

hausmann school
of public relations

participant handbook



introduction

Hausmann School of Public Relations (HSPR) is the only PR industry initiated Registered Training Organisation to provide nationally recognised PR qualifications and vocational training online.

All course content, program design, practical exercises and e-learning modules have been developed by working PR experts from within the Hausmann Group and the PR industry at large.

With a firm focus on holistic training programs – including online learning, real-life workplace experience and career guidance and support – HSPR aims to equip future PR practitioners with the skills to meet and exceed industry expectations.

HSPR is dedicated to providing the highest standard of training to meet the personal and career objectives of participants. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide relevant training.



Nationally Recognised Training offered by HSPR

BSB50207 – Diploma of Business



our commitment

Our commitment is to share Hausmann's decades of accumulated industry knowledge and skills with the next generation of PR practitioners through the delivery of best practice, vocational learning experiences.

We are committed to providing training and assessment services that meet the needs of participants and the PR industry. We engage suitably qualified and experienced trainers, a secure online environment, and safe workplace facilities to maximise opportunities for learning with suitable resources and fair and flexible assessment.

Our service commitment

- Your questions are important to us. Please be aware that our trainers are working with many participants. We are committed to returning your calls and emails but we ask that you allow us two working days to respond
- Assessment feedback will be given within 10 working days from day of receipt
- Statements of Attainment/Qualifications are issued within 21 days of your completion
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.



course suitability

HSPR courses have been designed to suit different participant needs.

Diploma of Business

For people wanting to enter the PR industry including those wanting to change career paths; those already working in the PR industry seeking a nationally recognised qualification; or those looking for a highly practical, vocationally based study alternative to university.

Executive certificate in PR Practice

For anyone wanting to brush up on today's PR workplace requirements; those working in a related field looking to transition into PR; and for practitioners returning to work after a prolonged absence.

HSPR Graduate School

For final year PR/Communications students and recent graduates who want to fast track their career and boost their CV by getting hands-on experience and on-the-job training.



course delivery

Course delivery is via a combination of online learning and scheduled virtual workshops for each unit of competency covering course content, assessment activities, additional learning opportunities, participant questions and feedback. Virtual workshops (webinars) will be delivered by qualified trainers and subject matter experts via the GoTo Training application.

Course materials will be housed electronically and contain: videos of presentations, PowerPoint slides, workplace examples, templates and assessment tasks.



student support

In addition to the virtual workshops, scheduled information sessions will be presented by a range of practising industry experts on topics relevant to the course and the industry at large.

HSPR participants will be invited to engage in experience-led learning activities throughout their enrolment including industry immersion opportunities such as internships, the HSPR drop-in desk, and a dedicated mentorship program.

Individual student support will be provided through one-on-one Skype/email/phone sessions by appointment and via regular email/SMS updates and follow up. This is to ensure students are supported throughout their learning.



necessary tools and equipment

The following tools and equipment are required to complete this course:

- Access to a computer
- Access to the internet, ideally Broadband as the virtual workshops are delivered live online
- Phone – mobile or land line
- An email address

Software requirements

- MS Office 2007 or later including MS Word, Excel, PowerPoint
- Or Open source compatible packages: Libre Office (libreoffice.org) or Open Office (openoffice.org)
- For Macs: Use Keynote to access PowerPoint presentations. Do ensure all updates are installed. Or access via Open Office or Libre Office

Accessing course content

You can access and view all course content on laptop or desktop computers, tablets and mobile devices



expectations of participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all participants. Failure to do so may result in cancellation of your enrolment.

All students are expected to:

- Complete and return their training plan
- Work towards achieving goals set within training plan and completion by anticipated date
- Abide by copyright and plagiarism laws and legislation
- Comply with occupational health and safety regulations at all times
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination
- Comply with workplace harassment, victimisation and bullying regulations at all times
- Ensure that behaviour is of a level acceptable to the workplace at all times
- Complete training and assessment activities within agreed time frames
- Communicate any difficulties with completion of activities or assessment with your Trainer
- Inform your Trainer in advance of any intended absences from scheduled webinars and catch ups
- Inform your Trainer if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.



complaints and appeals

HSPR is dedicated to providing a high standard of service. Should a participant have a complaint or wish to appeal an assessment result, they should do so by using the following process:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of participants, staff and contractors.

Step 1

Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the General Manager, Sarah Mason.

Step 2

If the issue is not resolved the participant is encouraged to either speak to or contact the Managing Director, Katrina Brangwin, in writing. Participants have 14 working days in which to register a complaint or appeal against a result.

Step 3

If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representatives (e.g. Anti-discrimination board), or other relevant persons.

Outcomes of complaints or appeals will be provided to the candidate in writing within 7 working days.



complaints and appeals

Appeals

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a student has been deemed not yet competent and does not agree with this decision.

Step 1

The student appealing an assessment outcome and/or the assessment process discusses their issue with the Trainer/ Assessor involved.

Step 2

If still not satisfied, the student must complete the Assessment Appeals Form - Part A and forward to the Managing Director.

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. The student is to be advised of the appeals outcome within 10 working days.

Step 4

If still not satisfied with the outcome of the appeal the student's appeal is to be reviewed by the Training Manager. The Training Manager if necessary will convene a review panel to thoroughly examine the appeal.

Step 5

If the student is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA)



hspr fees

Course fees are outlined on the HSPR website and in the information flyers.

