

Student Handbook



**AUSTRALIAN
HEALTHCARE**
QUALIFICATIONS & TRAINING



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Introduction

Welcome to Australian Healthcare Qualifications & Training

Australian Healthcare Qualifications & Training PTY LTD is a registered training organisation that offers Nationally Recognised Training. Our courses are nationally recognised training packages providing high quality training that meet the Australian Qualification Framework (AQF) standards.

Australian Healthcare Qualifications & Training is dedicated to providing quality training and assessment for students who wish to gain a formal qualification, our training is delivered by passionate people who actually worked in Industry.

This Student Handbook provides important information regarding an overview of our key policies and procedures to assist you. These policies and procedures have been developed to guarantee you consistent quality throughout your training and assessment with Australian Healthcare Qualifications & Training.

About Australian Healthcare Qualifications & Training

Australian Healthcare Qualifications & Training is a Registered Training Organisation, able to deliver nationally recognised training and assessment services.

Code of Practice – Our commitment to you

Australian Healthcare Qualifications & Training values its employees and relationship with our clients. We strive at all times to demonstrate ethical behavior and standards in all our dealings.

Aims and Objectives

- Commitment to providing high quality, interesting training that is relevant to learners, employers and industry. Our aim is to make every training participant feel welcome and ensure they receive the maximum benefits from our training services.
- Recognise and accept AQF Qualifications and Statements of Attainments issued by all other Registered Training Organisations.
- Maintain a friendly and helpful; approach to students / clients.
- Uphold all legislation and comply with all regulatory requirements relevant to the operation of our organisation.
- Provide services that are efficient and consistent through continuous improvement planning incorporating student/client staff feedback.

- Quality training and assessment trained staff and resources of a high standard.
- Endeavour to ensure that no learner is unfairly disadvantaged. This includes making reasonable adjustments to the training environment, resources, and delivery and assessment strategies to accommodate learner needs.
- Market services accurately and professionally
- Offer skills recognition (RPL) as an assessment option to all of our clients
- Ensure training is appropriate to student/client needs by continual review of scope and delivery
- Take reasonable care to look after the health and safety of others
- Respect the privacy and confidentiality of clients and client information.
- Welcome and actively seek client feedback as the basis for continuous improvement of our systems, resources, and the services we provide.
- Provide a fair and equitable process through which clients / candidates can appeal assessment decisions. This is detailed in the Australian Healthcare Qualifications & Training Complaints and Appeals Procedure.

For more information on any of the provisions in our Code of Practice, please contact an Australian Healthcare Qualifications & Training Trainer.

Industry endorsed qualifications

What's in it for me?

By being a participant of this program you will receive development that has been customised to your needs, we are committed to working closely with you as a student, your organisation and other employees as appropriate to achieve agreed outcomes. You will be supported throughout the program in developing skills in specific areas. You will benefit from interaction with people from all areas of your organisation.

Selection and Enrolment

Students will be given an Information pack that they need to read, If the student wishes to go ahead with an enrolment into one of our courses, students are asked to fill in the expression of interest form that is attached to the information pack and submit it to your Australian Healthcare Qualifications & Training contact.

From here you will receive a call from the Australian Healthcare Qualifications & Training Manager to discuss in detail the course you have selected

Enrolment must be done by completing the Application Form

Be assured that recruitment of learners is conducted in an ethical and responsible manner and processes are fair and comply with equal opportunity legislation.

Students are admitted to Australian Healthcare Qualifications & Training programs by demonstrating a genuine interest in the area and a determination to complete the course.

Class sizes are limited and students are encouraged to book a place as early as possible.

Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements.

To be eligible for a Traineeship Program, you must meet the criteria set by the relevant funding body; which will be explained to you at the time of sign-up.

Study options

Classroom

We offer various classroom opportunities to students. Please speak to your contact about the range of classroom times and days available.

Traineeships

Traineeships are available for eligible students. Government incentives will cover the entire qualification if completed. Traineeships include new entrant (new employees) and existing workers (employed by an organisation for over three months).

Nationally Registered Training Workshops

We organise workshops throughout each year for various national accredited and non-accredited training and non-national registered training as well as custom designed sessions based on individual requirements and needs. Courses on offer can be studied either part or full time.

