



Participant Handbook



Hope Institute for Further Education Pty Ltd
RTO 40476

Hope Institute for Further Education

CONTENTS

WELCOME TO HOPE INSTITUTE FOR FURTHER EDUCATION	4
A FEW DETAILS ABOUT US.....	4
Our RTO	4
Our course delivery option:.....	4
Our staff	4
Our marketing	4
THE AGREEMENT BETWEEN HOPE INSTITUTE AND THE COURSE PARTICIPANT	5
COURSE ENTRY REQUIREMENTS	6
English language and literacy requirements	6
Unique Student identifier (USI).....	6
Technology requirements	6
Work Placement	7
OUR TRAINERS AND ASSESSORS ARE HERE TO HELP	7
WHAT THE PARTICIPANT HAS TO DO	7
SKILLS YOU MAY ALREADY HAVE.....	7
RPL- recognition of prior LEARNING.....	7
Credit Transfer (CT)	7
HOPE INSTITUTE POLICIES SET OUT WHAT WE DO AND HOW YOU ARE SUPPORTED.....	7
ACCESS AND EQUITY.....	8
Purpose	8
LEGISLATIVE REQUIREMENTS	8
Procedure	8
Commonwealth of Australia Acts	8
New South Wales Acts	9
Learner support and assistance	9
Accessibility	10
DELIVERY OF TRAINING	10
Workbooks and materials	10

Hope Institute for Further Education

Attendance and progress	10
Course enrolment for distance learning is for 12 months and we offer a course extension of time	11
ASSESSMENT.....	11
How you are assessed	11
Who conducts the assessment?.....	11
How many times can you attempt assessments?	11
Getting results and your certificate	12
Appealing your final results - our assessment appeal procedure	13
A SAFE LEARNING ENVIRONMENT	14
security.....	14
Evacuation.....	14
Safe learning – bullying and harassment	14
Our administration staff are there to support you	14
PRIVACY	15
Your personal information	15
What information does hope institute collect?	15
Confidentiality and privacy of information required for payment of fees.....	15
FEEDBACK	15
General feedback from our website	15
OUR COMPLAINTS PROCEDURE	16
COURSE FEES AND PAYMENT PLANS.....	17
REFUNDS, WITHDRAWALS AND CANCELLATIONS	17
SPECIAL CIRCUMSTANCES FOR COURSE REFUNDS	18
Provider default – if hope institute cannot offer or continue a course – full refund provided	18
Our commitment to quality customer services.....	19
Other questions.....	19

Hope Institute for Further Education

WELCOME TO HOPE INSTITUTE FOR FURTHER EDUCATION

Thank you for choosing Hope Institute for your educational needs. We are committed to provide a quality education to all participants. If you require assistance with any part of your training, you are welcome to talk to our supportive staff.

We appreciate and cherish the opportunity to support all participants who are doing the course

A FEW DETAILS ABOUT US

OUR RTO

Hope Institute for Further Education is a Registered Training Organisation (RTO) Provider 40476

We deliver the following qualifications and Unit of Competency:

- **CHC33015- Certificate III in Individual Support (Ageing, Disability and Home & Community Care specialisations)**
- **CHC43015- Certificate IV in Ageing Support**
- **CHC43115- Certificate IV in Disability**
- **HLTAID003- Provide first aid**

We operate office in Parramatta and support clients across Sydney for our blended delivery as we realize that you are busy and must fit training around your work and life.

Campus Address: Suite 3 & 4, 48 Macquarie St, Parramatta, NSW 2150

OUR COURSE DELIVERY OPTION:

Hope Institute offers our course in blended delivery option to suit your lifestyle:

“Blended” learning – We have structured all our courses with Face –to - Face component with self-study to suite your life style along with emphasis on practical workshops. Every Unit of Competence of all the qualifications will have one Face to Face session of Full day at our Parramatta Campus. You will be provided with your Time Table at the time of enrolment. Hope Institute provides Face –to- Face and email Student Support. Every Wednesday from 10 AM – 4 PM, we have Face –to- Face student support. Students can send an email at support@hopeinstitute.edu.au for academic support and your Trainer and assessor will reply within 2 days.

