



LEARNER HANDBOOK



RTO #22341

HIVE
HAMPTON INSTITUTE OF
VOCATIONAL EDUCATION

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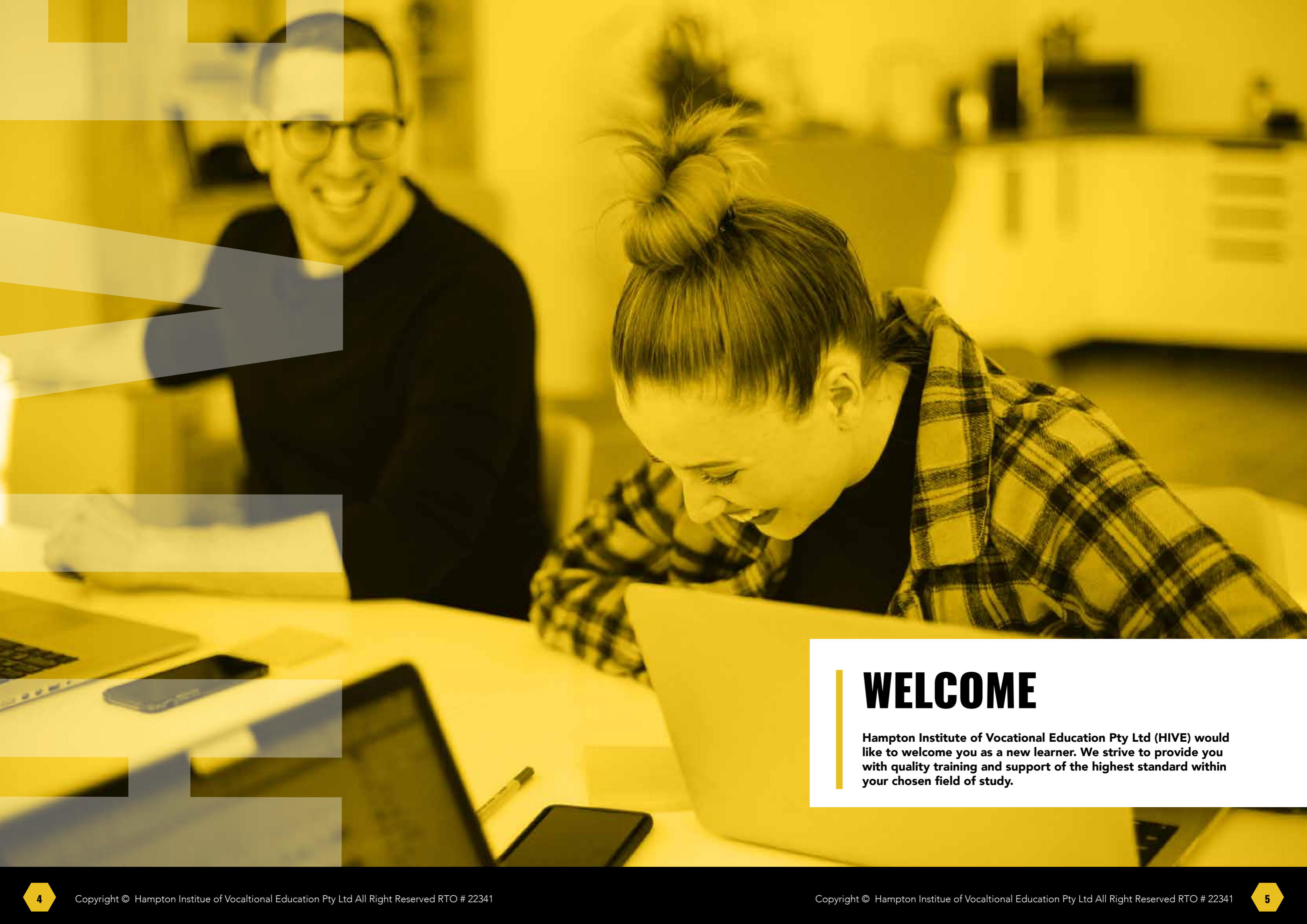
Postal Address: 103 Montague Street, South Melbourne VIC 3205

Ph: 1300 887 585

Email: yourfuture@hive.edu.au

Disclaimer

Every effort has been made to ensure that this learner handbook is updated against current information, free from error or omissions. However, you should conduct your own enquiries and seek professional advice before relying on any fact, statement or matter contained in this handbook. HIVE – Hampton Institute of Vocational Education is not responsible for any injury, loss or damage as a result of material included or omitted from this resource. Information in this learner handbook is current at the time of publication. The time of publication is indicated in the version information printed at the bottom of each page.



WELCOME

Hampton Institute of Vocational Education Pty Ltd (HIVE) would like to welcome you as a new learner. We strive to provide you with quality training and support of the highest standard within your chosen field of study.

ABOUT US

HIVE is approved to deliver Nationally Accredited and Recognised training in the following areas of study.

HIVE has a highly skilled Training and Assessment Team, with many years of relevant industry experience and skills. Our team not only have the experience, they also have the quality to translate their knowledge into a great learning experience for you. They will offer you quality training, support, feedback, and advice throughout your learner journey with HIVE.

Should you require any further information or clarification on the information that has been provided to you within this Learner Handbook please feel free to contact us to discuss the matter further.

We provide potential learners with all the necessary information prior to enrolment, so please take the time to read and understand this Learner Handbook and all the Policies and Procedures contained within.

Please Note Throughout this document and hence forth, "Hampton Institute of Vocational Education Pty Ltd" will be abbreviated and referred to as HIVE.

