

STUDENT HANDBOOK

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Welcome

Welcome to Horizon2, where we train for the future – your future – with high quality, individualised education and training. We provide nationally recognised training for individual students, businesses and communities.

Horizon2 has designed your course delivery in collaboration with current industry practitioners and leading experts, from the community services, early childhood education and care and vocational education and training professions. This means you have the opportunity to work with people who are knowledgeable in the industry sector, using up to date learning resources designed to support your success in the course and in the future.

At Horizon2, our focus is to work with you to provide a positive student experience through our approach of:

- Individualised training that equips you to be job ready with the tools to work
- A one-stop shop, where there is no wrong door
- Being organized, accessible and easy to deal with.

Courses Available

Horizon2 has a focus on working in community services and early childhood education and care. Programs available to help you to work in this area are:

Courses

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma in Early Childhood Education and Care
- CHC33015 Certificate III in Individual Support
- CHC32015 Certificate III in Community Services
- CHC42015 Certificate IV in Community Services
- CHC52015 Diploma of Community Services
- CHC62015 Advanced Diploma of Community Sector Management
- CHC40313 Certificate IV in Child, Youth and Family Intervention
- CHC50313 Diploma in Child, Youth and Family Intervention
- CHC43015 Certificate IV in Ageing Support
- CHC40413 Certificate IV in Youth Work
- CHC43115 Certificate IV in Disability

Skill Sets

- CHCSS00072 Building Inclusive Practices in Early Childhood Education and Care
- CHCSS00073 Case Management
- CHCSS00074 Child Protection Skill Set
- CHCSS00081 Induction to Disability
- CHCSS00082 Lead and Mentor
- CHCSS00094 High Support and Complex Care Disability
- CHCSS00096 Disability Work Behaviour Support
- CHCSS00098 Individual Support Disability

Please note that a number of these courses and skill sets may have Queensland Government Subsidised training available under the Certificate 3 Guarantee and the Higher Learning Skills and there may be conditions (such as working in the industry) attached to your eligibility for funding. Please contact us for clarification or access the information on our website.

Enrolment

To enrol in the course or skill sets you have chosen, simply complete the enrolment form and email or mail the completed form to us at:

- support@horizon2.com.au, or
- The Enrolment Officer, Horizon2 Pty Ltd, PO Box 63 Peregian Beach Qld 4573 Qld.

We will contact you on the same business day your enrolment form is received to help you get started.

If you need help to complete the enrolment form, just call us on 1300 889 564 for assistance.

Terms and Conditions of Enrolment

Your enrolment with us has some terms and conditions that are applicable. They are:

- In consideration of Horizon2 Pty Ltd accepting your enrolment and agreeing to provide tuition, you agree that you will not hold Horizon2 Pty Ltd and/or its employees, liable for, and will not make any claim against them for any loss, damage, death or injury which you may suffer or cause as a result of or in connection with or during a period of:
 - your attendance at any premises owned, operated, hired or controlled by Horizon2 Pty Ltd; and /or
 - your attendance at any activity of which Horizon2 Pty Ltd. has any knowledge (whether sporting, cultural, educational, recreational or otherwise) organized by or on behalf of or with the assistance of Horizon2 Pty Ltd. or any activity of which Horizon2 Pty Ltd. are associated; and /or
 - in any way your association with Horizon2 Pty Ltd.
- You agree to the Horizon2 Pty Ltd refund policy
- You have read this handbook and agree to the conditions stated herein
- You agree to abide by the rules and regulations of Horizon2 Pty Ltd, including any requirements to maintain your enrolment
- You understand that your enrolment in the course will be suspended or cancelled if you act in a manner which breaches a child's protection or rights; places a child in danger of being injured or at risk; have your "working with children" check cancelled or suspended; knowingly do not adhere to legislation, policy or procedure and/or knowingly fail to show duty of care
- You understand that enrolment is accepted under the condition that your co contribution and other fees are paid on or before the due date
- You have provided Horizon2 Pty Ltd. with information that is correct and complete at the date of enrolment and you agree to notify Horizon2 Pty Ltd. of any change to your details.
- You understand that ALL qualifications will be withheld until any outstanding account is finalized
- You understand that if you do not pay your account, your personal details will be passed onto a debt collection agency
- You understand the following privacy notice:

Under the Data Provision Requirements 2012 Horizon2 is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd NCVER. Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Horizon2 for statistical, regulatory and research purposes. Horizon2 may disclose your personal information for these purposes to 3rd parties Including:

- School – If you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – If you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorized agencies
- NCVET
- Organisations conducting student surveys
- Researchers

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
- Facilitating statistics and research relating to education including surveys
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or 3rd party contractor. You may opt out of the survey at the time of being contacted.

- NCVET will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988 (Cth)*, the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).
- You understand that Horizon2 Pty Ltd reserves the right to vary fees without prior notice.

