

LET'S GET STARTED

Your **h&h Student Handbook**

h&h Accredited Training Pty Limited is a nationally registered training college and an approved Smart & Skilled NSW Government funded provider.



NATIONALLY RECOGNISED
TRAINING

Acknowledgement of Country

We at h&h acknowledge Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to the Elders; past, present and emerging of all Nations.

We at h&h Accredited Training Pty Limited are honoured to join you on your journey towards personal and professional growth. To help you succeed, we've created this handbook with important guidelines and resources.

At h&h, we strive to provide quality training, maintain clean facilities, and offer various additional support services to ensure you receive the best education. We understand that balancing time, transport, childcare, and personal affairs can be challenging. Our friendly staff and qualified trainers are here to assist you from enrolment to course completion—just reach out whenever you need support.

h&h Core Values

Diversity and Inclusion

Celebrating individuality and fostering a sense of belonging, community and cultural respect.

Quality

Maintaining high standards in training and operations.

Giving Back

Contributing to our community and supporting those in need.

Support

Assisting and encouraging students to succeed.

OUR MISSION at h&h, is to empower individuals from all backgrounds to achieve their full potential by equipping them with the knowledge, skills, and values needed to navigate and succeed in a rapidly changing world. We strive to nurture a community where everyone is respected and supported in their pursuit of lifelong learning and their contribution to society.

Welcome to the h&h family.

"At h&h you're more than a number... You're family."

-Kate Lovett, Managing Director

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Your Student Handbook includes an introduction to studying at h&h, along with resources and relevant information designed to help you succeed from day one of your studies. Let's get started!

Before Starting.

Enrolling with us

Our enrolment process can be easily completed online through our website via our [enrolment form](#).

What you'll need to provide:

- Two forms of current ID (including a photo ID such as a driver's license that shows proof of your New South Wales (NSW) address, and a Medicare card or visa papers)
- Proof of your numeracy, language, and literacy skills (LLN)

Please note: We are registered to deliver training to domestic students only residing in New South Wales (NSW)

Unique Student Identifier

Your Unique Student Identifier (USI) is a personal number that connects all your training records and transcripts.

How to Apply for a USI

You can apply for a USI online on the USI website by [clicking here](#).

Accessing Your USI Transcripts

To access your USI transcripts and records, simply log in to your USI account on the [USI website](#). You can view, download, and print your transcripts.

Updating Your Personal Information

Ensure your details are current to avoid any issues with your training records. You can update this through your USI account.

Our friendly Enrolment Team will be here to guide you through every step and answer any questions you might have before you begin your studies.



granville@hnh.org.au



[\(02\) 9682 0100](tel:(02)96820100)

Recognition of Prior Learning/ Credit Transfer

We offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all eligible students. If you believe you are eligible, simply request an application form.

Recognition of Prior Learning (RPL):

This process assesses your previous learning to determine if it meets the requirements for a unit of competency.

Credit Transfer (CT):

This process evaluates your previous qualifications or units to determine if they match the requirements of your current course.

We recognise accredited qualifications and Statements of Attainment from other Australian Registered Training Organisations (RTOs)

Getting Started.



Course Induction

Online/ Distance Students

When you enrol with us, you'll receive a course induction form via email, which must be completed prior to starting your studies

Classroom Students

On your first day, you'll join us for an in-person induction.

What to Expect

During your induction, we will cover the following:

- Student facilities and amenities
- Training and employment pathways
- Explanation of staff roles
- Outline of your course requirements
- Outline of your course work experience requirements and assessment procedures
- How to access your study materials
- Course times and attendance requirements
- Explanation of course materials
- Student forms to be completed and responsibilities

Digital tools and platforms

If you have elected to study online, you'll be using the aXcelerate Turbo learner portal to access your Learner Guide, supplementary materials, and to submit your assessments.

Look out for an email from aXcelerate after enrolment to register your account. (Check both your inbox and junk folder, as it is a system-generated email.) If you have not received the email, please contact us at (02) 9682 0100 or email granville@hnh.org.au for assistance.

Your study tools:

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Outlook (or other email applications)
- Adobe
- Zoom
- Microsoft teams

Borrowing Equipment

If you do not have access to a device for the above study tools, you are welcome to borrow a student laptop when attending a study session on campus. Laptops are available Monday to Saturday from 8:30 am to 4:30 pm and must remain onsite. Speak with our friendly reception team for more information.

Wi-Fi

We offer free Wi-Fi to all students onsite— you can ask a staff member for the login details or refer to the signage on the college campus.

Student Login

Student Online Login

aXcelerate

Student Online Login

CANVAS

Student Resources
Library Login

Learner Portal

Activating Your Account

1. Click on the link in the registration email you received from aXcelerate.
2. Use the personal email address you provided during enrolment as your username.
3. Create a strong password that you'll remember. Keep it secure and do not share it with anyone.

Logging into Your Student Account

Once your aXcelerate account is activated, you can log in anytime via [this link](#).

We recommend saving this link to your browser's favourites for easy access. Connect with us if you have any questions.

Forgotten your password?

To reset your password:

1. Go to the aXcelerate login page.
2. Click on 'Forgot password?'
3. Select 'Email' as your recovery method.
4. Enter your email address and click 'Recover My Account'.
5. Check your email for a reset code and enter it in the provided space.
6. Create a new password that meets aXcelerate's requirements.
7. Confirm your new password by entering it again.
8. Click 'Change My Password'.

Once you've updated your password, you'll be prompted to sign in to accelerate. If you have any issues, please connect with us for assistance.

Tips for creating a strong password:

- Use at least 12 characters.
- Combine letters, numbers, and special characters.
- Avoid using easily guessable information, such as birthdays or common words.
- Consider using a password manager to keep track of your passwords.

Updating Personal Information

If your personal details change, please notify your Coordinator or Trainer/ Assessor, so you don't miss any important updates about your qualification.

Examples of personal details to update:

- Home address
- Phone number
- Email address
- Visa status

To update your personal details:

email us at granville@hnh.org.au and a member of the h&h team will assist you with the update.

Need IT support? **Connect with us.**



granville@hnh.org.au



[\(02\) 9682 0100](tel:(02)96820100)

Cyber Safety.

In our increasingly digital world, understanding cyber security is crucial. Below, are some essential tips to protect yourself from common threats like phishing scams, identity theft, data breaches, and malware attacks.

Cyber Safety Tips

Enable Two-Factor Authentication (2FA)

Enable 2FA on your accounts whenever possible. This adds an extra layer of security by requiring a second form of verification.