OUR STAFF

Our staff can be contacted by phone and email. Our trainers are fully qualified and dedicated to providing high quality training to all participants.

OUR MARKETING

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Hope Institute has marketing material that is easy to read and understand. We will meet the standards set for ethical and accurate marketing information.

The following information is provided as a reference for clients and sets out the Hope Institute policies and procedures for quality training and assessment and support to our valued clients.

THE AGREEMENT BETWEEN HOPE INSTITUTE AND THE COURSE PARTICIPANT

Upon receipt of the completed course enrolment details and the Course Fee (1st instalment) Hope Institute for Further Studies guarantees the following which forms the agreement by the RTO that we will:

Upon receipt of completed enrolment form and course fee, Hope Institute guarantee the followings:

- ❖ Provide services according to the terms & conditions of enrolment;
- ❖ Hope Institute is responsible for compliance of Training and assessment;
- ❖ Hope Institute is responsible for providing training and assessment as per the current Training Package;
- ❖ Provide access to the course material & assessments in electronic form (e.g. USB);
- ❖ Provide trainer & administration support to the students throughout the enrolment;
- ❖ Mark, provide feedback & results on the submitted assessment tasks;
- ❖ Support students to achieve their goal of completion of the qualification;
- ❖ Provide support for students with specific and special needs identified by the parties within the capacity of the RTO;
- ❖ Issue results & qualification or statement of attainment/s upon satisfactory completion of the course requirements with 30 calendar days;
- ❖ Provide a fair & reasonable complaints & assessment appeal process;
- ❖ Seek feedback on Hope Institute's services;
- ❖ Hope Institute will keep any information (including account details) in direct debit confidential. Information provided by you is considered confidential and will not be divulged to any third party, unless required by law, nor will it be sold.

When the participant is confirmed in the course and completes and signs the enrolment form including the terms and conditions and pays the Course Fee (1st instalment), this forms the agreement you are entering into with Hope Institute. You are agreeing that:

- ❖ details provided on enrolment are correct and the participant warrants he/she is aware of and meets the entry requirements and has discussed special needs with the RTO;
- ❖ course enrolment is complete when the 1st instalment is paid and the money is deposited in the Hope Institute account ;
- ❖ the terms and conditions of enrolment are accepted including fees and refund and withdrawal policy;

Hope Institute for Further Education

- ❖ Hope Institute has the participant's consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia (where payment is by direct debit);
- ❖ Hope Institute will provide the date for course commencement and this date will be known as the agreed course commencement date;
- ❖ course duration is effective from the agreed course commencement date;
- ❖ blended learning will be deemed to have commenced their course on the agreed commencement date;
- ❖ participants are responsible for their own attendance, progress and submission of work including assessments;
- ❖ participants will communicate with the trainer and administration if there are issues or barriers to completion of the course where Hope Institute may be able to help to support the participant;

COURSE ENTRY REQUIREMENTS

ENGLISH LANGUAGE AND LITERACY REQUIREMENTS

- ❖ We offer the courses to people over 18 years of age as we expect people to be adults with some work and life experience.
- ❖ The courses requires a good level of literacy—speaking, reading, comprehension and writing. This includes effective English language, communications.

UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

Link a student's VET achievements, regardless of where in Australia they did the course

Let students easily access secure digital transcripts of their achievements (transcripts will be available from April 2016) give students more control over their VET information.

TECHNOLOGY REQUIREMENTS

- ❖ Students enrolling in the blended -learning course must have adequate access to a computer, the Internet and an email address to participate in this mode.

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WORK PLACEMENT

A work placement is a highly stimulating and rewarding part of the course. It will enable you to participate in a real workplace and put into practice the new skills and knowledge that you are learning in the course. Please refer to the Course Brochure for the Course more detail on Work placement.

You can arrange your own Work Placement or Hope Institute can assist you to find a Work Placement. Please discuss this with your Trainer and Assessor.

OUR TRAINERS AND ASSESSORS ARE HERE TO HELP

The trainer and assessor is your main point of contact with Hope Institute. You get to know the trainer in the course or stay in touch by email. You can always still stay in touch with your trainer and assessor by phone, email.