- For Nationally Recognised Training: Participants are required to pay \$1,000 on enrolment, which includes an initial non-refundable administration fee of \$350
- The balance of the course fees are to be paid in instalments of \$1,000/month until course fees are paid in full. Alternative payment arrangements will be made for accelerated learners
- The full course fee must be paid prior to certificate issuance.

Non-accredited training fees need to be paid in full in advance or by arrangement.

Payment methods

Participants can pay via direct debit, credit card or cheque. Payment plans are available.



refund policy

- \$350 of your fees is an administration, non-refundable fee
- Should you cancel or withdraw within 7 days any fee over the \$350 will be refundable, as long as all materials are returned and no units completed
- HSPR does not collect fees of more than \$1000 in advance
- HSPR will not hold more than \$1500 of student's fees once the training commences
- Partial or full refunds will be considered after 10 working days from the commencement of the course under exceptional circumstance such as long-term illness
- Deferment of training can be negotiated
- Should HSPR cancel the training agreement, a 100% refund will be granted, if fees are paid in advance. Charges may be incurred for administration and services provided prior to cancellation
- No refund is available to participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.



credit transfer

You may be eligible for a credit transfer if you have previously undertaken training through a Registered Training Organisation. Credit transfer may be granted for one or more units or a full certificate level. Three major factors need to be considered:

- 1 The recency of the qualification
- 2 Mapping to the relevant HSPR qualification
- 3 If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a credit transfer you will need to provide one of the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight.
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your qualification signed by a Justice of the Peace (JP).



recognition of prior learning (rpl)

Recognition of Prior Learning is the process of formal recognition of skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Volunteer work or personal interests.

You may be eligible for Recognition of Prior Learning for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer.



competency based training and assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and demonstrate knowledge.

Assessments undertaken may include

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports.

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed 'competent' or 'not yet competent'.

Please make sure that you attach an assessment coversheet to all assessments. These are provided by HSPR and must be signed by you. Please always include the question/task you are addressing.



results

All participants will receive their assessment feedback and result within 10 working days of submission.

On completion of a Certificate or unit of study, HSPR will issue Statements of Attainment/Certificates within 21 working days.

Please note

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the HSPR office. You will then receive a tax invoice for AUD\$55 (incl GST). This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Certificate/Statement of Attainment to be re-issued?

In the event of a lost or damaged certificate, please complete the 'change of enrolment' form to request for re-issuance of a Certificate or Statement of Attainment and return with payment of AUD\$55 (including GST).

Confidential participant records are kept on file for 30 years from the date of enrolment.



participant support

HSPR is dedicated to providing a high standard of service to participants. Participants can contact their Trainer by phone, email, post or fax during office hours. We endeavour to respond to participants as quickly as possible but participants are reminded that our trainers do have other participants and classes to attend to. We will provide feedback on assessments within 10 working days and to all queries, telephone calls and emails within two working days.

Should participants require further support HSPR can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant.



access to participant records

Participants may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access participant files without written consent from the participant.



release of contact details and information

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the registering body conduct regular audits. The audit process involves a review of a training organisation's policies, procedures, record keeping and practices. On occasion the registering body may contact past and present training participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service, which meets the needs of clients and industry.

Upon request HSPR is required to supply the following information to the registering body:

- Contact details including address, telephone numbers and email address.

For audit purposes and in the event of a complaint or appeal, the registering body may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.

Change of personal details

Should you change any of your personal details please request a 'Change of Enrolment Form' from your Trainer. Such details include, address, surname, contact telephone number etc.



course evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. HSPR encourages all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received.



access and equity policy

Based on the Access and Equity Policy for the Vocational Education and Training System HSPR will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate quality vocational education and training programs and services
- Provides support services which enhance achievement of positive outcomes.



compliance with relevant legislation

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Industrial Relations Act 1996

The principal objective of the Industrial Relations Act 1996 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <http://www.legislation.nsw.gov.au/viewtop/inforce/act+17+1996+FIRST+0+N/>

Privacy Act 1988

The Privacy Act makes provision to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in Queensland and in other states and territories, visit the <http://www.privacy.gov.au>

Copyright Act 1968

The copyright Act 1968 is an Act relating to copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.apf.gov.au/library/pubs/rm/1998-99/99m26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for vocational education and training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

Anti-Discrimination Act 1977

The Anti-Discrimination Act 1997 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed and offered by HSPR, including their administrative practices and assessment processes, take into account the principles established by this legislation. For more information go to: <http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+cd+0+N/>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

Commission for Children and Young People and Child Guardian Act 1998

The object of the Commission for Children and Young People and Child Guardian Act 1998 is to establish the Commission for Children and Young People and Child Guardian and to promote and protect the rights, interests and well-being of children in Queensland. For more information: <http://www.legislation.nsw.gov.au/maintop/view/inforce/act+146+1998+cd+0+N/>

For further information regarding the above legislation or to search for other legislation, visit the Office of the New South Wales Parliamentary Counsel (PCO) <http://www.pco.nsw.gov.au/>



in closing

Thank you for taking the time to read through the HSPR Participant Handbook. If you have any questions regarding this handbook, our qualifications or HSPR in general, please do get in touch.

We look forward to hearing from you soon and hope you will be joining us in the near future.

Contact us

Hausmann School of Public Relations
257A Oxford Street Paddington NSW 2021
Email info@hspr.com.au
Phone 1300 306 703
www.hspr.com.au



hausmann school of public relations Pty Ltd acn 160 337 904
257a oxford street paddington nsw 2021
email info@hspr.com.au telephone 1300 306 703
www.hspr.com.au