Companion Animal Services

ACM30417 Certificate III in Companion Animal Services

Business and Management

BSB42015 Certificate IV in Leadership and Management

BSB40515 Certificate IV in Business Administration

BSB51918 Diploma of Leadership and Management

Ageing Support and Disabilities

CHC43015 Certificate IV in Ageing Support

CHC43115 Certificate IV in Disability

CHC52015 Diploma of Community Services

Accounting and Finance

FNS40217 Certificate IV in Accounting and Bookkeeping

FNS50217 Diploma of Accounting

FNS50417 Diploma of Payroll Services

FNS60217 Advanced Diploma of Accounting

Hospitality

SIT30616 Certificate III in Hospitality

SIT30816 Certificate III in Commercial Cookery

SIT40516 Certificate IV in Commercial Cookery

SIT50416 Diploma of Hospitality Management

HIVE also provides non-accredited training in the following areas

MYOB Accounting Software

Bas Agent SKill Set

RSA

Barista



CONTACT US

Phone
1300 887 585

Website
www.hive.edu.au

General Enquiries
yourfuture@hive.edu.au

Learner Support Queries
leaners@hive.edu.au

Account & Payment Queries
accounts@hive.edu.au

HIVE Online Learning Management System (LMS)
www.hive.moodle.com.au

Postal Address
103 Montague Street,
South Melbourne VIC 3205

Administration Office
103 Montague Street,
South Melbourne VIC 3205

Please Note HIVE have a 48-business hour response/turn-around timeframe to respond to all learner enquiries

TRAINING FACILITIES

HIVE's training room facilities are located at **103 Montague Street, South Melbourne VIC 3205**



GETTING TO HIVE'S TRAINING FACILITIES

There are several ways of reaching our training facilities via public transport including:

- No.109 tram via Collins Street to Montague Street/Light Rail Stop 126
- No. 96 tram via Bourke Street to South Melbourne Station/Light Rail Stop 127
- No. 235 Bus from Southern Cross Station

If you are not familiar with public transport, you may view the Public Transport Victoria Website (www.ptv.vic.gov.au) to help plan your journey.

This will provide you with step-by-step instructions on how to get from your home to our training offices.

GENERAL COURSE INFORMATION

Our courses are delivered via self-paced distance learning/training within our online Learning Management System (LMS). The online LMS provides a more streamlined method of working through a course by allowing learners to login, access and complete all current course files and assessment tasks from one central location, at their preferred time and place. The LMS has been designed to enable learners to work through their units of study in chronological order as per their individual course Training Plan.

Learners will always have access to the most up-to-date course content for all qualifications, any updates to course content will be distributed to all learners immediately via the LMS. The LMS contains HIVE's course administration documents, all required learning resources, assessment tasks, software and various help and support documentation.

HIVE also conducts regular Classroom Sessions virtually and on campus, that provide learners with the opportunity to attend our training room to learn and work on their HIVE course work and assessment tasks. These sessions provide learners with an opportunity to work in a quiet study area and gain real time assistance from a member from our Training Team.



GENERAL ENTRY REQUIREMENTS FOR ANY QUALIFICATION

To enrol into any HIVE Qualification, an applicant must meet the following general entry requirements:

- Sufficient Language, Literacy & Numeracy (LLN) skills
- Possess basic computer skills
- A computer (either PC or Apple Mac)
- Access to printer
- An email account
- Microsoft Office Software (Word, Excel etc.) and basic skills in using these programs
- Adobe Reader Software
- Internet access
- Access to a cloud drive or backup device such as Google Drive
- Have the required stationery including a basic calculator

Please note the requirements listed above are only general entry requirements. Each qualification will have additional entry requirements that will have to be met in order to successfully enrol into the qualification. Please refer to the course prospectus or website for entry requirement for each individual qualification.

ENROLMENT PROCEDURE

FEE FOR SERVICE Learners

The following steps will apply when enrolling into one of HIVE's Fee for Service courses

1. COURSE ENQUIRY

Course Enquiry via website or phone.

2. PRE-TRAINING REVIEW PRE-ENROLMENT INTERVIEW

Once we receive your enquiry, a HIVE team member will contact you to conduct a pre-enrolment interview. The interview will include (but not limited to) the following discussion points:

- Why you would like to undertake this course
- What are your goals once you have achieved the qualification
- What are your prior academic qualifications
- Any learning difficulties
- What is your preferred method of learning (classroom, virtual or on the job etc)

Our team member will also provide you with an overview of:

- Our reasons for focusing on skills based practical training and how this could assist you in your future
- HIVE's approach to distance/online learning and training
- What is included within our online Learning Management System (LMS)
- Course requirements and commitment hours
- The benefit of having Trainers/Assessors that are also working professionals
- How we offer Classroom Sessions with our experienced Trainers
- They will also advise you about the Victorian Skills Gateway website www.education.vic.gov.au/victorianskillsgateway

3. PRE-TRAINING REVIEW BASIC LANGUAGE, LITERACY AND NUMERACY (LLN) TEST

After the Pre-Enrolment interview is conducted, you will be required to complete a basic Language, Literacy and Numeracy (LLN) Test to be deemed eligible to enrol into the qualification.

4. COMPLETE ENROLMENT FORM AND ID VERIFICATION

You must complete and submit each section of the Enrolment Form, this includes providing your Unique Learner Identifier (USI) and provide any additional requested documentation to support your enrolment application.

Please Note By submitting your Enrolment Application Form, you formally agree to the terms and conditions listed within the enrolment agreement and the HIVE Learner Handbook.

You will also need to provide your ID for verification.

5. STATEMENT OF FEES/ INVOICE AND/OR DIRECT DEBIT SERVICE AGREEMENT

Statement of fees along with a Tax Invoice and/or "Direct Debit Service Agreement" will be issued to you and a HIVE Enrolment Officer will arrange for payment of the mandated course fees with you.

Please refer to the [Fees and Charges Schedule](#) on our website to obtain the current Fee for Service Course Fees.