Your trainer will guide you through the learning materials and give you support and instructions. This includes templates and example documents to make your study relevant. When we conduct assessments, there are clear instructions and the assessors must provide the participants with feedback and every opportunity to demonstrate your competence.

WHAT THE PARTICIPANT HAS TO DO

Each participant:

- ❖ participates in the training and learning in order to develop their skills;
- ❖ attend the Face –to-Face workshops;
- ❖ be attentive and cooperative and makes every attempt to support other students;
- ❖ takes responsibility for your own progress as an adult learner (we only enrol students who are over 18 years of age) ;
- ❖ completes and submits work on time in a hand written or typed format;
- ❖ gain access to a workplace or an organisation where you can conduct the practicals and assessments;

SKILLS YOU MAY ALREADY HAVE

RPL- RECOGNITION OF PRIOR LEARNING is available if you think you are able to gain credit for skills and experience gained during work life. We ask about RPL at the start of the course, at induction and you can discuss this at any time as you progress with assessments. Please speak to your trainer about RPL.

CREDIT TRANSFER (CT)

If you have a qualification or part qualification issued by another RTO we will recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic.

HOPE INSTITUTE POLICIES SET OUT WHAT WE DO AND HOW YOU ARE SUPPORTED

Hope Institute has written policies and procedures that:

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- ❖ identify and meet your support needs;
- ❖ deliver the training and conduct of assessment;
- ❖ document delivery and assessment arrangements;
- ❖ keep track of administration and participant records;
- ❖ set the standards for trainers and assessors;
- ❖ set down how we operate the company and comply with legislation.

Training is available for people without discrimination and the focus is to assist people in professional and personal development.

ACCESS AND EQUITY

PURPOSE

Hope Institute for Further Education will endeavour at all times to provide a training environment where access to and progress in courses is not limited by age, gender, national or ethnic background, or physical or intellectual disability. We are aware of obligations under anti-discrimination legislation and the SNR standards.

LEGISLATIVE REQUIREMENTS

RTO's must comply with legislation in the VET Quality Framework. Our company is audited and must meet and sustain compliance with the legislation that is managed by the regulator, called ASQA (Australian Skills Quality Authority).

As staff have a responsibility to remain aware of the legislation that frameworks the training services which are being provided and the type of student being catered for i.e. student visa, non-student visa etc.

This legislation outlines duties and obligations, including administration and documentation.

PROCEDURE

1. Hope Institute has provided legislative information in the Institute Legislation Folder;
2. Hope Institute has a dedicated staff member to handle legislative information access inquiries; and
3. Hope Institute has policies and procedures designed around these requirements.

COMMONWEALTH OF AUSTRALIA ACTS

- Copyright Act 1968
- Disability Services Act 1993

Hope Institute for Further Education

- Education Services for Overseas Students Act 2000
- Equal Employment for Women in the Workplace Act 1999
- Human Rights and Equal Opportunity Commission Act 1986
- Migration Act 1958
- Racial Discrimination Act 1975
- Spam Act 2003
- Sex Discrimination Act 1984
- Trade Marks Act 1995
- Trade Practices Amendment Act (No. 1) 2001
- Workplace Relations Act 1996

NEW SOUTH WALES ACTS

- Anti Discrimination Act 1977
- Industrial Relations Act 1996
- Privacy Act and Personal Information Act 1998
- Vocational Education and Training Act 2005
- Workplace Injury Management and Workers' Compensation Act (1998)
- Work Health And Safety Legislation Amendment Act 2011
- Work Health And Safety Act 2011
- Workers Compensation Act 1987

LEARNER SUPPORT AND ASSISTANCE

Prior to the course, we explain the entry requirements, and we ask some questions on the enrolment form about your interest in the course, levels of English and access to technology. We hope that you will identify any support needs or we will see from your enrolment form that we should contact you and clarify your particular needs. We follow up on a case-by-case basis. The adjustments we can offer are listed below.

While participating in the course you are encouraged to discuss any needs you have with the trainer or our course advisor. These needs may relate to:

- ❖ the training and activities required to complete the assessment;
- ❖ your environment;

Hope Institute for Further Education

- ❖ personal issues that are slowing your progress;
- ❖ correct use of learning resources;
- ❖ use of computers and submissions;
- ❖ or anything that may be a barrier to you successfully completing the qualification.