Fee Policy and Refunds

Fee Policy

Horizon2 has a policy that all fees due must be paid at the time of enrolment and will, where appropriate, collect fees in advance.

For the safety and security of students and staff, cash is not accepted. You may pay fees and course-related charges by EZIPAY or an agreed time payment process, EFTPOS, VISA card, MasterCard, cheque or money order (payable to Horizon2 Pty Ltd) and by direct deposit to our account.

We will acknowledge your enrolment and payment of fees and it is important to keep this acknowledgement as proof of payment.

For information about the fees applicable please see our website and the information sheet for your selected program; or contact us directly.

Fees include charges for other items such as RPL, cross credit, replacement documents, replacement qualifications and assessment re-sits, and this policy applies to all fees.

Refund Policy

Refunds (full or partial) of fees will be offered only in exceptional circumstances. Examples of exceptional circumstances where a refund of fees will be considered include:

- Horizon2 cancels the program before it starts
- Horizon2 is unable to complete your program
- A student is unable for health reasons to start the program and the application for refund is lodged before the program starts

- A student is unable for health reasons to complete the program and the application is lodged before the end date of the program
- Exceptional circumstances (other than personal health) prevent the student from completing the program and the application is lodged before the end date of the program.

In these circumstances, refunds (full or partial) of material and resource charges will only be considered if the resource or material has not been used.

An application for refund must be lodged before consideration can be given.

Training Guarantee and Tuition Assurance

Horizon2 guarantees to complete your training and/or assessment once you have commenced your qualification or course.

Horizon2 in compliance with its registration requirements will only accept fees in advance up to a maximum limit of \$1,500 per student at any one time.

Customer Support Model

One of our key values is to be organised, accessible and easy to deal with, and we see it as our responsibility to give you support when you need it. We commit to responding to your questions as quickly as we can.

If you send a support or information request via our website one of us will contact you that same business day, to better understand your support need and help organise what's required.

Or better still just call or text us on 1300 889 564 and we will get back to you quickly

Student Rights

We want you to value the experience you have with us and through that experience you have the right to:

- Be treated fairly and with respect
- Be provided with a full set of information to enable you to make fair enrolment decisions
- Learn in a supportive and safe environment, free from discrimination and harassment
- Have personal records kept private, subject to statutory requirements
- Have access to your personal records on request
- Be given information about assessment procedures at the beginning of your study
- Have your existing skills and knowledge recognised
- Receive feedback on your academic progress
- Appeal academic and procedural matters
- Make a complaint to or about any staff member without fear of victimisation
- Have complaints dealt with fairly, promptly, confidentially and without retribution
- Provide us with honest and forthright feedback.

Student Obligations and Behaviour

We want you to value the experience you have with us and through that experience you have the obligation to:

- Treat people with respect and fairness regardless of their background or culture
- Not do anything which constitutes academic misconduct
- Show respect for others by not swearing, using obscenities or making offensive remarks
- Not do anything that could offend, embarrass or threaten others
- Not harass or disrupt others in the performance of their duties or studies
- Avoid unacceptable behavior (aggressive, threatening or abusive)
- Respect and not damage or steal property of Horizon2 or of other persons
- Make true statements in regard to your student status or representation as a student or entitlements as a student
- Follow safety practices as required
- Not enter premises with illegal drugs, alcohol, or weapons or be under the influence of drugs or alcohol
- Pay your accounts on time.

Your Learning with Us

Reasonable Adjustment

Reasonable adjustment, as defined through the *Disability Discrimination Act 1992*, relates to a measure or action taken by an education provider to assist a learner with a disability (*Disability Standards for Education, 2005*).

Reasonable adjustment in vocational education and training is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with impairment, and Horizon2 acknowledges that our students will have diverse learning needs.

Where appropriate, the learning and assessment in your program will be modified to meet your individual needs, whilst not compromising the training package rules of assessment.

Strategies applied may include:

- Allowing additional time or the use of a computer in a written test to complete responses for a candidate who is physically impaired, and that impairment contributes to the time to compete the test
- Asking a candidate to record responses on a video or audio tape where they have difficulty writing
- Varying an assessment task to produce the same outcomes, but via different methods.

If you believe you are in need of assistance please let us know and we will work with you to see that your experience with us is what you expect.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is defined as “an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit” (AQF, 2012). Horizon2 will make the recognition of prior learning available to you as stipulated in Standards for Registered Training Organisations 2015 Standard 1.12

We will ensure that you are provided with information on recognition of prior learning and will, in consultation with one of our trainers and assessors, determine your eligibility.

Please contact us to find out more about RPL and whether you are eligible. Further information is available from our RPL and Credit Transfer information sheet on the website.