Be Cautious of Phishing Scams

Do not click on links or download attachments from unknown or suspicious emails. Always verify the sender's email address and be cautious of unexpected requests for personal information.

Keep Software Up to Date

Regularly update your operating system, browser, and other software to protect against security vulnerabilities.

Use Secure Networks

Avoid using public Wi-Fi for sensitive transactions. If you must use public Wi-Fi, use a Virtual Private Network (VPN) to encrypt your internet connection.

Protect Personal Information

Be cautious about sharing information, including on social media. Adjust privacy settings on your social media to control who can see your posts and personal details.

Backup Your Data

Regularly back up your important data to an external hard drive or cloud storage service.

Use Antivirus and Anti-Malware Software

Install and maintain reputable antivirus and anti-malware software to protect your devices from threats.

Monitor Your Accounts

Regularly check your online accounts for any unauthorised activity.

Resources

Australian Cyber Security Centre (ACSC)

[ACSC Official Website](#) - Offers advice on protecting yourself online, reporting cybercrime, and staying up to date with the latest cyber threats.

If you need additional guidance or have any concerns about the platforms you use through h&h, please connect with our IT Team at (02) 9682 0100.

Life on Campus.

Travel to Campus



You'll find our campus on the main street in Granville, South Street.



We are a 5-minute walk from Granville Train Station, which services the T1, T2 and T3 lines.



A Bus Stop is conveniently located directly in front of our campus. Bus services include 906, M91, S2, S404, S423, S424 and S440.



As campus parking is limited to staff only, you are encouraged to use public transport or access street parking. Please be aware that street parking is limited with varying time restrictions. If you are attending campus for longer than one hour, we encourage you to seek available parking on William Street and The Granville Centre parking accessible from Diamon Avenue.

Please pay close attention to Parking Restrictions as you may be charged.



For information on public transport, you can [visit the Transport NSW site.](#)

Concession Cards are available for full-time students, which includes Traineeship students. For eligibility information [visit the Service NSW site.](#)

Discover Granville.

Restaurants and Cafes

Surrounded by a variety of eateries, restaurants, and cafes that cater to all tastes and budgets, you'll be spoiled for choice. Whether you're in the mood for a quick coffee at Espresso, a hearty platter at Hawa, a big breakfast at Butcher's Block, or a sweet treat at El Sweetie, you'll find plenty of options on South Street, Granville.

Metro Shops

Conveniently located, h&h is just a short walk from Woolworths and an array of local shops along bustling South Street.

Granville Swim Centre

Granville Swim Centre is a fantastic place to unwind and stay fit. With lap lanes, a leisure pool, and regular fitness classes, it's a great spot for recreation. [Click here for more information.](#)

Granville Library

Granville Library, just a short walk from campus, offers a quiet place to study and a vast collection of books, journals, and digital resources. [Click here for more information.](#)

Childcare Centres

We are close to several reputable childcare centres. A number of these nearby centres will provide a safe and nurturing environment for your children, allowing you to focus on your studies with peace of mind.

Modes of Study.

Online

Is this for you?

For students who prefer online education, we offer a flexible online learning platform. This allows you to balance your responsibilities at home or work while studying at your own pace.

Getting Started

What to expect when you start online studies:

aXcelerate Turbo

Login details to your aXcelerate Turbo account (our learner portal) will be provided at enrolment. Once you have logged into your aXcelerate Turbo account, course content will be accessible anytime, anywhere, on any smart device or computer with Wi-Fi.

Trainer/ Assessor Introduction

Your Trainer/Assessor will contact you within 5 business days of completing enrolment, to discuss course expectations.

Placements

Please note that if your course has a work placement component, you'll need to complete this in person to meet all the assessment requirements with respect to your qualification. Your Trainer/Assessor will visit you onsite to support and assess you during your work placement. For more information read the 'Work Placement' section.

Assessments & Submissions

Axcelerate Turbo

All submissions, including role-play activities and practical tasks, are done through the online platform.

Induction

Guidance on navigating and submitting assignments will be provided during induction/orientation.

Assessment Outcomes

Notified within 14 days of receipt.

Support

Trainer Access

Onsite Trainer/Assessor is available for appointments, phone calls, and emails. You are guaranteed a response within 24 hours, including face-to-face meetings on campus (Monday to Saturday).

IT Support

If you require IT support you can connect with us Monday to Friday 8.30am - 4.30pm by calling [\(02\) 9682 0100](tel:0296820100)

Device Requirements

It is the student's responsibility to have access to a device (laptop, iPad, phone, etc.) to complete the requirements of online study.

Classroom | In Person

Is this for you?

For students who prefer more interactive and engaging studies, we offer classroom training for most qualifications. Classroom studies offer a chance for you to connect with like-minded individuals and get questions answered in real-time with your Trainer/Assessor.

Class Schedule

Class Schedules

You can find out about class schedules by visiting our college campus or by giving us a call at [\(02\) 9682 0100](tel:0296820100).

Course Requirements

This will be listed in your confirmation letter upon enrolment.

Assessment Due Dates

Your Trainer/Assessor will provide you with a current timetable for assessment due dates.

Support

Trainer Access

Onsite Trainer/Assessor is available for appointments, phone calls, and emails. You are guaranteed a response within 24 hours, including face-to-face meetings on campus (Monday to Saturday).

IT Support

If you require IT support you can connect with us Monday to Friday 8.30am - 4.30pm by calling [\(02\) 9682 0100](tel:0296820100)

Attendance and Punctuality

Punctuality

Arrive and leave on time to gain maximum benefit from your training. Classes typically start at 9:30 am and end at 3:30 pm.

Attendance

Regular attendance is required for classroom studies. Your attendance will make all the difference in successfully completing your course. Make the most of your studies with interactive and onsite support.

Absences

If you cannot attend due to sickness or a personal issue, notify your trainer before class starts. We may recommend changing the mode of delivery if there are continuous absences.

Assessment Outcomes

You'll be notified within 14 days of receipt. It is your responsibility to keep a copy of your assessment outcomes.

Distance | Paper-Based

Is this for you?

For students who prefer a hard copy (paper-based) study option, h&h offers Distance Education. Distance Education provides flexible study options with comprehensive support to help you succeed.

Getting Started

Your course materials will be posted to you after enrolment.