6. LMS LOGIN AND COURSE MATERIALS

Once your payment has been finalised, a HIVE Learner Enrolment Officer will issue you with your course Training Plan and your login details to our online Learning Management System.

You will be able to access all of your required course materials, resources and assessment via the LMS.

ENROLMENT PROCEDURE

SKILLS FIRST (GOVERNMENT FUNDING) PROGRAM

The following steps will apply when enrolling into one of HIVE's Government Funded courses

1. PRE-ENROLMENT ELIGIBILITY QUESTIONNAIRE

A Pre-Enrolment Eligibility Questionnaire must be correctly completed and submitted via the HIVE website to confirm your eligibility to enrol into one of HIVE's Skills First Government Funded Qualification/s.

2. PRE-TRAINING REVIEW - PRE-ENROLMENT INTERVIEW

Upon the receipt of your completed Pre-Enrolment Eligibility Form, a HIVE team member will assess your application to determine your eligibility and suitability to complete Skills First Government Funded training with HIVE.

If you are deemed eligible to receive Government Funding for your training, a HIVE team member will contact you via telephone to conduct a Pre-Enrolment Training Interview as part of our Pre-Training Review Process. This will include but is not limited to the following discussion points:

- Why you would like to undertake this course
- What your goals are once you have achieved the Qualification
- What are your prior academic qualifications
- Any learning difficulties
- What is your preferred method of learning (classroom, online or on the job etc)

Our team member will also provide you with an overview of:

- Our reasons for focusing on skills based practical training and how this could assist you in your future Course requirements and commitments
- Our connection to industry professional associations, such as
- HIVE's approach to distance/online learning and training

- What is included within our online Learning Management System (LMS)
- The benefit of having Trainers/Assessors that are also working professional
- How we conduct Classroom Sessions with our experienced Trainers
- They will also advise you about the Victorian Skills Gateway website www.education.vic.gov.au/victorianskillsgateway

Please Note If you have been deemed eligible and choose to enrol with a Government Funded subsidy then this enrolment will be processed under the Skills First Training Program and will impact upon your ability to apply for future and further government subsidised training at a lower or equal qualification level.

This funding initiative has been designed to assist applicants to upskill their studies and training to assist with job outcomes (i.e. you would not be able to enrol in another Certificate at a lower or equal level to this qualification under this funding initiative unless you are re-enrolling back into the exact same program at the same level previously started but not finished.)

This training is delivered with Victorian and Commonwealth Government Funding.

3. PRE-TRAINING REVIEW - BASIC LANGUAGE, LITERACY AND NUMERACY (LLN) TEST

Once the Pre-Enrolment Interview has been successful, you will be required to complete an LLN test online to determine that you possess the necessary skills and knowledge to enrol into and complete the qualification.

4. CERTIFIED IDENTIFICATION AND SKILLS FIRST ELIGIBILITY FORM

Upon issuing you with your Tax Invoice, a HIVE Enrolment Officer will advise you of the required forms of identification that you must supply to us and will provide you with a copy of the compulsory 'Skills First Eligibility & Learner Declaration Form' which will need to be completed.

If you have applied to enrol into the qualification at the discounted concession rate then you will also be required to provide us with a copy of your valid and current concession card.

You will also be provided with a Statement of Fees which would include the details of all your applicable fees.

5. COMPLETING ENROLMENT FORM

Once all the required documents have been completed and if upon assessment, you are deemed eligible, you must complete and submit each section of the Enrolment Form, including providing us with your Unique Learner Identifier (USI) and any other additional documentation that may be requested to support your enrolment.

By submitting and signing off on your Enrolment Form you formally agree to the terms and conditions listed within the enrolment agreement and HIVE Learner Handbook.

6. INVOICE AND/OR DIRECT DEBIT SERVICE AGREEMENT

Upon successful completion of the required documentation a Statement of Fees, Tax Invoice and/or a "Direct Debit Service Agreement" will be issued to you via email. A HIVE Enrolment Officer will then contact you to arrange for payment of the mandated course fees with you.

Please refer to the [Fees and Charges Schedule](#) on our website to view the current Government Funded Course Fees.

7. COURSE INDUCTION SESSION AND COMMENCEMENT

Once we have received your course payment, a HIVE Enrolment Officer will arrange for you to attend your Course Induction Session and will issue you with all your login details and personalised course Training Plan. Your course will then commence.

For all learners studying via virtual delivery this induction will take place via Zoom.

LANGUAGE, LITERACY AND NUMERACY (LLN) SKILLS

All of HIVE's courses require basic Language, Literacy, Numeracy and Computer Skills. Should your current skill level not meet the minimum requirements to complete the course, we will recommend that you undertake independent study to improve your skills before commencing the course. Please contact HIVE to further discuss your individual needs.

For registered job seekers, additional Language, Literacy and Numeracy (LLN) training may be available through Centrelink. For further information on this please visit:

<https://www.humanservices.gov.au/customer/services/centrelink/skills-education-and-employment>

For non-job seekers, please contact a local Community based RTO for further guidance and training to achieve the required LLN level to enrol in HIVE's courses.

SURVEYS/PROJECTS

Learners may:

- Be asked to participate in a National Centre for Vocational Education Research (NCVER) survey
- Be given an invitation to participate in a Department endorsed project
- Be contacted directly by the department of education any point in time throughout their enrolment for audit, review or survey purposes

INDUCTION AND SESSION ONE PROCESS

On the date of your Course Induction and first session of training, your trainer will guide you through our entire induction process, this will include:

- A tour of the building identifying the locations of; kitchen facilities, bathroom facilities, building concierge, First Aid Kit, fire extinguisher, emergency evacuation procedures and assembly locations.
- Information about the local area including parking facilities, location of ATMs and places to eat etc.
- Commencement of your first units of study
- HIVE Assessment Guidelines
- HIVE's Online Training System
- Emergency Medical Form (not compulsory)
- Discussing your HIVE Course Training Plan
- Your first instalment of course materials and resources online
- An Induction Evaluation Survey
- Signing off on your Learner Induction Checklist
- Photo Release Form

For all learners studying via virtual delivery this induction will take place via Zoom.