Credit Transfer

Credit transfer is defined as “a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications” (AQF, 2012). Horizon2 will make available to you recognition of AQF and VET qualifications and VET statements of attainment issued by another RTO as stipulated in the Standards for Registered Training Organisations 2015 Standard 3.5

We will ensure that you are provided with information on credit transfer and will, in consultation with one of our trainers and assessors, determine your eligibility.

Please contact us to find out more about credit transfer and whether you are eligible. Further information is available from our RPL and credit transfer information sheet on the website.

Resources

Your selected program will require the purchase of a range of different resources, and generally these will be included in your enrolment fee. However, there will be times when additional resources are required, and we will advise you when this occurs.

Assessment

To gain your selected qualification, you will be required to demonstrate competence in each of the units in which you enrol. This means you will be assessed in every unit. This assessment could be a test of practical skills and/or a written test of knowledge.

Assessments will vary depending on the course you have selected, may include a combination of approaches and may be completed face to face, in your workplace, at home or online. Assessment events such as projects or reports will need to be submitted to your teacher by a specified date. You may also be required to attend in-class tests on required dates. Your trainer and/or assessor will give you an outline of the course, the assessment scheme and any special requirements that apply, along with the *Assessment Guide* for both the course and the unit of competence.

If, for any reason, you are unable to attempt an assessment task, you must let your trainer know in advance of the due date. You may be able to negotiate an extension of time. If this is due to illness you must advise your trainer as soon as possible, preferably prior to the scheduled time.

You have the right to appeal an assessment decision where you feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect your competence or grade of achievement. Appeals against an assessment process must be lodged within 14 days of you being formally notified of the result of your assessment. Grounds for appeal may include failure to:

- Provide appropriate advice to you before and during the assessment
- Provide reasonable adjustment where necessary
- Take your literacy, numeracy, and language requirements into consideration
- Consider the 'conditions of the day' and make appropriate adjustments
- Consider all available evidence
- Make an assessment decision consistent with the evidence provided.

To find out more or lodge an appeal, please contact us on 1300 889 564.

Delivery of Training

Our aim is to customise training to meet your needs – training should be for you, in your time and in your space. The Horizon2 team will deliver quality education and training using a range of personal and group interactions. These include face-to-face sessions in your workplace, online sessions delivered via email or digital conferencing (Zoom), work-based mentoring, phone sessions, classes and tailor-made workshops delivered in the workplace.

Results and Awards

Your results will be provided to you within 20 working days of your completion of all assessment. Please ensure we have the correct and current address and contact details at all times, so we can let you know your results.

Your qualification document will be provided to you within one calendar month of completion of all unit assessments and after we have authorised the issue of your qualification.

Employability Skills

Our aim is to help you be better equipped to work when you have completed your selected program. Part of this is ensuring employability skills are embedded in our training and assessment processes. Information on the employability skills relevant to your selected program can be accessed at www.employabilityskills.training.com.au.

Learning Support

We want you to value the experience you have with us and to feel supported through that experience. Our approach will include:

- All students and stakeholders being treated equally, and all training and services being free from unlawful discrimination
- Support services, training and assessment, and training materials that meet individual needs
- Students undertaking a Literacy and Numeracy assessment which may include a core skills test to assess individual learning needs as per Australian Core Skills Framework (ACSF) or our team making an assessment of your capabilities.
- Trainers and assessors consulting with you and relevant others when planning your training programs
- Information and course materials being readily available and in a format that is easily understood
- Trainers and assessors being available to help you
- Supporting you in seeking additional learning assistance if you identify with one of the following groups:
 - Aboriginal and/or Torres Strait Islander people
 - Carers of people who are ill, aged or who have a disability
 - People with a disability
 - Women and girls who are returning to education and training
 - Women and girls who are seeking training opportunities in non-traditional roles
 - Young people aged 15-25
 - Australian South Sea Islanders
 - Parental job seekers
 - People with English language, literacy and numeracy needs
 - Mature-aged workers who require up-skilling

- Long-term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English.

Horizon2 will work with support agencies and/or refer you to that support where we both agree it is necessary to provide a holistic approach to meeting your needs. Please contact us to find out more or to seek support.

Academic Misconduct

Academic misconduct is conduct by which a student:

- Seeks to gain, for themselves or any other person, any academic advantage or advancement to which they or that person are not entitled; or
- Improperly disadvantages any other student.

Some examples of offences of academic misconduct are:

Cheating:

- Submitting the same assignment you had previously submitted for assessment in the same competency or another competency
- Taking unauthorised notes into an examination.

Plagiarism:

- Copying the published work of authors without acknowledging the words or argument of the author by use of referencing.

Collusion:

- Assisting another student with work that should have been the work of the individual student, by giving them an assignment to copy or writing an assignment together
- Copying answers from another person or permitting another student to copy answers in an examination.