Placements

Please note that if your course has a work placement component, you'll need to complete this in person to meet all the assessment requirements with respect to your qualification. Your Trainer/Assessor will visit you onsite to support and assess you during your work placement. For more information read the 'Work Placement' section.

Support

Trainer Access

Onsite Trainer/Assessor is available for appointments, phone calls, and emails. You are guaranteed a response within 24 hours, including face-to-face meetings on campus (Monday to Saturday).

Additional Support

Join a class for any unit at no extra cost; call for timetable information. Permanent class transfer is available—speak to your coordinator for further details.

Assessment Submissions

You can submit your assessments via the following methods:

Post

You can submit your assessment by posting it to P.O. Box 1, Granville 2142.

Email

To submit your assessment digitally, you can scan and email it to granville@hnh.org.au or your trainer.

In Person

You can submit in person by handing in your assessment at reception. You can find our college campus at 98 South Street, Granville.

Assessment Outcomes

You'll be notified within 14 days of receipt. It is your responsibility to keep a copy of your assessment outcomes.

Traineeship | Onsite Workplace Training

Is this for you?

A traineeship allows you to combine employment and training to gain a nationally recognised qualification, offering a flexible and supportive pathway while you work and earn.

Overview

- **Format:** Full-time or part-time
- **Trainer Visits:** On-site every 4-6 weeks

Components

Theory and Practical

There will be theory and practical work assessments. To complete you'll need to demonstrate competency in both.

Work Placement

Exemption applies as this is a work-based pathway. However, a logbook needs to be completed.

First Aid

If required for your enrolled qualification, h&h will organise First Aid training (HLTAID011 or HLTAID012) on campus. If previously completed, please provide your original certificate to h&h for verification. If we do not have a copy on file, you'll need to complete the training as part of your qualification.

Additional Support

Australian Apprenticeship Support Services (AASS) is available for mentoring programs, incentives, and more. Speak with our friendly staff to find out more.

Assessment Submissions

You can submit your assessments via the following methods:

Post

You can submit your assessment by posting it to P.O. Box 1, Granville 2142.

Email

To submit your assessment via email, you can scan and email it to granville@hnh.org.au or your Trainer/Assessor

aXcelerate Turbo

When completing your assessments online, you can submit via our learner portal (aXcelerate Turbo).

In Person

To submit in person, simply hand in your completed work to your Trainer/Assessor during visits.

Progress and Completion

Progress Reports

Sent monthly to both the employer and the trainee.

Contract End Date

Provided by ASS for course completion.

Assessment Outcomes

You'll be notified within 14 days of receipt. It is your responsibility to keep a copy of your assessment outcomes.

First Aid.



Overview

For qualifications that include First Aid, practical classes will be scheduled during your enrolment process. **Comfortable clothing** is recommended for practical exercises.

Have a current certificate?

If you have a current First Aid Certificate, please provide your original certificate to us for verification. If we do not have a verified copy on file, you'll be required to complete the training again as part of your qualification.

Online Theory Component

Before attending the practical First Aid class, you must complete the mandatory online theory questions. Information and access to the online component will be provided at enrolment or orientation. Failure to complete the theory quizzes will result in rescheduling your First Aid practical session.

Attendance & Class Details

Class Start Time

The class will start at 9:00 am sharp. Please arrive by 8:45 am to be prepared.

Class End Time

The class will end at 4:00 pm. You must stay for the entire duration of the class.

Attendance Confirmation

Notification of upcoming classes will be sent out by your coordinator. You will need to confirm your attendance to be booked in for the class.

Missed Classes

If you do not attend the practical component on the confirmed day, you must reschedule. Please be mindful that, if you do not attend the scheduled practical date, a fee of \$50 may apply for a future booking. Connect with us via phone or email to make arrangements.

After Completing

Once you have completed the training and passed both practical and theory components, you can request a Statement of Attainment (SOA) if you need a separate copy.

Enrolment Adjustments.

We understand that unexpected or extenuating circumstances may arise that can impact your ability to continue your studies. Whether you need to pause your training temporarily or seek an extension, we are here to support you.

If you experience any difficulties during your studies, you can reach out to your Trainer/Assessor or Coordinator to discuss your situation. We can then explore your options to find the best solution for your circumstances. Your concerns will be handled with the utmost respect and confidentiality.

Deferrals

You may request a deferral if you meet the following criteria.

Medical Reasons

You'll need to provide a medical certificate explaining why your condition prevents you from continuing your training.

Deferral Duration

Your request must be for no more than six months.

Course Commencement

You must have started your training before seeking a deferral; immediate deferrals upon enrolment are not allowed.

Suspensions

For students enrolled in traineeships, suspensions (temporary pauses) and extensions may be available with approval from your employer and NSW Training Services.

If you have any queries, we're here to support you every step of the way.



granville@hnh.org.au



[\(02\) 9682 0100](tel:(02)96820100)

Flexible Learning

At h&h, we offer flexibility to help you complete your qualification at your own pace. We are committed to accommodating your personal circumstances to help you achieve your goals.

Overview of our course durations

- Certificate III qualifications: Up to 12 months from commencement
- Certificate IV qualifications: Up to 12 months from commencement
- Diploma qualifications: Up to 24 months from commencement

Example of Flexible Learning

You start your Certificate III qualification in a classroom setting, however personal circumstances are now preventing you from attending the class. You can transfer to distance or online mode of delivery to complete the remainder of your studies within the enrolment period and in accordance with your initial training plan received during enrolment.

Please note: Course duration includes the completion of all assessment requirements, including placement hours (where applicable).

Our expectations of you.

Code of Conduct

At h&h, we expect all students to adhere to our rules and regulations while on our premises. We are committed to creating a safe and supportive environment for everyone. Respect and appropriate behavior are required at all times to maintain a positive learning atmosphere.

Attendance and Participation

Regular attendance and participation are essential to make the most of your training.

Attendance Requirements

We expect students to attend all classes, as regular attendance is crucial for course progression. If you're going to be late or cannot attend, please notify your Trainer/Assessor before 9:00 am on the day of the class.

Participation and Engagement

We encourage students to engage in class activities and discussions as part of their course requirements. This will help you gain the most from your learning experience.

Absence Policy

Please inform your Trainer/Assessor in advance if you cannot attend a class. If there are continuous absences, we may recommend changing the mode of delivery.