GENERAL COURSE REQUIREMENTS

Learners are required to follow the dates stipulated for units in their training plan and complete the course within the course duration.

Course extensions may be granted if HIVE deems the reasons for not able to complete the course on time are valid and reason-able.

Learners are required to maintain course progress throughout their course duration and if you fail to meet HIVE course progress requirements, your enrolment may be cancelled.

ON CAMPUS/ VIRTUAL CLASSROOM SESSIONS

HIVE conducts weekly virtual open classrooms. These sessions are designed to provide our learners with the opportunity for facilitated group discussion with other HIVE learners. All learners also have the opportunity to schedule 1:1 training sessions with their trainer when required.

Learners will be provided with a schedule for Open Classrooms and additional support. Other than the course resources provided by HIVE online in the LMS, learners are required to possess their own course materials including printouts, stationery etc.



ASSESSMENTS

The main question most learners have in mind is - what are requirements I need to meet to be complete a unit? All courses are assessment based and in recognition of its important to learners and to all operations within the training organisation, we have documented in detail our policy and approach to assessment below.

NOTIFICATION OF ASSESSMENT TASKS

Throughout the duration of your course enrolment, learners will be informed in writing of their training outcomes, content and assessment tasks required. Please refer to the HIVE Assessment Guidelines Handbook for further information on your unit assessment activities.

TRAINING AND ASSESSMENT TECHNIQUES

HIVE utilise a variety of different methods to train and assess our learners.

Some of the most common assessment methods used include:

- Practical Exercises
- Individual and/or group project work
- Research (e.g. web-based searches)
- Written questions (Multiple choice, Short answer, etc.)
- Written reports
- Case Studies

ASSESSMENT AND COURSEWORK ENQUIRES

Our Training and Assessment Team offer coursework and assessment support to learners via a variety of different methods, including:

- Email support via our dedicated Training and Assessment Team email account assessments@hive.edu.au
- Phone support within HIVE's trading hours (Monday – Friday between 10:00am to 6:00pm AEST/AEDT)
- Remote screenshare scheduled support via Zoom or Skype

When submitting your general coursework and/or assessment related enquiries to the HIVE Assessment Team in writing via email, you must remember to include the unit code, question number, workbook page number and/or assessment task number (where relevant) within the subject line of the email, without the inclusion of this important information our trainers would not have enough detail or information to assist with your enquiry.

The HIVE Training and Assessment Team monitor this email account during AEST/AEDT business hours and will respond to all enquiries via a first-in, first-served basis, this ensures that all learner queries are handled in an equitable and fair manner. Any email enquiry received after close of business 6:00pm (Monday to Friday) will be categorised as received (in order of receipt) on the next scheduled business day.

HIVE have a 48-business hour response/turn-around policy to respond to any email or phone enquiry, however, these are all generally processed earlier. To allow your assessors time to adequately respond to your email, please refrain from following up on your original query until this timeframe has exceeded.

WHY IS EMAIL THE BEST AND PREFERRED METHOD OF CONTACTING HIVE ASSESSORS?

1. Your assessors may need time to consider your query and provide suitable answer, i.e. it is impossible for assessors to remember every question posed in your course material and/or every page of your workbook etc. Therefore, it is essential that your assessors have time to locate the correct information with regard to your email content/query, to then provide a suitable answer.
2. Written communication is a formal way of recording and identifying your query. It is advantageous to both parties when referring back to the advice provided and/or for future reference.

3. Email is often more detailed to the learners' query and may contain additional information such as screen shots, links etc. that would otherwise be overwhelming and/or not understood over the phone.
4. Email is less intrusive to learners. This is especially the case for the purposes of protecting learner privacy and/or where a phone call would be intrusive to other work/life commitments.
5. Email is less intrusive and more efficient for assessors, i.e. our assessors require a great deal of concentration and focus to ensure a professional level of marking and feedback. Constant interruptions would therefore reduce the level of concentration and service provided to you, resulting in a lengthier turn-around time.
6. Email is a much fairer system to all learners, i.e. all queries are processed in the order that they are received. This means that learners are not able to jump the queue by simply phoning and placing a request at a time convenient to them, which may be unavailable to others.
7. A phone call will be made by your assessor should they feel that it is required to assist in your comprehension and/or learning.

SUBMISSION OF ASSESSMENTS

In order to gain experience in time management skills and meeting deadlines, assessments are to be completed and submitted by the due date as per your course Training Plan. any assessment tasks submitted after the due date, without an approved extension of time, will be regarded as a failure to submit.

Majority of our unit assessment tasks may be completed and submitted online via our online Learning Management System.

Assessment tasks must be submitted with a completed "Assessment Coversheet" attached to your submission. This coversheet includes your learner declaration and will be accessible within your unit assessment tasks. Any submission that has been re-received without a completed Assessment Coversheet will not be processed for marking until the required coversheet has been provided.

Some units of study may still be required to be collated and sent through to HIVE for marking as a hardcopy submission. All hardcopy submissions are to be provided to HIVE as single sided printouts with no staples or binding.

All assessments that are to be submitted as a hardcopy are to be handed directly to a HIVE trainer/assessor or posted via registered/express post to our postal address:

Hive Institute of Vocational Education Pty Ltd
Attention: Learner Submissions
103 Montague Street
South Melbourne VIC 3205

Please Note HIVE will not accept any responsibility for lost assessments that have been sent via un-registered post or to the incorrect mailing address; this includes our physical office address. We also always recommend that you take a scan or photocopy of your assessment for safe keeping prior to submitting the hard-copy document for marking.