Course Information

All students enrolled in an Australian Healthcare Qualifications & Training, training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

Legislation

Australian Healthcare Qualifications & Training is bound by a wide range of regulatory requirements including but not limited to;

- AQTF Essential Conditions and Standards for Continuing Registration
- State Occupation Health and Safety legislation,
- Environmental protection legislation,
- Workplace Relations Act 1996,
- Privacy Act 1988.
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Confidentiality and Privacy Issues

As a Registered Training Organisation, Australian Healthcare Qualifications & Training is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered.

Australian Healthcare Qualifications & Training protects the privacy and confidentiality of students by ensuring that all records and information about individual students are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil the Australian Healthcare Qualifications & Training's responsibility

to the student.

Australian Healthcare Qualifications & Training will not disclose any information that we gather about you to any third party. We use the information collected only for the services we provide. No client information is shared with another organisation.

Student Access to Records

Students may access their own personal records at any time. This can be arranged through contact with Australian Healthcare Qualifications & Training staff. Students must provide verifiable forms of identity when seeking to access their own record.

Equal Opportunity Policy

Equal opportunity acts around Australia are developed to provide the right to fair treatment as established by law. The Acts are created in order to eliminate sexual and racial harassment in the workplace, education and accommodation. The Acts also aims to promote equal; opportunity and eliminate discrimination. At Australian Healthcare Qualifications & Training we support this act and ensure a training environment that supports the following.

Protection from Harassment

Australian Healthcare Qualifications & Training has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Bullying and harassment in any form, including sexual harassment, will not be tolerated under any circumstances. All students of Australian Healthcare Qualifications & Training programs have a right to participate in training in an environment free from intimidation and harassment.

Australian Healthcare Qualifications & Training acknowledges workplace harassment is against the law in any workplace context, including conferences, work or business related functions and training groups, and expects its workplace and training environment at all times to reflect the principles of law for the benefits of its employees, students and visitors.

Disciplinary Procedure

Australian Healthcare Qualifications & Training has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or candidate will be sufficient grounds for disciplinary action ranging from verbal

notification, formal counselling or immediate dismissal. Candidates are expected to abide by the responsibilities for candidates set out in this Handbook. All disciplinary matters will be handled by the CEO

Workplace Health and Safety

With regard to Workplace Health and Safety, Australian Healthcare Qualifications & Training is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

Guidance Services for Learners

Australian Healthcare Qualifications & Training's trainers and assessors are there to provide support to students in meeting their learning needs and in achieving the required competencies.

Students are encouraged to discuss any aspect of their enrolment, learning or assessment with the Australian Healthcare Qualifications & Training, Training manager or Trainers between the hours of 9am to 5pm Monday to Friday.

VRQA

The Victorian Registration and Qualifications Authority (VRQA) is the statutory authority responsible for ensuring that employers of apprentices and trainees and providers of education and training (including course and qualification owners) meet quality standards, and that information is readily available to support informed choice in education and training.

The VRQA:

registers certain education and training providers and awarding bodies

registers certain qualifications and accredits courses

registers children for home schooling in Victoria

regulates apprenticeships and traineeships in Victoria.

For more information visit <http://www.vrqa.vic.gov.au/>

The Australian Quality Training Framework (AQTF)

The Australian Quality Training Framework (AQTF) is the national set of standards which ensures that the training and assessment services offered to users of Australia's vocational education and training system are nationally consistent and of a high quality. The AQTF was established in 2001 for implementation in 2002.

Components of the AQTF include:

AQTF Essential Conditions and Standards for Initial Registration

AQTF Essential Conditions and Standards for Continuing Registration

AQTF Standard for State and Territory Course Accrediting Bodies.

For more information visit <http://www.aqf.edu.au/>

The VET Quality Framework

The Vocational Education and Training (VET) Quality Framework comprises of the following:

Standards for Registered Training Organisations (RTOs) 2015

[Australian Qualifications Framework](#)

[Fit and Proper Person Requirements](#) (which, as of 2015, are part of the Standards)

[Financial Viability Risk Assessment Requirements](#), and

[Data Provision Requirements](#).

The VET Quality Framework aims to achieve greater consistency in:

- the registration and monitoring of RTOs, and
- the enforcement of standards in the VET sector.