Respectful Behaviour

h&h is a respectful place where individuals and staff from diverse backgrounds come together to enhance their skills and knowledge. This environment fosters mutual respect, understanding, and collaboration among students, faculty, and staff. By valuing each person's unique experiences and perspectives, h&h promotes a culture of inclusivity and support. This respect is fundamental to creating a positive and productive learning atmosphere, where everyone feels valued, empowered, and motivated to achieve their full potential.

We ask you to be respectful in your communication with our staff, students and work placement employees.

Respectful behaviour includes the following:

- Treating us and others with respect
- Explaining what you need without yelling, threatening or abusing our staff
- Listening to our staff so they can help you
- Not filming, recording or photographing our staff without their consent
- Not engaging in any discriminator behaviour or discriminator language.

When you contact us, you can expect our staff to engage in the same behaviour.

Dress Code

We encourage students to wear comfortable clothing for course activities unless otherwise specified. For work experience or practical placements, you'll be given specific guidance from your Trainer/Assessor on appropriate attire to ensure professionalism and safety.

Student Records

At your enrolment, you completed a 'Student Declaration Form' that authorises h&h and relevant government bodies to view your training records. Your records are confidential and securely stored in accordance with privacy guidelines. You can access your records at any time during or after your course by contacting us. If your name, address, or contact details change, please inform us immediately and provide proof of the change.

(See page 7 for more information about updating personal details)

Housekeeping

At h&h, we strive to maintain a clean and welcoming environment for everyone. Students have access to amenities such as the kitchen, microwave, and fridge to store and prepare meals. We ask that all students contribute to keeping these areas tidy, as they are shared with other students, trainers, staff, and visitors. Your cooperation in maintaining cleanliness is greatly appreciated.

Smoking protocol

Smoking is not permitted indoors at h&h. Please use the designated outdoor smoking areas and dispose of cigarette butts in the provided bins. Thank you for helping us maintain a clean and comfortable environment.

General Information.

Graduation

At h&h, we cherish the opportunity to celebrate your achievements including the completion of your studies. To commemorate this milestone, we often organise informal gatherings on campus to mark the end of your journey to honour the dedication and hard work you've shown.

These celebrations are a wonderful chance to reflect on your accomplishments and enjoy the company of fellow students and staff. We look forward to joining you in recognising your success and celebrating this significant milestone in your academic journey.

Privacy and Collection

h&h is committed to protecting the privacy of individuals. We collect and process personal information to validate certificates and transcripts issued by other educational institutions, ensuring the authenticity and accuracy of qualifications presented by prospective students or staff members.

Please also be aware that, as a student of h&h, your information may occasionally be provided to government representatives, other institutions, and relevant agencies for monitoring or authentication purposes. This may include personal information, assessments, results, transcripts, qualifications, and other completed paperwork.

For further information, [click here to view our Privacy and Confidentiality Policy](#).

Copyright

In Australia, copyright law is governed by the *Australian Copyright Act 1968* (as amended). This law grants creator's exclusive rights to their artistic and creative works, aiming to reward their contributions and encourage further creativity. It also ensures that these rights are not misused, balancing protection with the needs of study, research, and education.

At h&h, we expect all students to respect copyright laws and avoid any infringement. This includes ensuring that all work submitted is original and properly cited. If you suspect that copyright rules have been violated by others, please report your concerns to management at h&h.

Personal Belongings

At h&h, we take pride in providing a safe environment for all our students and staff. However, we cannot be held responsible for any loss or damage to your personal belongings.

Please ensure that you always keep your personal belongings with you.

Assessment Information.

Your Results

During your studies, you'll be given results for your assessments. Below is information on the types of results you may receive and what they mean.

Competent (C)

To receive this result, you'll have met all the criteria for the unit and demonstrated the required skills and knowledge.

Not Yet Competent (NYC)

This result means that:

- Your evidence was incomplete.
- The evidence did not meet the required standard.
- The evidence was not your own work (plagiarism or copying is not allowed and can lead to serious consequences).

If you receive an NYC result, your trainer/assessor can help you create an action plan to guide you in meeting the essential requirements to achieve competency.

Not Yet Started (NYS)

The unit has not yet been started/attempted according to evidence collected by h&h.

Continuing Activity (CA)

This result can mean either:

- You have started the unit and deemed in-progress, or
- You have been marked Satisfactory in the theory component of the unit, however practical components (achieved during work placement hours) are yet to be assessed for competency.

Credit Transfer (CT)

The recognition of previously completing a unit that is equivalent to a unit you are enrolled in. Formal evidence and verification by h&h is required before achieving this recognition. Once recognised, you'll not be required to repeat training or assessment for that unit.

Recognition of Prior Learning (RPL)

The assessment of your current skills and knowledge that you have acquired through previous training, work or life experiences, which are relevant to the requirements of your course. Extensive evidence is supplied for the trainer/assessor to review against the unit requirements and assess the sufficiency of the evidence to be approved for RPL.

Assessment Methods

Throughout your studies, your Trainer/Assessor will use a variety of assessment methods to ensure we collect sufficient evidence to demonstrate your competency. These methods help us evaluate your skills and knowledge in different ways.

Assessment Methods Used

Assessment methods used at h&h can include, but are not limited to:

- Written questions and answers
- Roleplay Presentation
- Workplace observation
- Assessment tasks i.e. report writing, case study and questions, group activity/excursion, third-party report etc

Return of Assessments

It is important for you to keep a copy of all assessments that you submit to h&h. While we take great care in managing and keeping records of your work, h&h is not responsible for any lost or damaged assessments.

h&h Quality Standards

At h&h, we pride ourselves on delivering high standards of education to enhance your knowledge and skills in the industry.

Our courses are designed around competency-based assessment methods, meaning you are required to meet industry standards across both theory and practical components for each unit. You must achieve a 100% result to be deemed competent.

This approach ensures that you are job-ready and confident in your abilities, contributing to high standards in your chosen industry.

Additional Research and Paraphrasing

You will have access to a learner guide for each unit or assessment you complete with h&h. We strongly encourage you to conduct additional research through a variety of sources as required. Please be mindful of the sources you use and consider their reputation. For your research, we suggest referring to government websites and industry-specific sites (which you can obtain from your Trainer/Assessor). Ensure that the information is relevant to Australia, and specifically to New South Wales.

Once you have conducted your research, it is important to demonstrate your understanding of the material. Instead of copying and pasting information into your assessment responses, please paraphrase it in your own words.

Need more assistance with paraphrasing?
Please [click here for a tutorial](#).

Use of Artificial Intelligence (AI) tools

We recognise that while AI tools are helpful for brainstorming, grammar, and phrasing, they should not replace your original work. Below are our guidelines for using AI tools.

