verification of your Photo ID**
Please bring a form of photo ID with you on **DAY 1 of your training**. We must sight this to verify your USI (Unique Student Identifier). The sighting of your ID is compulsory and we cannot issue your qualification until we have done so. Please contact us ASAP if you are not able to bring photo ID to your first class so we can discuss alternatives.

- **Health Care and Concession**
If you have a Health Care or Concession card, please bring this as you may be eligible for government subsidised training fees.
- **Language, Literacy & Numeracy (LLN) Proficiency**
Each and every learner is required to undertake LLN testing prior to the commencement of their course. We use your results to determine any need for additional support, modifications to training delivery and/or assessment. We may also refer you to specialist LLN educators if we believe that you will benefit from additional preparation prior to commencing your course.
- **Induction**
An important start to Day 1 is your induction. The induction is an opportunity for us to introduce you to key HITsa staff, your training site, the facilities available to you, emergency procedures, location of amenities and safety equipment. We will remind you again of our policies, procedures and expectations. You will be required to sign an induction checklist form to confirm your involvement in your induction and your understanding of the content. Your induction may be completed by either your Trainer or an RTO CoOrdinator.
- **Attendance Confirmation**
You will be required to sign an attendance sheet before the beginning of class each day.
- **Breaks**
Most classes include a 30 minute break. You are expected to return back from your break on or before the agreed time set by your trainer.
There are a number of food retailers within walking distance of each HITsa training site. Your trainer will advise you of these when you attend training. HITsa provides a fridge and microwave for student use at our Salisbury and Clarence Gardens sites.



Student Responsibilities

Attendance and Punctuality

It is a requirement of training that you attend all scheduled classes and that you are on time.

It is your responsibility to make yourself available for all classes as per your timetable. We will send you an SMS reminder prior to training. Should you be unable to attend scheduled training or are running late we ask that you contact us to explain your circumstances. We will endeavour to reschedule your missed class. Unadvised absences will receive a text message from us requesting that you contact HITsa to confirm your wellbeing and discuss opportunities for rebooking.

Continuous lateness to class will not be tolerated. Attendance patterns are monitored and regular lateness will be reported back to employers and/or Job Service Providers (as applicable).

Trainers may refuse entry into a class for a student who is continually late to the start of class or returns from breaks.

Your Student Record

HITsa will establish a record for each student who enrolls with us. It is your responsibility to notify us if any of your personal details change, including address, telephone or emergency contact details. Having up-to-date details are essential for effective communication between you and HITsa. We will provide you with electronic copies of your certificates upon completion of your studies, and will use the email address that we have in our database to do this.

Dress Requirements

All practical sessions require long pants and closed in shoes. Cookery requires a change of outfit. You will receive any dress requirements for practical classes through your confirmation of enrolment, SMS reminders and training plans. Your safety is paramount so you will not be able to participate if you do not present in the correct items.

For theory classes you are expected to present in neat casual dress that is in good repair, along with sensible shoes.

We will refuse entry should your appearance be below the acceptable standard. We recommend that you do not arrive for training in the following

- Track pants
- Hoods up on hooded tops
- Beanies or caps are not to be worn in class
- Singlets
- Tops bearing offensive wording, images or symbols
- Short skirts or short shorts
- Ugg boots

If you are required to complete work placement, you will be advised of your uniform requirements. You will be issued with a HITsa branded polo shirt for this training.





Participation and Conduct

All classes are designed to be interactive and to encourage learners to get the maximum benefit from training. We encourage you to participate in class discussions, ask questions and seek clarification on any areas of learning that you are unsure about.

We have created our Learner Code of Conduct to provide you with clear guidance on the behaviour expectations of HITsa learners. If you are not meeting these standards, your trainer will address this and may ask you to leave your class. You should be aware that feedback on conduct and participation is recorded and shared with relevant third parties, such as your employer or Job Service Provider.

Examples of unacceptable behaviour include

- Attending site whilst suspected to be under the influence of alcohol or drugs
- Displaying aggressive behaviour
- Demonstrating a lack of consideration or respect for others
- Engaging in verbal abuse, obscene language, discrimination, harassment or bullying
- Behaviour that could endanger personal safety or that of others

Should you be removed from class, you will not be permitted to re-join the group until you have met with the Executive Officer or other senior member of the HITsa management team to discuss.

Repeat and/or ongoing behaviour that is inconsistent with our Code of Conduct will result in us suspending you from your course. A formal meeting between you, relevant third parties and HITsa Senior Management will be scheduled to determine the appropriate course of action. This action may include withdrawing you from training.

Mobile Phones

In order to avoid unnecessary interruptions during class, your mobile phone must be switched off and remain out of site during class. You may check your phone for messages or missed calls during your breaks.

If you are expecting an urgent call, please advise your Trainer prior to the commencement of class. In this situation, you must keep your phone on silent to avoid disruption to others. If you receive your call, you must quietly step out of the class to answer. You must promptly return to class after completing the call.

Providing us with Feedback

HITsa has a commitment to continuous improvement. Your feedback is very important to us. Throughout your studies you will be asked to complete at least one feedback form.

There is opportunity for you to give us feedback on subject content, quality, length, relevance and other general information.

You may also provide feedback or suggestions for improvement to the Executive Officer or Senior Staff Member at any time. We encourage you to please make an appointment or send an email to us on info@hitsa.com.au.





Other Important Information

Your Personal Property

HITsa does not have lockable storage for student use at any site. We encourage you not to bring valuable items to your class.

Your personal property should not be left unattended at any time.