Support can be offered by

- ❖ the course advisor (for simple matters)
- ❖ the trainer/assessor
- ❖ the training manager
- ❖ or an external source if required

We want our participants to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance:

- ❖ Explanations of the learner guides that you have not understood.
- ❖ Explanations of parts of the learning that have not been understood.
- ❖ Flexibility in the delivering of training in terms of timing and completion of work
- ❖ Extra time on assessments, practical's and quizzes as appropriate or re-submit options
- ❖ Extra time on projects by request
- ❖ We will make reasonable adjustments in order to cater for the needs of participants (including people who have a disability)
- ❖ Training venues where possible will be accessible.
- ❖ Support persons agreed in advance can be arranged
- ❖ We do not offer guidance or welfare advice given the length of our courses

ACCESSIBILITY

- ❖ Hope Institute will make reasonable adjustments made to the training and assessment but will make sure that it doesn't compromise the quality or integrity of training and assessment.
- ❖ Training venues and facilities where possible will be accessible.
- ❖ Materials supplied to distance learners will be text based but we supplement this material with files and course material on USB that can be adapted on your computer.

DELIVERY OF TRAINING

WORKBOOKS AND MATERIALS

Hope Institute provides the Course material on USB. These are included in the course fee.

There is an administrative fee for replacement of lost course materials.

Hope Institute adheres to the Copyright Act. All course materials and software are licensed.

ATTENDANCE AND PROGRESS

Participants are responsible for managing of 80% of their attendance – in the classroom. . Participation is compulsory for all students to successfully complete the course and receive your certificate. Please notify our office as soon as possible in advance if you are unable to attend any sessions. You are required to be on time for

Hope Institute for Further Education

all your classes, our courses are planned for students to gain their skill set in a short period of time, therefore you need to be present and on time to gain the knowledge necessary to successfully complete the course.

We will support you and stay in touch for encouragement and support. Your progress is monitored; you must set aside the time needed to complete your study.

COURSE ENROLMENT FOR DISTANCE LEARNING IS FOR 12 MONTHS AND WE OFFER A COURSE EXTENSION OF TIME

Our courses lengths are set at twelve months and participants are expected to complete training and all assessment within the twelve months from the commencement date. Sometimes, people enrol and start a course but for personal reasons, they may not be able to complete within the agreed dates. We understand that you are busy and offer an extension of time procedure. You must submit your request for an extension before the course expiry date. You must be up to date with course fees at the time of the extension request.

If your request is successful and your extension is beyond the 12 months of the course dates you will be required to pay a course extension fee (As applicable). A maximum of four months is allowed and HIFE reserves the right to refuse an application for extension.

You must stay in touch by email or phone and re-commence the course at the end of the extension. If you do not re-commence it is deemed a cancellation of the course according to the terms and conditions.

ASSESSMENT

HOW YOU ARE ASSESSED

Assessment takes place in a range of ways across the course.

Assessments methods include:

- ❖ knowledge questions
- ❖ demonstration of skills
- ❖ case studies and scenarios
- ❖ simulation training and assessment sessions
- ❖ portfolios of work documents
- ❖ projects
- ❖ These all play a part in the assessments for each unit.

WHO CONDUCTS THE ASSESSMENT?

- ❖ A qualified assessor will conduct the assessment

HOW MANY TIMES CAN YOU ATTEMPT ASSESSMENTS?

- ❖ You can attempt each assessment on 2 occasions with a resubmit request.
- ❖ If you have difficulties with assessment this can be discussed with the trainer/assessor.
- ❖ Assessments are designed to be flexible, fair, valid and reliable to all parties, and also to meet the guidelines for the unit, relevant legislation and the workplace.

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GETTING RESULTS AND YOUR CERTIFICATE

- ❖ You receive final results at the end of each module.
- ❖ Participants assessed as competent in all units will receive the full qualification.
- ❖ Those who do individual modules and exit early or who are not yet competent will receive a statement of attainment for units of competency successfully completed.