Maintaining Academic Integrity

Ensure that your assessments reflect your own analyses and conclusions. If AI tools assist in generating content, acknowledge their use in your assessment. This transparency helps maintain academic integrity.

Plagiarism

Directly copying and pasting AI-generated content is considered plagiarism. Excessive plagiarism or evident reliance on AI that shows a lack of engagement with the coursework may result in a Not Yet Competent (NYC) result.

Responsible Use of AI

Do not use AI to fabricate data or generate entire sections of your assessment. Misusing AI undermines your learning process and the quality of your education.

Work Placement.

Overview

In some of our accredited courses, you'll be required to complete a work experience component. This is a vital part of your qualification, helping you apply your theoretical knowledge in a real-life workplace environment. It provides you with the opportunity to work with industry professionals, develop practical skills, and gain valuable industry experience.

Finding a Placement

If you already have a work experience organisation in mind, you'll need to seek approval from your Trainer/Assessor before proceeding with your placement, to ensure that any required paperwork is completed.

If you do not have a placement arranged, our staff are available to assist you in finding a suitable opportunity. We have established relationships with a range of facilities and can help you connect with a placement that meets the requirements of your course

Work Experience Hours

You'll be required to complete a specific number of work experience hours as part of your qualification. This information will be provided in your booking confirmation during enrolment.

Your shift times will depend on the organisation where you are placed.

Please note that work experience hours can only be completed between Monday to Friday and not weekends.

Work Experience Locations

The type of organisation that you will be completing work experience at will depend on your chosen qualification.

Early Childhood Education and Care

Your work experience will be at a long day care centre educating children aged 0 to 6 years. This placement focuses on early childhood development and care.

Aged Care

Your work experience will be in a high-care facility, such as a nursing home or residential care centre, with a minimum of three clients, including clients receiving dementia care. This placement provides experience in delivering care for elderly individuals.

Disability Support

Your work experience will be at an approved organisation that offers support services for individuals with disabilities with a minimum of three clients. This placement provides experience in delivering care for individuals with disabilities

Community Services

Your work experience will be at an approved organisation that offers a range of services to community members, with access to a range of suitable resources, equipment and facilities to perform work requirements. This placement provides experience in delivering care and support within the community.

Preparing for your work experience.

What you'll need

National Police Check (NPC):

Aged Care and Community Service students will be required to obtain one before starting work placement.

Working with Children Check (WWCC):

Early Childhood Education and Care, Disability Support, and Community Services students will be required to obtain one prior to work placement.

National Disability Insurance Scheme Worker Check (NDISWC):

Disability Support students will be required to obtain one prior to work placement.

First Aid Certification:

Complete a valid First Aid course. If this is not part of your course, h&h offers the unit of competency as a standalone. Speak with your coordinator for further information.

Memorandum of Understanding (MoU):

Fill out and return this form. Work experience cannot start until the MoU is processed, which may take up to 14 days.

Medical Conditions:

Inform your Trainer of any medical conditions that may affect your work experience.

Once the applicable requirements above are met, h&h staff will confirm your placement with your chosen organisation and send them the necessary insurance paperwork.

What is expected of you

While completing your work experience, we recommend following these guidelines:



Complete Your Work Experience Booklet

Bring your booklet daily, and have it signed by both the organisation supervisor and your Trainer/Assessor (when they visit).



Wear Your Name Badge

This will be provided before starting your work placement, wear it at all times during your placement.



Follow the Dress Code

The dress code specified in your work experience booklet must be followed for a professional appearance.



Report Absences

If you are sick, obtain a doctor's certificate and notify your Trainer/Assessor and Coordinator as soon as possible. You will need to make up any missed days.



Discuss Concerns

Address any issues or concerns with your Trainer/Assessor immediately.

Your Trainer/Assessor will visit you onsite during your work experience to offer support and assess your progress.

Checks for your work experience.

National Disability Insurance Scheme Workers Check (NDISWC)

Prior to commencing your work placement, where you will be delivering support or services in the disability and/or aged care industry, you will be required to obtain a National Disability Insurance Scheme Workers Check (NDISWC).

We suggest applying for an NDISWC upon commencing Section 2 of your qualification, after deciding on your work placement organisation, as the approval process can take several weeks.

There are two types of checks:

- **Workers:** If you are working in the industry, you may need to apply for the Workers NDISWC, which costs \$105.
- **Volunteers:** This check is suitable for your work placement and is free.

How to apply

To apply for an NDISWC, [click here](#).

You will be required to visit a Service NSW Centre closest to you, to complete the second half of the application process, as your identification documents will need to be verified.

Once you receive your check, please forward it to your Trainer/Assessor or Coordinator. Please note that the check is valid for 5 years.

Working with Children's Check (WWCC)

To complete the work placement requirements for your course, you will be required to obtain a Working with Children Check (WWCC). A WWCC is mandatory for anyone who works or volunteers in child-related roles in NSW.

We suggest applying for a WWCC upon commencing Section 1 of your qualification, as the approval process can take several weeks.

There are two types of checks: Workers and Volunteers.

Although the Volunteer WWCC is free, we recommend applying for the Workers WWCC, which costs \$105, if you plan to commence employment in a child-related industry. However, the Volunteer Check will be suitable for your work placement.

How to apply

To apply for a WWCC, [click here](#).

You will need to visit a Service NSW Centre closest to you to complete the second half of the application process, as your identification documents will need to be verified.

Once you receive your check, please forward it to your Trainer/Assessor or Coordinator. Please note that the check is valid for 5 years. Additionally, note that other Australian states and territories may have their own requirements, and your NSW WWCC might not apply elsewhere.

National Police Check (NPC)

Before starting your work placement and delivering support or services in the aged care industry, you may need a National Police Check (NPC).

This check summarises your offender history in Australia by collecting data from all Australian police services.

We suggest applying for an NPC approximately two months before commencing your work placement. Some placement organisations may require a 'current' NPC and will not accept checks older than 6 weeks.

The cost of an NPC may vary depending on the organisation or site through which you process your application. We recommend applying through the Service NSW website, with costs starting from \$55.80. Please note that if your application requires fingerprinting, the costs may increase to \$211.10.

How to apply

To apply for an NPC, [click here](#).

Upon receiving your NPC, please forward it to your Trainer/Assessor or Coordinator. Although an NPC does not have an official validity period, organisations may request an updated check if the date of your current check does not comply with their internal policies. An individual's offender history may have changed during that period.