HITsa does not accept responsibility for any personal items you bring on site.

If you are unfortunate enough to lose any property on site, please speak to your trainer or RTO CoOrdinator.

Workplace Health and Safety

HITsa has a commitment to the health and safety of all learners. You also play an important part in keeping yourself and others safe. You must advise your trainer or RTO CoOrdinator of any accidents, near misses or unsafe practices you observe at the earliest safe opportunity to do so.

Emergency Procedures

In the event of an emergency, the safety of staff and learners is paramount.

Please familiarise yourself with the instructions for an emergency procedure which will be included in your Day 1 Induction and also displayed on posters throughout the training site.

In the case of an emergency, please follow the instructions provided by your Trainer or RTO CoOrdinator without question.

Counselling

Your personal wellbeing is a priority for us. HITsa staff are available for learner counselling at any time. We may be able to assist with career planning, course progression, study, attendance or work. We are available to assist you to navigate any challenge. Sharing your concerns may be the first step to resolving them. We will work with you to achieve a successful training outcome with HITsa.

Child Protection / Mandatory Reporting

The South Australian Children's Protection Act 1993 places an obligation on all South Australians to ensure that all children are safe from harm in all aspects of their lives. We are committed to promoting the wellbeing of children, to identifying risks to children, to implementing procedures to work with statutory authorities to respond and support abused or neglected children and prevent further harm to children.

Grievances and Disputes

We understand that occasionally you may not agree with the outcomes from your learning at HITsa. You have the right to appeal any decision in relation to your training and/or assessment. The first step is to speak to a staff member and discuss the issue informally. If you are still not satisfied after this discussion, you have the right to lodge a formal grievance. Please refer to our Complaints, Grievances and Appeals policy for more information.





Our Policies and Procedures

Our policies and procedures are categorised under each step of the learning journey below. These can be found on our website - <https://www.hitsa.com.au/policies-and-procedures/>. Please review each and reach out to us if you require further detail or clarification.

- 1. **Marketing & Recruitment**
 - Marketing Principles
 - Third Parties
- 2. **Enrolment**
 - Course Fees
 - Defer, Suspend or Cancellation
 - Eligibility
 - Grievances, Complaints & Appeals
 - Identification
 - Learner Code of Conduct
 - Recognition of Prior Learning
 - Recruitment & Enrolment
 - Statement of Commitment
 - Student Induction
 - USI Management
- 3. **Support & Progress**
 - Aboriginal & Torres Strait Islander Participation
 - Access & Equity
 - Information Sharing
 - Language, Literacy & Numeracy
 - Learner Support
- 4. **Training & Assessment**
 - Assessment Principles
 - Trainer & Assessor Standards
 - Training Quality Principles
- 5. **Completion**
 - Qualifications & Statements of Attainment
- 6. **Regulatory, Compliance & Governance**
 - Continuous Improvement
 - Privacy Policy
 - Quality Principles
 - Record Keeping
 - Safety of Children, Young and Vulnerable
 - Statement of Context
 - Statement of Intent





Australian Apprenticeships and Traineeships

As an Apprentice or a Trainee, you and your employer have a legal agreement called a training contract. Your training contract ends after you have completed all your training, and both you and your employer agree that you are competent.

Training is part of your contract of training. So, HITsa is an extension of your workplace and you are required to act accordingly. Remember that your employer is paying for you to undertake your training.

Should your employment be terminated whilst undertaking your training, you will not be able to continue under the Australian Apprenticeship (Traineeship) arrangement. If you want to finish your training, you will be treated as a fee-for-service learner and invoiced for the cost of your remaining training.

Recognition of Prior Learning

During your enrolment process we will explain the possibility for recognising prior skills and knowledge.

Recognition of Prior Learning (RPL) is an assessment process that considers the learner's previous formal and informal learning and experiences to determine the extent to which that learner has achieved the required learning outcomes, competency outcomes or standards for entry to and/or partial or total completion of a qualification.

If you think this may be relevant, please review our policy "Recognition of Prior Learning" for more information on HITsa's process of recognising RPL.

Our HITsa team is also available to assist with any questions you may have on the RPL process.

Credit Transfer

As mentioned earlier in this handbook, Nationally Recognised Qualifications are recognised across Australia.

Credit transfer recognises a previously completed course or subject if it provides equivalent learning or competency outcomes to the unit(s) that you are enrolling into. If you think you may be able to request credit transfer, please review our policy "Recognition of Prior Learning" for more information.

Our HITsa team is also available to assist with any questions you may have on the credit transfer process.





Fees

From our website and your enrolment process, you will understand the fee HITsa has charged you for your training. If you are unclear, you must speak to an RTO CoOrdinator before commencing your studies.

Fees must be paid prior to the commencement of training, unless alternative arrangements have been negotiated with HITsa.

Eligibility criteria will apply for learners to access Government funded training. Your eligibility has been determined at the time of your enrolment.

If your Employer is funding your training, please be aware that if you leave this Employer prior to the completion of your training, you may not be able to continue your studies without incurring a cost.

You will also find helpful information in HITsa's **Course Fees** policy.

Completing Your Training

If you have successfully completed a

- **Qualification**
You will be issued with a certificate for the level of qualification completed, any other certificates that have been acquired for units of training through the course and an academic transcript listing all units that you successfully completed.
- **Short Course (accredited)**
You will receive a statement of attainment certificate relating to that unit of training
- **Short Course (non accredited)**
You will receive a statement of attendance for all completed units

Thankyou for choosing HITsa for your training. We look forward to supporting you to reach your training goals.