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APPEALING YOUR FINAL RESULTS - OUR ASSESSMENT APPEAL PROCEDURE

1. For all assessment tasks but in particular for summative assessment tasks such as final projects, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.
2. If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same assessor, or that another assessor undertakes the marking of the submitted work for assessment.
This must be done within 14 days from the result date.
3. If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Training Manager and /or Director shall meet to discuss the assessment decision. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.
4. A meeting or phone conference may be offered to the participants who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal.
5. If the appellant is still not satisfied with the result and wishes to pursue the matter, Hope Institute offers an external mediation and assessment service through Student Mediation Scheme "LEADR". This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.
6. Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.
7. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.
8. Once mediation and the external assessment services has been provided by Hope Institute, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
9. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed on the regulatory role of ASQA at induction.

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A SAFE LEARNING ENVIRONMENT

We provide a sound and safe learning environment for our participants whether they are enrolled by blended. The venue is checked prior to training and any related issues are reported to the office:

- ❖ comfortable physical environment
- ❖ room size and equipment
- ❖ occupational health and safety

SECURITY

- ❖ Personal property at training venues - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property at a training venue.

EVACUATION

- ❖ In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures for that site.
- ❖ We will always check rolls and names at the meeting point to ensure our course participants are located and safe.

SAFE LEARNING – BULLYING AND HARASSMENT

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- ❖ physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- ❖ distributing or displaying offensive material (pictures, cartoons etc);
- ❖ making offensive telephone calls or posting offensive messages in our shared learning space
- ❖ making suggestions about sexual activity or sexual favours with threats or promises
- ❖ telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- ❖ isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

The Institute will follow up on complaints of bullying or harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to administration if you are enrolled in the blended learning mode. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or Ethnic Council.

OUR ADMINISTRATION STAFF ARE THERE TO SUPPORT YOU

The helpful and friendly staff:

- ❖ have good communication skills to talk regularly with participants;
- ❖ are well organised to handle your assessments and files and make sure everything is kept secure;
- ❖ have empathy with people who are studying by distance and may be located anywhere in Australia

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PRIVACY

YOUR PERSONAL INFORMATION

We ensure that your personal information is protected and kept confidential. Our company operates in accordance with the Privacy Act 1988 and the National Privacy Principles.

Participant records are kept in lockable cabinets and on password protected servers in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

Each participant can request access to their training records in writing. Access will be granted following ID checks in a timely manner.

WHAT INFORMATION DOES HOPE INSTITUTE COLLECT?

Our company collects personal information in the enrolment form and in the processing of direct debits and payment arrangements.

CONFIDENTIALITY AND PRIVACY OF INFORMATION REQUIRED FOR PAYMENT OF FEES

Hope Institute will keep any information (including account details) in direct debit requests confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you:

- ❖ to the extent specifically required by law; or
- ❖ for the purposes of this agreement (including disclosing information in connection with any query or claim).
- ❖ information provided by you is considered confidential and will not be divulged to any third party, unless required by law, nor will it be sold.

FEEDBACK

We will ask for feedback regularly. We will use approved surveys and act on any negative feedback as an opportunity to provide improved customer service.

GENERAL FEEDBACK FROM OUR WEBSITE

There is an area on our website that asks for feedback. Please use it and we will remind you to use our surveys on the website during the course. We are always listening to our client's feedback.

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OUR COMPLAINTS PROCEDURE

1. In the first instance, the complaint should be discussed with the relevant member of staff – be it in administration or training. We encourage students to talk directly with the person involved.
2. Where that is not appropriate, the complaint can be discussed with the Training Manager or Director – by phone or through email. We will seek an immediate resolution of the matter if possible.
3. If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on a complaints form and submitted. The Complainant can submit a written complaint to the Director/principal. This form can be downloaded from the website. The Director will consider the written complaint. Where the matter may involve the Director or the Principal, Hope Institute will use an agreed third party to consider the complaint and the resolution proposed by Hope Institute. This will make the process fair and transparent.
4. A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant will be informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.
5. If agreement still cannot be reached, and the complainant wishes to pursue the matter, Hope Institute offers a mediation services through Student Mediation Scheme "LEADR". This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.
6. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement.
7. Once mediation has been provided by Hope Institute, we will advise the complainant that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.
8. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.