Support and Assistance

If you have any questions or need assistance with your work experience placement, your Trainer/Assessor and Coordinator are available to provide guidance and support.

They can help you with any issues you may encounter during your placement and ensure you meet all the requirements for your qualification.

Fees and Payment.

Payment of Fees

h&h has implemented flexible payment options to assist you with course fees.

These options include:

- A direct debiting system with Pay Smart.
- Credit card, EFTPOS and cash payments
- Credit card/visa debit card payments over the phone.
- Direct deposit via h&h's Bank Account at an ANZ Branch or via bank transfer.

Upon enrolment, you'll be provided with more information on the payment options outlined above.

Please note that it is crucial that you obtain and keep a record of your receipts.

If further information is required, you can connect with our Accounts Team.



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Refund Policy

Course Cancellation

Should h&h cancel a course prior to you commencing the course, you'll be refunded 100% of all course fees paid including the administration fee (deposit).

Withdrawal

Should you withdraw prior to commencement, h&h will retain the administration fee (deposit) paid upon enrolment. If more than the administration fee (deposit) was paid at enrolment the difference will be refunded.

Should you withdraw during enrolment, h&h will retain the administration fee (deposit) and any monies received for training and materials provided.

Exceptional circumstances will be considered by management.

Funded Program information.

Smart and Skilled

What is Smart and Skilled?

Smart and Skilled is a NSW Government initiative designed to help you gain the skills needed to secure a job and advance your career. It provides funding for vocational education and training, making quality education more accessible.

What Does Smart and Skilled Provide?

Smart and Skilled offers the following benefits for eligible students:

Reduced Fees

NSW Smart & Skilled offers significant subsidies, lowering the cost of vocational education and training for students. This financial support makes it more affordable to pursue new qualifications or upgrade existing skills.

High-Quality Education

The program ensures that courses are delivered by registered training organisations (RTOs) that meet stringent quality standards, providing you with a solid education that meets industry needs.

Enhanced Employment Opportunities

Completing a Smart & Skilled subsidised qualification can improve your job prospects by equipping you with relevant skills and credentials that are highly valued by employers.

Support for Skill Development

The program targets skill shortages in various industries, helping you to acquire skills that are in demand, which can be advantageous for career progression and job security.

Find Out More

For up to date information, you can [visit the Smart and Skilled website.](#)

On the Smart and Skilled website, you can find more about the following:

- Check your eligibility against criteria for Smart and Skilled funding
- Estimate your student fees
- Smart and Skilled fee arrangements
- How to enrol
- Support for disadvantaged students
- Apprenticeships and traineeships
- Consumer protection
- Recognising skills

Need help?

If you have any questions about Smart and Skilled or need assistance with your enrolment, connect with our friendly Accounts Team for support.



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VET Student Loans.

What is a VET Student Loans?

The VET Student Loan program is an Australian Government initiative that offers income-contingent loans to help eligible students cover the costs of certain diploma level and higher vocational education and training (VET) courses.

Am I Eligible for a VET Student Loan?

To be eligible for a VET Student Loan, you must meet the following criteria:

Australian Citizenship or Residency:

You are an Australian citizen, a qualifying New Zealand citizen, or a permanent humanitarian visa holder who resides in Australia.

FEE-HELP Balance:

Your FEE-HELP balance must be greater than \$0 and sufficient to cover the amount you wish to borrow.

Enrolled in an Approved Course:

You must be enrolled with an approved course provider in a course delivered on a campus in Australia.

Tax File Number (TFN):

You need to meet TFN requirements. If your TFN information is not correct, your application will not be processed.

Unique Student Identifier (USI):

You must have a Unique Student Identifier (USI) or be exempt.

Progression Forms:

You will need to submit progression forms to confirm your ongoing engagement with your studies to continue accessing the loan throughout your course.

Academic Suitability:

You must meet one of the following criteria:

Provide your Australian Year 12 Certificate, or show evidence of successful completion of a Certificate IV or higher qualification (in English), or demonstrate competence at Exit Level 3 in both reading and numeracy through an approved Language, Literacy and Numeracy (LLN) test.

Have read the Information Booklet:

You must have read the 2024 VET Student Loans Information Booklet and submit required documents. You must submit all required documents and the loan application form by the first census day, no less than two business days after enrolling.

To apply

1. **Check Your Eligibility:** Make sure you meet all the criteria listed above.
2. **Read the Information Booklet:** Familiarise yourself with the VET Student Loans Information Booklet.
3. **Submit Your Application:** Complete the loan application form.
4. **Provide the required documents:** Ensure you submit your documents to us by the first census day.

For more details, visit the official [VET Student Loans page](#).

Learner Support.

What is Learner Support?

At h&h, we understand that adults come to learning with different experiences and needs. Whether you're returning to study after a break or just starting out, we're here to support you every step of the way.

How We Support

Identifying Your Learning Needs

We help you assess your individual study skills and identify areas for improvement.

Skill Development

We assist you in developing effective study techniques, including self-assessment and peer-assessment practices to strengthen your learning abilities.

Creating a Positive Environment

Our trainers and foster a supportive atmosphere where you can thrive.

Clarifying Jargon

We help break down technical or industry-specific terms so you can understand the material better.

Hands-On Experience

We provide practical, hands-on opportunities to apply what you learn, where applicable.

Support & Advice

We offer Zoom, telephone and email support, as well as assistance with resume and cover letter writing should you need support.



Additional Support and Modifications

If you require more specific support or adjustments, we are committed to providing reasonable modifications to help you succeed. For example, if cultural barriers affect your learning, we may adapt our teaching methods to better suit your needs.

For additional help, we can connect you with local community service groups and state training services. Please ask your Trainer/Assessor or Coordinator for more details.

Mental Health and Wellbeing Support.

At h&h, we recognise that students might face various challenges during their studies that can impact their mental health and overall wellbeing.

What we provide

Our Mental Health and Wellbeing Support includes, but is not limited to, the following services:

Wellbeing Professional Developments

Workshops on mental health and stress management.

One-on-One Meetings

Personal support from our staff.

Informational Flyers

Resources on mental health and local services.

Manual Handling Training

Onsite training for safe practices.

Mental Health Hotlines and Websites

References for additional support.

Video Resources

Videos on self-care and stress management.

Social Events

Opportunities to connect and build community.

External Agency Connections

Referrals for career advice and more.

h&h Safety Measures

Ensuring a safe learning environment.