RE-SUBMISSION OF ASSESSMENTS

If learners are required to submit an assessment for marking on more than two occasions for the same unit of study, then they will incur a GST-Free Re-Submission Fee. Any subsequent assessment submissions received by a learner will not be processed for marking until payment of the Re-Submission Fee has been finalised. Please refer to the [Fees and Charges Schedule](#) on our website to obtain the current Re-Submission Fee.

Should you not be deemed competent in a unit of study by your 4th submission, you will be withdrawn from your current enrolment and issued with a "Statement of Attainment" for any units you have successfully completed. Should you wish to continue with your studies you are required to formally re-enrol into the qualification. Please refer to the [Fees and Charges Schedule](#) upon our website to obtain the current Re-Enrolment Fee.

ASSESSMENT RESULT REVIEW

If learners believe their grade and/or result is incorrect, they are encouraged to discuss their concern with their assessor prior to escalating their query any further.

Should you wish to dispute an assessment result you have received, you will have 21 days from the date of the assessment results to make this claim. If your course has since expired in this 21-day timeframe, you will be required to re-enrol in the course, and pay the course re-enrolment fee to have the unit re-assessed.

ACADEMIC MISCONDUCT – THE ASSESSMENT COVERSHEET DECLARATION

Each assessment submission requires the learner to complete an "Assessment Coversheet", which is attached to the front of the assessment submission. Learners should understand that they are signing a declaration that indicates that they have not plagiarised their assessment submission and that the work submitted is their own and are therefore aware of the penalties for plagiarism and unauthorised collusion with other learners.

Where cheating has been detected in any form of assessment designed to evaluate a learner's academic performance, the Training Manager and/or your Trainer/Assessor will deal with the matter. Academic Misconduct includes:

- Impersonating, or being impersonated by, any other person in, or for the purpose of an assessment, essay, assignment or any other work relevant to assessment.
- Plagiarism - Copying information and/or results from other sources without due acknowledgement as to its authorship, and passing it off as a learner's own work.
- Taking into, or using in connection with, any unauthorised examination material other than material specifically permitted by the instructions for that examination.
- Obtaining from or giving to, any other person, during any examination, any information relating to that examination or any part of it without the approval of the supervisor in charge of the examination
- Any other conduct designed or calculated to provide an incorrect basis for an assessment.

SPECIAL CONSIDERATION

Learners may apply for special consideration if their work during a teaching period, or performance in an assessment, has been adversely affected by illness or other serious cause. Special consideration will not be granted for your change of mind.

Special consideration will not automatically generate an improved grade or a pass in a unit of competency. It does allow the specific circumstances of the learner to be considered if they have not passed the competency/module concerned. The consideration that is provided will entail offering support (e.g. additional time, extended deadlines, special facilities) to enable the learner to demonstrate competency.

A "Special Consideration Application Form" must be supported by appropriate documentary evidence as specified on the form. If the reason for the application is confidential, learners are advised to refer the matter to the Learner Support Manager. The form may be obtained from the Administration Team or by emailing leaners@hive.edu.au.

The learner (or their representative) must notify the trainers/assessors of the competencies/modules concerned within 3 working days of the assessment for which special consideration is being applied. If it is not possible for learners to submit their application within 3 days, the learner (or their representative) must still contact HIVE Administration within 3 working days.



APPLYING FOR A COURSE EXTENSION / SUSPENSION

Applications for course extensions/Suspension must be made in writing and emailed to the Learner Support Manager (leaners@hive.edu.au) prior to your course expiration date.

An extension may be granted at the absolute discretion of the Learner Support Manager. An Extension Fee will apply to all successful course extensions. Please refer to the [Fees and Charges Schedule](#) on our website to obtain the current Extension Fee.

CREDIT TRANSFER – RECOGNITION OF AQF QUALIFICATIONS

Credit Transfer is the process of granting learner's credit for accredited study previously completed through another provider.

Leaners will need to provide HIVE with a notarised copy of their Certificate and/or Statement of Attainment (or state equivalent) indicating a competent level of attainment. This must occur prior to the commencement of your enrolment with HIVE. Leaners are also asked to provide the contact details of the RTO from which they gained the competency.

Upon verification with the issuing RTO, the learner will be granted credit for the equivalent units of competency previously completed at another RTO, the learner's record will then be updated with a Credit Transfer noted against those units. Depending on the unit delivery hours, the learner fees will be revised accordingly as per the Credit Transfer for each unit of study that is granted a Credit Transfer. Please refer to the [Fees and Charges Schedule](#) on

our website to obtain the current Credit Transfer fee reductions.

Where the qualification does not meet the Australian Qualifications Framework (AQF) requirements, the participant will either be required to apply for Recognition of Prior Learning (RPL) or to undertake the unit.

RECOGNITION OF PRIOR LEARNING (RPL)

HIVE has a comprehensive Recognition of Prior Learning (RPL) process for all courses and units within its scope of registration. All learners will be provided with information on RPL prior to enrolment and all learners are offered the opportunity to take up this option during the enrolment process.

RPL can occur at any time during a course, however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any additional training that may be required.

RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training.

If you are still unsure if you should apply for RPL please contact HIVE on 1300 88 75 85 to discuss your needs. For further information, you may also refer to the "RPL Application Form" for each individual course.

Please Note HIVE does not provide RPL under the Government Funded training program, all RPL must be applied for and processed via a fee paying enrolment.



ACCESS AND EQUITY LEARNER SUPPORT

The following is an extract of HIVE's Access, Equity and Anti-Discrimination Policy. To review the full copy of this policy on our website:

[Access, Equity & Anti-Discrimination Policy](#)

HIVE is committed to ensuring that:

- Access and equity principles are applied to all aspects of its operations, promoting full and equal opportunities for all learners, prospective learners and other clients.
- No person is discriminated against, harassed or treated unfairly in their dealings with HIVE.
- Leaners have access to the level of support required to enable them to reach their full potential without it causing unjustifiable hardship to the organisation or the learner.
- We comply with relevant Equal Opportunity Legislation and Anti-Discrimination Acts.