The consequences of academic misconduct can be severe and include suspension, cancellation of your enrolment without refund or a requirement to re-sit assessments. If suspected of academic misconduct:

- You will be instantly informed of such, but if in the process of an examination or assessment you will be allowed to finish
- There will be a report prepared on the alleged academic misconduct and that report will be attached to your assessment
- The matter will be considered for appropriate action by the CEO of Horizon2.

Appeals

Where you are dissatisfied with an assessment decision you must first request a re-evaluation of the assessment and the CEO of Horizon2 will ensure your assessment is re-evaluated. If you are dissatisfied with the outcome of the re-evaluation process, you have a right to appeal the decision.

Your notice of the appeal should address the following:

- It should be in writing and addressed to the CEO, Horizon2 Pty Ltd
- It must be submitted within seven calendar days of notification of the re-evaluation process. Before this time expires you may apply for an extension of time due to exceptional circumstances (such as injury or serious illness). You will be required to provide evidence supporting your request (eg. medical certificate)
- It must explain the reasons why you believe the assessment needs to be reviewed again.

If your appeal is not lodged within the specified time the result will stand.

The CEO will consider your appeal on the grounds of your notice of appeal, the assessment decision in question and all other relevant information including information supplied by Horizon2 staff and contractors. The CEO will reserve the right to refer the appeal to another RTO for consideration and opinion before making a decision.

The CEO will make a decision after seven calendar days and will notify you immediately. The CEO's decision is final.

Copyright

Horizon2 subscribes to the intent of the *Copyright Act 1968* (Cth). In accordance with that commitment, for study and research purposes you are only allowed to copy:

- one (1) chapter or 10% of a book; or
- One (1) chapter, or 10% of the number of words of text materials in electronic form; or
- One (1) article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artistic, dramatic, film and musical works are also covered by copyright legislation.

Remember to always reference carefully the copyright works you use to avoid plagiarism, which is considered academic misconduct.

You must comply with the licenses for the use of intellectual property, including software. All software loaded on Horizon2 computers or provided by us is licensed and there is no permission to copy software unless permitted by the license. If you need more information, please contact us or go to www.copyright.org.au.

Grievances and Complaints

Horizon2 is committed to addressing your grievances and complaints effectively and as stipulated by the standards for Registered Training Organisations 2015 Standard 6.1 to 6.6

If you have a grievance or complaint, please raise this with us promptly by doing any of the following:

- Submitting a help request online through our website www.horizon2.com.au
- Sending us an email: support@horizon2.com.au
- Phoning for assistance on 1300 889 564
- Writing to us detailing your concerns:
 - Horizon2 Pty Ltd, PO Box 63 Peregian Beach Qld 4573

Horizon2 will use a formal process to resolve your grievance or complaint to ensure that all complaints and grievances are dealt with within a reasonable time, including acknowledging your grievance or complaint within three (3) working days.

Please note:

- We may contact you to discuss your concerns or ask for more information
- We will treat you and our staff with fairness. All matters will be treated with due respect to privacy and equity
- We will keep you fully informed as we work through the process
- The process timeframes will be aligned to the following:
 - If we require additional information that will be forwarded to you within 7 days
 - We will respond to your complaint in writing within 14 days of receipt
- Horizon2's CEO will be able to make a final decision on grievances and complaints
- There are other avenues for making a complaint:
 - ASQA complaints and information website
 - Queensland Dept of Employment Small Business and Training
 - Queensland Training Ombudsman

If you are dissatisfied with the outcome of the process, you have a right to appeal the decision in relation to your grievance and/or complaint

Your notice of the appeal should address the following:

- It should be in writing and addressed to the CEO, Horizon2 Pty Ltd

- It must be submitted within seven calendar days of notification of the decision. Before this time expires you may apply for an extension of time due to exceptional circumstances (such as injury or serious illness). You will be required to provide evidence supporting your request (eg. medical certificate)
- It must explain the reasons why you believe the decision needs to be reviewed again

You may require the CEO to refer your appeal to an appropriate independent arbitrator for a final decision

Feedback

We value that you have chosen to study with Horizon2 and we value greatly any feedback you give to us.

We will undertake regular feedback activities in relation to your experience with us and we encourage you to tell us what you thought of your training experience. Further we are required by National and State regulators to collect survey data at different times and we ask that you assist us by responding to those requests

However, you don't have to wait for those scheduled feedback activities – we appreciate feedback any time. Send your feedback to: Support@horizon2.com.au

All feedback will be treated confidentially, and you will not be contacted about your feedback unless you indicate that you would like this to occur.

Contact Us

We appreciate that you may want to contact us for a range of reasons. Here are the best methods:

Submit an information or help request through our website www.horizon2.com.au

Phone our information and helpline 1300 889 564

Send us an email at support@horizon2.com.au

Write to us at PO Box 63 Peregian Beach Qld 4573

We commit to responding to your contact within one (1) business day of receiving it.