If you are experiencing depression or anxiety anywhere in Australia, you can **contact Beyond Blue by calling on 1300 22 4636**. They also have chat online and email services that can be accessed through their website: www.beyondblue.org.au

If you are in a personal emergency crisis, you can **contact Lifeline by calling 13 11 14**.

Lifeline has a 24/7 telephone counselling service and online chat crisis support. Their counsellors are trained to offer emotional support in times of personal crisis.

Accessing Support

To learn more about these services or find out how you can access them, please contact our staff. We are here to support you throughout your studies.



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Certification.

Issuing a Qualification or Statement of Attainment

All courses at h&h are accredited and nationally recognised. For more details, you can [click here](#). Our National RTO Code is 45704.

Once you have achieved competency, you'll receive your Qualification or Statement of Attainment (SOA) within 28 days of us receiving your finalised student file.

To be issued your Qualification or SOA, we require you to:

- Settle all fees in full before the course end date, as agreed upon at enrolment.
- Complete all units of competency, demonstrating proficiency in both theoretical and practical components of the course.

Please note that certificates are issued within 28 days from when the Trainer/Assessor confirms all assessments as competent.

Your certificate will be posted to the nominated address unless you communicate with us for alternative arrangements i.e. collection from the college campus.

Re-Issue of Qualifications, SOA and First Aid Certificates

If you need a replacement for a lost or misplaced certificate, you can get it reissued by following these steps:

1. **Connect:** Reach out to us to request a 'Re-Issuing Certificate Application' form and a blank 'Statutory Declaration' form. You can do this via email, phone, or in person.
2. **Payment:** Pay a \$30.00 fee for the reissue. Payment can be made by credit card over the phone, bank cheque, money order, or in person at the accounts department.
3. **Submission:** Ensure you submit the completed application forms and proof of payment.

Once processed, please allow up to 14 working days for your certificate to be posted. If you have any questions or need assistance, don't hesitate to contact us.

Your next step.

What's Next?

You have finished your qualification and are not sure what to do next. Perhaps there is another qualification you would like to enrol in?

Our team is here to support you during and after you complete your studies.

Ready for work?

When our students complete their studies, our support does not stop. Our staff are happy to assist you with contact details for industry partners who offer employment opportunities. h&h also provides assistance with resume and cover letter writing. Simply give us a call or drop by the campus to catch up with your trainer.

Our trainers are more than happy to act as your referees should any employment opportunities arise in the near future.

Connect with our team at (02) 9682 0100 to discuss your options. Alternatively, check out the h&h website to find out more about all the qualifications that we have to offer.

Career Support

Unsure what to study or need assistance with applying for a job? Speak to our administration team to book an appointment with our Business Development Manager.

We also offer resume writing 'Professional Development' workshops available to all students upon request.

Connect with us if you need any assistance with your resume or cover letter, or if you advice on organisations to approach. There are numerous organisations that work closely with h&h and we can connect you with one that is hiring. For more information, connect with our Business Development Manager at (02) 9682 0100 or email granville@hnh.org.au.

For the best outcome, we encourage you to include the following in your email:

- Availability for work and employment type (i.e full-time, part-time or casual)
- Your desired industry
- Your contact details
- Resume
- Cover letter (if applicable)
- Links to the job/s you have applied for (if applicable)
- Suburb you are currently residing in

Complaints and Appeals.

What is this?

At h&h, we are committed to meeting the diverse needs of our students and fostering a welcoming and inclusive environment focused on academic excellence and engagement. While we strive to fulfil every requirement, there may be instances where concerns arise.

Any inappropriate behaviour towards our staff is unacceptable and may lead to removal from class, suspension, or, in serious cases, cancellation of enrolment.

Please note: All complaints and appeals are handled with the utmost confidentiality, adhering to privacy laws and confidentiality agreements at all times.

For more details on the policies governing our Code of Conduct, please refer to the 'Legislations and Policies' section.

Aims

We provide a clear and accessible complaints and resolution process to ensure that:

- The rights of both h&h and the student are protected when a complaint is submitted.
- Our processes enable swift and effective resolution of student concerns.
- Resolution procedures follow standardised practices across h&h.
- All complaint procedures comply with government requirements.

When to lodge?

We believe in the quality of our courses and the skills of our Trainers/Assessors, who are attentive to the needs of our students.

However, if you encounter any issues, we encourage you to follow these steps:



Raise your concern with your trainer, assessor, or coordinator.



If the matter is still not resolved, please proceed to the formal complaint procedure.

Processes.

Appealing assessment results

The appeals process is completed using the following steps:

- Discuss the results with the Trainer/Assessor if a student disagrees with the assessment result.
- If this approach does not resolve the issue, the student can request an 'Appeals Against Assessment Results Form'.
- Once completed, this form will be submitted to and actioned by the Manager within 7 days of receipt.
- The student will be notified in writing of the outcome within 5 business days.

Please note that students have 30 days from the date the assessment was deemed NYC (Not Yet Competent) to appeal the assessment result.

This appeal can be submitted on the grounds that the student:

- Was not informed about the assessment process for the course
- The assessment process differed significantly from what the student was told
- The assessment environment adversely affected the student's performance
- Believed that they had demonstrated competency in the assessment(s)

Lodging a formal complaint

Formal Complaint Lodgement Process:

1. Request complaint forms from any h&h staff member.
2. The completed form should be lodged online.
3. The manager who receives the complaint form will immediately organise a meeting with the student, either by phone or in person.
4. Any other parties involved in the complaint (e.g., Admin Staff, Managers, Trainers/Assessors, or Work Experience Personnel) will be contacted for actions noted in the complaint. This will be done by a manager via phone, email, or a meeting on campus.
5. Solutions must be determined within a maximum of 5 business days regarding the complaint/issue, and this will be communicated to all parties.
6. If the student is not satisfied with the outcome received from h&h, they will be provided with the regulatory body's contact information to escalate the complaint. In this instance, the regulator is the Australian Skills Quality Authority (ASQA). [Click here for information.](#)

Legislations and Policies.

Equal Opportunity and Diversity Policy

h&h is committed to equal opportunity in education and employment for students and staff. We aim to provide an environment that fosters equity and fairness and recognises, respects, and values the diversity of all students and staff. Our *Equal Opportunity and Diversity Policy* outlines the responsibilities of the entire h&h community to implement equal opportunity and diversity principles and to refrain from bullying, discrimination, and harassment. It also sets out the consequences of any breach of the policy.

