



Contact Horizon Specialised Training
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Hand Book

“Achievable Training”

We are a service of Horizon Foundation, a leading nonprofit group.
Winner: 2007 Community Organisation Australia Day Award.

student information

Horizon Specialised Training is committed to high standards in the provision of training and individuals needs. The below Codes of Practice describe the minimum standards for all Horizon Specialised Training clients in training. Horizon Specialised Training abides by, Australian Quality Training Framework 2007 and the Australian Qualifications Framework 2007.

Admission Procedure and Criteria

Registration may be submitted at any time prior to the commencement date of the course. Registration forms must be completed in full before a person can be booked on a course. A confirmation letter will be sent out to the person who completed the registration form, informing them of their booking but no guarantee of attendance will be granted until full payment of course is made. (Where Applicable)

Whilst late registrations will always be considered, no guarantee of a place can be given.

Student Support Services

Reasonable adjustments will be offered to all potential students who identify as being part of an equity group i.e. having a disability, from a non English speaking background. Individuals will be assessed and a training plan will be developed prior to confirmation of registration, to ensure the best learning outcome possible which could include referring to another Registered Training Organisation that would suit the student's immediate needs.

Where necessary, arrangements will be made for those students requiring literacy and numeracy support programs. Horizon Specialised Training recognises special needs that some students may have because of their individual background and experience. They may progress at a different level, and may encounter different learning outcomes than others. Horizon Specialised Training will endeavour to provide and maintain a professional learning support environment wherein a student can progress at a pace consistent with their own expectations.

Arrangements for Recognition of Prior Learning

RPL is the recognition of current skills and knowledge obtained through previous education, work experience, training or other life experiences which may entitle a student to a unit of exemption.

People who consider they already possess the competencies developed through any module/unit will be granted recognition on substantiation of that claim. Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC) procedures will be offered to all and carried out in a manner consistent with the National Guidelines. Students may apply for RPL by completing the application form, RPL / RCC Application Form, and after successful assessment will be granted recognition for modules or units for which application was made.

Insurances

Horizon Specialised Training maintains up to date and adequate insurance cover for premises and facilities, workers compensation, public liability and professional indemnity insurances.



Mutual Recognition

We acknowledge and support Mutual Recognition as one of the most important features of the Australian Quality Training Framework. To this end we will accept the credentials issued by any other registered training organisation based in any State/Territory of Australia.

Legislative Requirements

Horizon Specialised Training will comply with all Legislative requirements of the State and Federal Government, in particular Workplace Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

Access and Equity

Horizon Specialised Training will meet the needs of individuals and the community through the integration of access and equity guidelines. Horizon Specialised Training will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. Horizon Specialised Training will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Quality Management Focus

Horizon Specialised Training has a commitment to providing a quality service with a focus on a continuous improvement. Horizon Specialised Training values feedback from participants, trainers and assessors, and industry representatives.

Support Services

Horizon Specialised Training has support services relevant to the training programs offered. These services include language, literacy and numeracy support, information that ensures fees and charges are known prior to commencement of enrolment, information materials and Students Handbook that outlines program content and assessment procedures, and academic and vocational advice about registered programs offered by Horizon Specialised Training.

Marketing and Advertising

Horizon Specialised Training markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other Training Providers. Horizon Specialised Training marketing strategies will not contravene the Vocational Educational Training and Employment Act 2000.



Recruitment/Enrolment

Participants will be recruited responsibly and ethically at all times in compliance with equal opportunity and anti-discrimination legislation. Applicants will be assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Program Delivery

Horizon Specialised Training recognises the principles of flexible delivery. Programs are designed to maximise participants opportunities for access and participation. Delivery options may include self-directed learning, distance learning, computer assisted learning, flexible time tabling, contact sessions, individualised learning plans and workplace-based modes.

Training and Assessment Standards

Horizon Specialised Training has personnel with appropriate qualifications and experience to deliver training and facilitate assessment of all programs offered. The Training Manager will manage operational compliance with AQTF principles and standards and review, evaluate and adjust systems and procedures to ensure they are valid, reliable, flexible and fair. Adequate training materials and physical resources will be utilised to ensure the performance criteria of the program can be achieved.

Assessment

Assessment is competency based and is designed to determine whether the participant can demonstrate the unit competencies. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Assessment methodologies include observation, oral questioning, case study, multiple-choice, written short answer, project, or any other method outlined in the information handbook. The Training Manager is responsible for maintaining a quality focus, including validation of all aspects of assessment. Participants, assessor, and industry feedback is obtained to plan and monitor assessment.

All student assessment outcomes and certificates will be kept for 30 years.