HIVE recognises and values the individual differences of its learners and the community and recognises that learners come into its programs with a wealth of personal knowledge and life experiences.

The following is an extract of HIVE's Learner Support Policy. To review the full A copy of our Learner Support Policy is available on our website at:

[Learner Support Policy](#)

HIVE is committed to ensuring all learners receive adequate learning support to ensure their full potential is reached. Therefore, HIVE ensures that:

1. The learning and support needs of all potential learners is assessed prior to entry into our programs.
2. All learners are aware of how to access the services they require to successfully complete their training and assessment program
3. Feedback is collected about HIVE's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

CODE OF PRACTICE & LEARNER SERVICES CHARTER

OUR COMMITMENT TO YOU

HIVE is focused on meeting the needs of your learning as a training organisation, we promise to:

- Understand the needs of learners.
- Operate professionally and always conduct business in a sound, ethical and fair manner.
- Employ staff who are knowledgeable, qualified, objective, experienced and always act with integrity.
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you.
- Respond to learner and industry needs and remain competitive within our market.

MARKETING

HIVE will market and advertise all qualifications, courses and other services with integrity, accuracy and professionalism avoiding any vague and ambiguous statements. Learners will be recruited in an ethical and responsible manner and no false or misleading comparisons will be drawn with any other provider or course.

Learners will receive clear, accurate and appropriate information to make an informed decision about enrolment into a course prior to enrolment.

LEARNER RESPONSIBILITIES

All learners, throughout their training and involvement with HIVE, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks, as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify HIVE in a timely manner if any of their personal or contact details change.
- Provide relevant and accurate information to HIVE in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Submit all assessment tasks and other evidence of their work with a completed and signed Assessment Coversheet.
- Make regular contact with their Trainer/Assessor.
- Progress steadily throughout their course in line with their Course Training Plan.
- Notify HIVE if any difficulties arise as part of their involvement in the program.
- Notify HIVE if they are unable to attend a visit or training session for any reason with at least twenty-four (24) hour notice prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.

PROHIBITED DRUGS

Any learner found in possession of a prohibited drug or an implement for using them will be reported to the Police and expelled immediately from the course. There will be no refund of any fees. The use of glue, solvents and other inhalants will also be treated in the same manner as any prohibited drug.

ALCOHOL

Alcohol is not permitted on HIVE premises and learners are not permitted to attend classes if they are under the influence of alcohol and it is deemed inappropriate to the needs of other learners and may place them at physical or emotional risk.

SMOKING

Smoking is not permitted inside the building or within five metres of a doorway to the premises.

LEARNER CODE OF CONDUCT

To review the full copy HIVE's Learner Code of Conduct Policy on our website:

[Learner Code of Conduct Policy](#)

UNIQUE STUDENT IDENTIFIER (USI)

All learners require a USI when enrolling or re-enrolling in nationally recognised training from 1 January 2015. This includes if the learner is enrolling for the first time, for example, if they are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. It also applies to learners continuing or completing (re-enrolling) training, including nationally recognised training undertaken in secondary school. To create or learn more about the USI please click on the following link to the Government website: <http://www.usi.gov.au>

PRIVACY POLICY

The following is an extract of HIVE's Privacy and Personal Information Policy, to review the full copy of this policy on our website, please utilise the following link:

[Privacy & Personal Information Policy](#)

HIVE takes the privacy of our learners very seriously and we comply with all privacy legislative requirements.

The information supplied by individuals will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper learner and client records. If an individual chooses not to provide certain information, then we may be unable to provide some services or appropriate information.

In some cases, as required by law by the Australian Quality Training Framework (AQTF) and Australian Skills Quality Authority (ASQA) personal information about learners studying with TBST may be shared with the Commonwealth and State Governments and/or their designated authorities, such as the National Centre for Vocational Education Research (NCVER).

If you are completing your studies as a Government Funded learner your details will be included and submitted to the Skills First Funding Department along with your training details and activity, the Department may contact you throughout the duration of your enrolment for surveying and audit purposes.

In all other cases we ensure that we seek the written permission of the learner.

ISSUING OF QUALIFICATIONS AND STATEMENTS

The following is an extract of HIVE's Qualification and Statement Issuing Policy, to review the full copy of this policy on our website:

[Qualification & SOA Issuance Policy](#)

HIVE will issue to learners who it has assessed as competent in accordance with the requirements of a Training Package or accredited course, a Qualification or Statement of Attainment (as appropriate) that:

- Meets the requirements of the Australian Qualifications Framework (AQF)
- Identifies HIVE by its national provider number
- Includes the Nationally Recognised Training (NRT) logo in accordance with its current conditions of use

All Statements of Attainment and Qualifications issued by HIVE for nationally recognised training will be in accordance with its Scope of Registration. HIVE ensures the integrity of all qualifications and statements through clearly defined training, assessment and administrative processes, which ensure counter crosschecks.

Your Certificate/Statement of Attainment will be issued and sent to your nominated address within Thirty (30) days of confirming your course completion and/or withdrawal.

Any outstanding course fees must be remitted in full to HIVE prior to the issuing of your academic transcript.

CONTINUOUS IMPROVEMENT & QUALITY ASSURANCE

The following is an extract of HIVE's Continuous Improvement and Quality Assurance Policy, to review the full copy of this policy on our website:

[CI & QA Policy](#)

HIVE has an evidence-based and outcomes-focused approach to maintaining quality practices within its business.

Quality is assured in all aspects of the business, in particular training and assessment services, client services and the management of HIVE's own operations.

Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

HIVE uses the following business occurrences to collect invaluable feedback from clients, staff and/or stakeholders:

- Course, client and class evaluation surveys/questionnaires
- Learner engagement and employer satisfaction surveys
- Interviews, focus groups and consultations with learners, employers, industry organisations and licensing bodies
- Face to face contact between trainers/assessors and learners
- Complaints and appeals
- Internal audit reports and organisational self-assessments
- Staff performance appraisal and self-assessment reports
- Internal staff meetings
- Moderation and validation exercises

In line with the Data Provision Requirements 2012, HIVE collects Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) and Quality Indicators data. HIVE uses the Quality Indicator data to gauge its own performance. The endorsed indicators are:

- Learner Engagement Survey
- Employer Satisfaction Survey

Reports from the Quality Indicator feedback collection tools will be used by HIVE to monitor and benchmark its performance at regular intervals. This allows identification of:

- Areas that need improvement
- Areas where performance is getting weaker
- Improvement targets
- Whether the improvement plan is working

These will be sent to you via email and/or via a link on the LMS, your completion of this survey helps us to monitor our performance, better understand your needs as well as provide a report to the Australian Government on how well we're doing as a registered training organisation.

The feedback these supply to HIVE is taken seriously and is used by us to contribute to maintaining and improving the quality of your training and assessment. Please fill this in, if too few Learners complete it, our results will be unreliable. Only quality results support quality improvement.



CANCELLATION OF ENROLMENT / REFUND POLICY

The following is an extract of HIVE's Fees Charges and Refunds policy, to review the full copy of this policy on our website:

[Charges and Refunds policy](#)

Leaners, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to TBST in writing, attaching a completed Withdrawal Form, outlining the details and reason for their request. This must be lodged with TBST's Learner Support Team (leaners@tbst.edu.au) within 5 business days of the learner formally completing the enrolment form. Leaners who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

A non-refundable Administration deposit/enrolment fee is included in all course fees. This fee will be withheld from any amount refunded to a learner. This amount is specified on the Fees and Charges Schedule on TBST's website. The fee is non-refundable except in the instance where TBST is required to cancel a course due to insufficient numbers and/or for other unforeseen circumstances.

Leaners should be aware that withdrawing from a Government Funded Qualification might inhibit your ability to enrol into another Government Funded Qualification at a later date. Please click on the following link to the Skills Victoria website <http://www.education.vic.gov.au/training/pages/default.aspx> then search for the "Funding Eligibility Indicator" to check your current eligibility status.

All course material is strictly non-refundable. Refunds will be assessed based on the services

provided to the learner and the costs incurred by HIVE in order to provide those services to the learner.

In order to maintain consistent and fair decisions on refunds and fee reductions, HIVE maintains an internal schedule of the cost of each service provided and will base decisions on the total fees to be charged to a learner based on this schedule.

A written notice will be provided to the learner, within 28 days of receipt, outlining the decision and reasons for the decision to accept or reject their Withdrawal Request.

HIVE undertakes to make payment of all refunds within 28 days of receipt of an approved written Withdrawal Request.

Please choose carefully, as we do not give refunds if you simply "Change your Mind" or make a wrong decision.



COMPLAINTS AND APPEALS SYSTEMS

The following is an extract of HIVE's Complaints and Appeals Policy, to review the full copy of this policy and the Complaints and Appeals Procedure on our website:

[Complaints & Appeals Policy](#) [Complaints & Appeals Procedure](#)

HIVE is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals handling system which is easily accessible and offered to complainants at no charge.

HIVE aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works.
- Set in place a complaints and appeals handling system that is client focused and helps HIVE to prevent these events from recurring.
- Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against or victimised.
- Ensure that there is a consistent response to complaints and appeals.

The Commonwealth government has established a new National Training Complaints Hotline – 13 38 73 or via email at skilling@education.gov.au - anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

LEARNER RIGHTS UNDER AUSTRALIAN CONSUMER LAW

Under the Australian Consumer Law all leaners have the right to contact their relevant State or Territory Consumer Protection Authority with regard to the continued delivery of Training and Assessment Services.

Should HIVE close or cease any part of its Training operations, leaners will be advised of this intention as soon as practicably possible. HIVE will endeavour to transfer any outstanding services to another RTO.

Please refer to the following links to review your rights and obligations under Australian Consumer Law.

www.consumerlaw.gov.au

www.accc.gov.au/contact-us/other-helpful-agencies/state-territory-consumer-protection-agencies

LEARNER PLAGIARISM, CHEATING AND COLLUSION

The following is an extract of HIVE's Learner Plagiarism, Cheating and Collusion Policy, to review the full copy of this policy on our website:

[Learner Plagiarism, Cheating & Collusion Policy](#)

HIVE has put in place a Learner Plagiarism, Cheating and Collusion Policy to ensure that mechanisms are in place to avoid these forms of unacceptable behaviour. The policy outlines the strategies in place to detect and respond to such incidents.

DEFINITIONS

Cheating – Seeking to obtain an unfair advantage in the assessment of any piece of work.

Plagiarism – To take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to provide appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the Internet, whether published or unpublished.

Collusion – Unauthorised collaboration between learners.

LEARNER INTEGRITY AND HONESTY

HIVE is committed to upholding standards of learner integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by learners.

Learners are expected to act with integrity at all times and only submit work that is their own, or that has been appropriately referenced and

includes acknowledgements of all texts and resource materials utilised in the development of the work.

Learners and staff have a duty to ensure they gain the necessary understanding of how to correctly acknowledge and cite all references and resources so as to minimise the incidents of plagiarism and cheating and the allegations of such.

Learners may refer to their "Assessment Guidelines Handbook" to obtain further information on how to correctly cite references or acknowledge others work.