To become a registered training organisation (RTO), organisations must comply with every component of the framework.

What is a training package?

A training package is a set of nationally endorsed standards and qualifications for recognising and assessing people's skills in a specific industry, industry sector or enterprise. They are developed by national Industry Skills Councils (ISCs). Service Skills Australia is an industry skills council.

Training packages are a key feature of Australia's national vocational education and training (VET) system. They are used as the basis for most of the programs delivered in the VET system, including Australian Apprenticeships, training courses offered by TAFE and private training organisation, VET in schools programs, recognition of existing skills, and occupational licensing.

Training packages are designed to enable diverse and relevant vocational learning outcomes, and to regulate training outcomes through nationally recognised qualifications.

Despite the name, training packages do not describe how people should be trained. Rather, they provide the nationally endorsed industry standards against which training can be developed and flexibly delivered to meet particular local, individual, industry and enterprise requirements.

Training packages are developed with industry and are not owned by an individual training provider.

The aims of training packages are:

To help the VET system achieve a better match between skills demand and supply

To encourage flexible and relevant workforce development and learning

To provide for the national recognition of the vocational outcomes of learning

To guide and support individuals in their choice of training and career.

Access and Equity

Australian Healthcare Qualifications & Training is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.

To enable Australian Healthcare Qualifications & Training to provide a service to meet your needs, you need to advise of any learning disability so reasonable adjustment may be made. Australian Healthcare Qualifications & Training will work with you to make a plan to assist you to complete the qualification of units of competence. For each of the disabilities nominated a discussion of the disability, its effect, and suggested workplace modifications to minimise the disability's impact in the workplace and in the assessment of workplace skills will take place. Having access to this information will assist the assessor in considering assessment adjustments.

If you are employed, Australian Healthcare Qualifications & Training will work with your employer to develop these reasonable adjustments.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in language, literacy and numeracy skills of learners, with which Australian Healthcare Qualifications & Training must abide.

Australian Healthcare Qualifications & Training makes appropriate concessions for language, literacy and numeracy issues of clients where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

Where a Client is deemed, either prior to enrolment or throughout the training program, to possess a lower level of language, literacy or numeracy than is the minimum requirement for the requirements of the Training Package, Australian Healthcare Qualifications & Training will provide appropriate advice and support to the Client regarding further learning options. At times, further language or literacy development or remedial assistance may be required to be completed prior to the continuation or completion of the Client's course of study.

Candidate Support, Welfare and Guidance

We will assist all candidates in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Australian Healthcare Qualifications & Training's staff.

We will ensure that the full resources of our Australian Healthcare Qualifications & Training are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with Australian Healthcare Qualifications & Training's Manager who will assist you to the full extent of our capacity.

If your needs exceed the Australian Healthcare Qualifications & Training's support capacity, we will refer you onto a specialist from the following providers:

- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- AMES 13 26 37
- Beyond Blue 1300 22 4636

To read the FAQ put out by Centrelink and you can possibly receive assistance click on this link:

http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Marketing

Australian Healthcare Qualifications & Training markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before Australian Healthcare Qualifications & Training Learning and Development uses information about that learner in any marketing materials.

Delivery and Assessment

Australian Healthcare Qualifications & Training adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any candidate found to be in breach of the Australian Healthcare Qualifications & Training assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism.

Australian Healthcare Qualifications & Training will take into consideration any learning difficulties or disabilities experienced by the candidate. Australian Healthcare Qualifications & Training may suspend a candidate's enrolment until all issues are resolved. Australian Healthcare Qualifications & Training may cancel a candidate's enrolment.

The candidate has the right to appeal any decision made by Australian Healthcare Qualifications & Training as described in this Handbook.