Assignment Feedback

Feedback on assignments is available to all students via their teachers. This may be through the section allocated for feedback on the official assignment cover sheet.

Issue of Certification

Qualifications (Certificates and Statement of Attainments) will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the AQTF and the training package or product.

Appeals and Grievances

Horizon Specialised Training seeks to prevent appeals and grievances by adhering to this Code of Conduct of Practice and to established operating policies and procedures. Staff are expected to be fair, courteous and helpful in all dealings with participants. Appeals and grievances will be treated seriously, investigated thoroughly, and dealt with according to the nature and merit of the complaint. Participant complaint form can be found on the web site.

Participants with an appeal or grievance should contact the program facilitator or Training Manager. If the grievance or appeal is unresolved, arbitration by a third party, acceptable to all parties will be arranged. If the appeal or grievance remains unresolved, the participant will be advised of external organisations of appeal.

All records of any appeals and grievances will be kept on file. The circumstances and outcomes of any appeal or grievance will be analysed by the Manager Director.

Vocational Pathways

All training programs currently offered by Horizon Specialised Training form units of competency in the Business Services Training Package. These are contextualised to the area of training and office skills. A Statement of Attainment is given when assessment requirements for the unit have been successfully completed. Participants should refer to the Business Services Training Package for information on the packaging requirements and pathways for their chosen qualification.

Fees & Timetables

Refer to the attached Course formation Sheet.

Refund Policy

Participants who are enrolled in a program that is cancelled by Horizon Specialised Training are entitled to a full refund or to transfer funds to future training. If a participant is unable to commence or complete a program, a full refund (less 10% administration fee) will only be given if written notice of intent to withdrawal/cancel is received at Horizon Specialised Training five (5) working days prior to the scheduled program commencement date. Fees will be kept in a separate account with a recognised banking institution and not used for any other purpose until participants have completed the course/ training relating to the balance of the fees.

student information

Privacy

The training provider respects the student's right to privacy and confidentiality in all aspect of the client's dealing with the training provider. The only student information that the training provider will hold is limited to that which is relevant and necessary to the involvement of the student with the training provider. All student information will be stored in locked filing cabinets and/or electronic files, to which only authorised staff has access. Staff will ensure all student information is never accessible to unauthorised personnel.

Students may view their own personal records under supervision. This can be accessed via your trainer. Request a time that is both convenient to you and your trainer.

Children on Campus

Please note that children under 15 years of age are not permitted access to class rooms used for study purposes, unless prior written permission from Training Manger is given.

Smoking on Horizon Foundation Premises

No smoking at all is permitted on Horizon Foundation Inc. premises, including the training facilities. Designated smoking areas have been assigned in accordance to the Occupational Health & Safety Act 1995. Teaching staff will direct students to designated smoking areas during orientation.

Mobile Phones and MP3 Players

Mobiles phones and MP3 players are to be switched off at all times during classes. In exceptional circumstances and with prior permission from training facilitator is a student to receive any calls inclass. Horizon Specialised Training phone number can be used as an optional emergency contact number for any student.

Dress Code

Students are requested to wear neat, clean casual clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with facility requirements or Workplace Health & Safety rules.

Academic Appeals

Students who are dissatisfied with academic decisions, procedures or who have any issues that directly relate to the successful completion of their course/program should discuss the matter in the first instance with their teacher. Should you be dissatisfied with the decision of the teacher, you may have the right to appeal to the Employment and Training Manager of Horizon Foundation Inc. This appeal should be in writing and made within seven days of receiving the result.

Student Code of Conduct

Horizon Specialised Training respects your right to be treated fairly, learn in an environment free of discrimination, racial, sexual or other harassment. By signing the enrolment form, you agree to abide by Horizon Specialised Training regulations and codes of conduct. Students are expected to

conduct themselves in a manner that will not discredit themselves or Horizon Specialised Training. Acts which seriously interfere with the basic purposes, necessities and processes of Horizon Foundation Inc. community or which deny the essential rights, health and safety of other Foundation members are prohibited.

Parking

Neumann Rd Facilities

Unlimited Street parking only

Mt Cotton Road Facilities

Unlimited parking around back of building of Mitch Lane

Sanction

Horizon Specialised Training is committed to high standards in the provision of education and training. The following Codes of Practice describes the minimum standards of the organisation's education & training.

The Policies set out in these Codes of Practice underpins the operations of Horizon Specialised Training. Horizon Specialised Training recognises that registration as a Registered Training Organisation may be withdrawn if the organisation does not honour the obligations of the Code of Practice.



*A vision is a dream
with a plan*