Hope Institute for Further Education

COURSE FEES AND PAYMENT PLANS

Details of course and administration fees are on our website's FAQ page, and in the "Terms and Conditions" document on our Website's download page. This is also part of the Enrolment form that is signed by the participant.

REFUNDS, WITHDRAWALS AND CANCELLATIONS

Course variations – Withdrawal or Cancellation from a course and refund request

An enrolment fee of \$150 is non-refundable.

Requests must be in writing or email. A Refund Form is to be completed. The Refund Form is available from the website's download page.

Definition: Commencement Date

Blended Learning: For Blended Learning online induction date will be considered as the course "Commencement date".

Procedure:

- ❖ You must submit notice of the intention and the request for a refund in writing.
- ❖ Evidence to support the request must be submitted.
- ❖ You must be up to date with course fees at the time of the request.
- ❖ The request will be assessed based on information provided and the progress through the course.
- ❖ If the request is successful, a refund administration fee (as applicable) is charged and deducted from the refund.
- ❖ A refund calculation letter is provided that explains the decision.
- ❖ Statements of Attainment for units completed and paid to date will be issued.

Course variation for Blended Learning - "Cooling off" period and withdrawal from the course

Blended learning students are offered the "15 -days cooling off" period from the date of enrolment. That is 15 calendar days from the date of the enrolment.

This is because, despite the pre-enrolment information, participant may not fully comprehend the obligations and study load in this mode or not have sufficient technology access or skills to undertake the course in this mode. Or there are other reasons for reconsideration.

Procedure:

To withdraw within the "15-day Cooling off" period the participant is advised to complete the following procedure:

1. Ask questions at the induction and hopefully get answers that means you won't withdraw
2. Fill the Refund Form and send by email at admin@hopeinstitute.edu.au
3. When we have reviewed your request for Refund – then we will send the decision around your request for withdrawal and prepare the refund letter and refund payment.
4. There are administration charges. You are not refunded the enrolment fee and a refund fee and materials fee is applicable as defined in the "Terms & Conditions".

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Course variations – Withdrawal or Cancellation from a course and refund request summary

Date of withdrawal or cancellation request	Amount of refund payable
Cancellation or withdrawal request is received by the Hope Institute office within 15 calendar days of the enrolment date.	\$150 enrolment fee and \$89 Refund processing fee will be deducted from the payment received from the student.
Cancellation or withdrawal request is received after 15 calendar days of enrolment date.	No Refund is applicable for the money already paid and any outstanding debt is cancelled.
Refund in Special Circumstances approved my management. Please read below more about Special circumstances.	150 enrolment fee and \$89 Refund processing fee will be deducted from the payment received from the student. Plus \$89 will be changed if any course material or assessments have been given to the students.

SPECIAL CIRCUMSTANCES FOR COURSE REFUNDS

Hope Institute has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund- e.g. a student meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.

For example, the following circumstances will NOT be accepted for a refund:

- Job change or retrenchment
- Change of work hours
- Inconvenience of travel to class
- Moving interstate or overseas
- Pregnancy – in this situation course can be deferred

The final decision is at the discretion of the CEO.

PROVIDER DEFAULT – IF HOPE INSTITUTE CANNOT OFFER OR CONTINUE A COURSE – FULL REFUND PROVIDED

Where Hope Institute is in a “default” situation such as cancellation of course, a full refund including the Enrolment fee will be refunded and no refund administration fee will be charged.

A refund letter showing the fees to be refunded is sent to the customer

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund is requested.

Hope Institute for Further Education

OUR COMMITMENT TO QUALITY CUSTOMER SERVICES

Hope Institute of Further Education undertakes to meet the requirements set down as a registered training organisation and the VET Quality Framework. Our responsibilities are set out in standards, our Policy Manual and in this Participant Handbook.

For more specific details about our courses go to the website.

OTHER QUESTIONS

If you have any question which we have not covered in this handbook, read more on the website and frequently asked questions or please do not hesitate to contact us, and we will be happy to help you.

Mr Sukhjinder Singh

CEO, Hope Institute for Further Education Pty Ltd