UNACCEPTABLE BEHAVIOUR

From time to time, there may be incidents of learner plagiarism, cheating and collusion which HIVE is required to act upon in order to uphold the value of assessment outcomes and the reputation of nationally recognised training provided. Learner plagiarism, cheating and/or collusion in any form is unacceptable and will be treated seriously by HIVE.

LEARNER DISCIPLINE

The following is an extract of HIVE's Learner Discipline Policy, to review the full copy of this policy on our website, please utilise the following link:

[Learner Discipline Policy](#)

HIVE provides all learners with clear expectations on the standards of conduct that are expected of them during their participation in the course. The rights and responsibilities of learners are prescribed in:

- The Learner Code of Conduct
- Learner Plagiarism
- Learner discipline may be referenced or prescribed in other organisational

documents and/or communication

If any learner breaches the requirements or expectations of them as a learner, HIVE will be required to take disciplinary action with the learner to rectify and/or manage the behaviour and in serious cases may result in the withdrawal from your course enrolment.

FIRST AID

Please immediately notify your trainer/assessor or other HIVE staff of any situation requiring first aid.

First Aid kits are available at HIVE's premises. Should HIVE's First Aid Officer or other first aid trained staff not be available in a situation requiring first aid, learners who are qualified to administer first aid will be permitted to do so. Gloves must always be worn while treating any injury involving blood.

EMERGENCY PROCEDURES

- In the event of an emergency first call 000 and/or 112 from a mobile device
- In the event that Evacuation of the Building is required you will hear the building Alert Signal Sound
- Secure confidential and valuable items if time permits and shut down any electrical equipment.
- Proceed to the Floor Assembly Area (or entrance to nearest stairway).
- Immediately leave the building via designated fire isolated stairs.
- Proceed to nominated Assembly Area and remain there until otherwise directed by the Chief Warden, Concierge or Fire Brigade Officer.
- If you are on the fire floor and have a person with mobility impairment on your floor place them in the fire isolated stairwell and advise the Concierge, the Chief Warden or a Fire

Brigade Officer of their location.

- If you are on a non-fire floor and have a person with mobility impairment they are to be placed near the fire isolated stairwell and the Concierge, Chief Warden or a Fire Brigade Officer needs to be made aware of their location.

WORKPLACE HEALTH AND SAFETY

HIVE treats the safety and wellbeing of staff and learners as a high priority.

A First Aid Kit is available onsite, and all staff are required to become familiar with WHS procedures. Staff at HIVE are also encouraged to gain First Aid Certificates.

At the commencement of each training program, the trainer or assessor will inform learners about any relevant workplace health and safety issues. General workplace health and safety principles will also be embedded in HIVE's training programs, as appropriate.

The safety and wellbeing of the staff and learners at HIVE is one of our greatest responsibilities.

The CEO is responsible for ensuring that workplace health and safety practices comply with relevant WHS legislation.





COURSE FEES AND ADDITIONAL CHARGES

All of HIVE's current fees are accessible via the "[Fees and Charges Schedule](#)" on our website.

FEE FOR SERVICE LEARNERS

All course fees less than \$1,000.00 must be remitted in full to HIVE prior to your enrolment being finalised. Any course fees greater than \$1,000.00 must be processed via a six monthly instalment payment plan, in which case a deposit equal to 1/6th of the total amount must be paid prior to commencing your studies.

Should your scheduled instalment default as per your payment plan "Direct Debit Service Agreement", HIVE reserves the right to place your studies on hold until the outstanding account has been paid in full, including any dishonour fees.

GOVERNMENT FUNDED (SKILLS FIRST) LEARNERS

Full course fees must be remitted to HIVE prior to your enrolment being finalised, unless learners are paying via an authorised payment plan, in which case a deposit equal to ½ of the total course fees owed must be paid before enrolment can be finalised. Should your scheduled instalment, default as per your payment plan "Direct Debit Service Agreement", HIVE reserves the right to place your studies on hold until the outstanding has been paid in full, including any dishonour fees.

RECOGNITION OF PRIOR LEARNING (RPL)

Fees applicable to Fee for Service RPL include an application fee and a fee per approved unit of study that will be completed via RPL. Please note that HIVE do not provide any RPL via Government Funding.

PAYMENT PLAN - DIRECT DEBIT SERVICE AGREEMENT DISHONOUR FEE

If a Payment Plan Direct Debit Service Agreement is returned unpaid by your financial institution on its due date, you authorise HIVE to process a further debit for the payment. You also authorise HIVE to debit your account for a GST-Free Dishonour Fee.

RE-SUBMISSION FEE

Learners are entitled to two initial assessment submissions for the one unit of study at no cost, the third and any consecutive submissions of the same unit will be subject to a GST-Free Resubmission Assessment Fee. Any subsequent assessment sub-missions received from a learner will not be processed for marking until payment has been finalised.

EXTENSION/SUSPENSION FEES

All applications for course extensions/suspension must be made in writing and emailed to the Learner Support Manager (leaners@hive.edu.au) prior to your course expiration date. An extension may be granted at the Learner Support Manager's absolute discretion. An Extension Fee will apply to all successful course extensions.

All Extension/Deferral applications will be responded to within 5 business days of their receipt. Please also note that you may be required to provide additional supporting documentation to your application i.e. Medical Certificate.

RE-ISSUE OF CERTIFICATE / STATEMENT OF ATTAINMENT FEES

A Re-Issuing Fee will be payable for all learners who require a Certificate and/or Statement of Attainment to be re-issued.

RE-ENROLMENT FEE – GOVERNMENT FUNDED (SKILLS FIRST) LEARNERS

Should you wish to re-enrol into HIVE's Government Funded (Skills First) Qualifications after you have previously withdrawn from your studies, you will be subject to a GST-Free Re-Enrolment Fee.

Please Note: Your re-enrolment into a Government-Funded qualification will be subject to eligibility requirements. Additional fees may also apply should you require any updated course materials.



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