Discrimination of staff, students or visitors attending h&h is prohibited on the basis of the following:

- Gender
- Ethnic origin
- Pregnancy
- Marital status
- Age
- Sexual orientation
- Physical appearance
- Psychological barriers
- Religion

Drugs and Alcohol Policy

h&h prohibits the use or consumption of drugs and alcohol on its premises. Any student found to be affected and/or under the influence of these substances will be asked to leave the premises immediately.

Principles of Access and Equity

We at h&h are committed to:

- Ensuring our courses are accessible to students.
- Not excluding any group, culture, or individual from participating in our courses or attending associated workplaces.
- Providing all students with an equal opportunity to progress through their course and complete their studies.
- Ensuring course material does not contain language, images, or audiovisuals that are potentially derogatory or offensive.
- Seeking feedback from students regarding their level of satisfaction with all aspects of the training received.
- Reviewing our courses and administration procedures to improve and maintain quality and relevance.
- Providing student support services to ensure equal opportunity.

Sexual Harassment Policy

h&h is committed to providing a work and training environment free from sexual harassment or intimidation. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that could make a person feel uncomfortable. All instances of harassment should be reported either in writing or during an organised meeting with our Managing Director. All reports will be handled with upmost respect and confidentiality.

Work Health and Safety (WHS) Act 2011

Consistent with the provisions of the Work Health and Safety Act (WHS) 2011 in New South Wales, h&h is committed to ensuring the health, safety and welfare of all employees, students and visitors. h&h ensures that its workplace protects these people from work-caused injury and ill health by complying with all relevant safety legislation.

To achieve the WHS objectives, h&h commits to the following:

- Striving to prevent accidents and infections through the identification, removal, and control of hazards, as well as the investigation and reporting of all accidents and dangerous incidents.
- Participation in and consultation with employees on safety matters of significance.
- Provision of first aid and emergency procedures.
- Provision of information, training, and supervision as necessary for safety.

A student's duty of care is to advise an h&h staff member of any potential hazards or faulty equipment so that appropriate action can be taken and the issues rectified.

Privacy Amendment (Enhancing Privacy Protection) Act 2012

At h&h, your privacy is important to us. h&h complies with the Australian Privacy Principles, including the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, which amends the *Privacy Act 1988*. Student records are treated as confidential and are kept safely and securely in a lockable cabinet. Students do not have access to other students' files.

Apprenticeship and Traineeship Act 2001

Apprenticeships and traineeships in NSW are administered under the Apprenticeship and Traineeship Act 2001. This Act provides the framework which protects and supports employers and their apprentices and trainees. Qualifications from nationally agreed training packages are identified by the industry as being suitable to be delivered as an apprenticeship or traineeship. They are established in New South Wales using a Vocational Training Order (VTO). The VTO specifies the qualification, length of apprenticeship or traineeship and the probationary period.

VET Quality Framework

It is the responsibility of h&h to create an environment of access and equity and maximise outcomes for its students. h&h must cooperate with the National VET Regulator, i.e. ASQA. h&h has a policy and procedure regarding client complaints and appeals, which is reviewed annually as part of continuous improvement processes. The Managing Director and General Manager of h&h are ultimately responsible for ensuring that h&h complies with standards. This includes the management of all policies and procedures for h&h; liaises with vocational training assessors regarding student information and documentation; is responsible for ensuring all students have an agreement, and are aware of h&h's guarantee regarding completing their training and assessment.

Trainers/Assessors must operate in accordance with all policies and procedures for h&h; ensuring each student has accurate course information. Should a student feel they do not have accurate information regarding their course and obligations, they should seek advice from senior management of h&h.

Discrimination, Harassment & Bullying.

Our Policy

At h&h, we uphold a zero-tolerance policy towards discrimination, harassment, and bullying. We are committed to fostering a respectful and inclusive environment based on honesty, fairness, trust, accountability, and respect.

Our aim is to create a work and study atmosphere where every community member is treated with dignity. We actively educate everyone about the nature and impact of harassment, discrimination, and bullying. Any incidents of such behaviour are met with immediate and decisive action. Our goal is to ensure a safe and supportive environment where each individual feels valued and respected.

Legislation relating to discrimination, harassment and bullying:

- Human Rights & Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Sex discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Inclusion Act 2014
- Age Discrimination Act 2004
- Work Health & Safety Act 2011
- Workplace Relations Act 1996
- Freedom of Information Act 1982
- Privacy Act 1988
- Crimes Act 1900
- Criminal Code 2002

Information about what to do about discrimination, harassment & bullying:

Silence allows the bully or harasser to continue their intimidation. Each situation is unique. If you, as a student, are being bullied, you might consider taking direct action with the individual, starting with informal steps. However, you **MUST** report every incident—regardless of its significance—to h&h management for record-keeping purposes.

h&h has a complaint resolution procedure that can be used in these situations (see Complaints). Make a detailed record of what happened, including the location, time, date, those involved, and those present, ensuring the record is accurate. If you experience, or witness, any form of discrimination, harassment, or bullying and feel comfortable and safe addressing the individual(s) involved, make it clear that the behavior is unwanted and unacceptable. If you are uncomfortable approaching the person(s) yourself, you may ask a senior staff member to mediate or facilitate a discussion to find a resolution acceptable to everyone involved.

In some cases, a formal investigation may be required. This will be conducted by our Managing Director, usually following preliminary discussions with h&h. You'll need to submit a written report, and an impartial person (typically the Managing Director) will carry out the formal investigation. A report will be recorded, and you be advised of the outcome.

If an issue remains unresolved or there is a risk of serious or imminent abuse, whether verbal or physical, h&h may request a WHS inspector to attend the workplace. The inspector will take appropriate action under the relevant legislation.

h&h is responsible for investigating complaints, reducing risks, preventing incidents, addressing and documenting issues, and taking appropriate action. Employees, contractors, and students at h&h have a duty to take reasonable care to ensure they do not compromise the health and safety of others. If someone becomes aware that another person's health and safety is at risk, they must report the issue and cannot remain indifferent.

The outcome may involve disciplinary action against an employee, Trainer/Assessor, or student in accordance with relevant legislation. h&h may also implement changes in the workplace to ensure that discrimination, harassment, and bullying are immediately addressed. These changes may include providing counselling to all stakeholders to help them recognise and correct inappropriate behaviour.

Connect with us.

If you have any questions or concerns please connect with us and we will do our best to assist.



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