Shared Responsibility Model of Learning

Your commitment	Australian Healthcare Qualifications & Training Commitment
Be open to new ideas	We aim to provide you with an appropriate delivery mode for your learning
Put into practice what you have learnt	Evaluate the effectiveness of assessment and training
Have a positive and professional attitude	Provide the correct resources
Review what you have learnt	Constantly improve our performance through analysing feedback
Share your knowledge with others	Encourage and foster a positive learning experience
Give feedback	Provide a consistently high standard of training
Participate	Provide competent learning and assessment Trainers and Assessors
Allow others to learn	Visit you in your workplace and provide other opportunities for you to learn
Be mentally prepared to be assessed and to learn	Target training to the right level
Be punctual	

Student and workplace Commitment

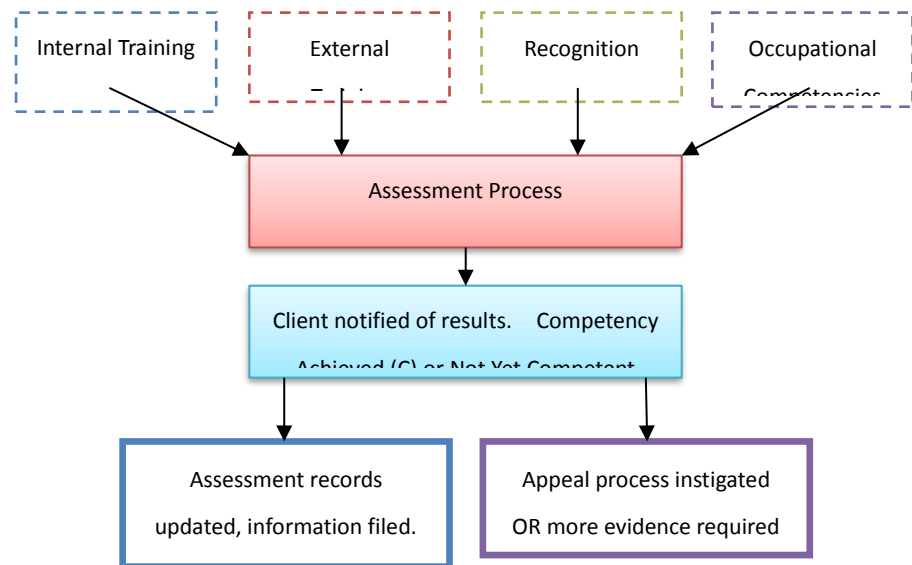
- Keep your Manager informed of assessment and learning dates and times
- Inform your Manager in writing if unable to attend any training sessions or if you leave a training session early
 - Inform Australian Healthcare Qualifications & Training in writing if unable to attend a training session or if you leave a training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

Flexible Learning and Assessment procedures

Assessment tools have been developed to encompass the learning styles of all trainees. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have. This is to be negotiated with the assessor.

Assessment

The Assessment Model



Assessment context

Australian Healthcare Qualifications & Training recognises the importance of establishing the right context for students during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

It is our responsibility to ensure that students are provided with the right context to undertake their assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of the student's own workplace policies and procedures into the assessment scenario or activity.
- Conduct of the assessment by using the student's workplace project and tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of certification from professional bodies which applies to some qualifications.

- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require the student to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace when necessary.

Three levels of assessment:

Various levels of assessment may be used, including:

- **Diagnostic** also known as pre-assessment provides information about prior knowledge and skills. This baseline information may diagnose a problem or training requirement.
- **Formative** assessment assists and supports training by monitoring and advising clients of their performance and rate of progress against the training outcomes. This provides feedback to the client, supervisor and trainer on what development activities are needed to achieve the required competencies. Assessment accumulates.
- **Summative** assessment evaluation of achievement of the Training outcome. Often conducted in the workplace, summative assessment confirms achievement of the competency requirements. Assessment culminates.

a) Assessment modes may include:

- On-the-job
- As part of training
- Off-the-job (Simulation)
- Blended learning on and off the job
- Completion and submission of assignments / work projects
- Recognition of Prior learning (RPL)
- Evidence gathering methods commonly used by Australian Healthcare Qualifications & Training may include, but are not limited to:
 - Task 1 - Knowledge based questions – Questioning, Written tests,
 - Task 2 – Scenarios/case studies – Projects, Written Assignments, Documentation,
 - Task 3 – Practical – Documentation, Demonstration, Role play, Simulation, Oral presentations
 - Task 4 – Workplace assessment – Observations Workplace assignments, Workplace performance, Documentation, Demonstration,
- Supplementary evidence to make an informed judgement - Third party reports, reflective journal/log book
- Assessment is carried out in accordance with the requirements of the relevant Training Package, on a consistent and timely basis to ensure that learning has taken place and that clients have acquired the knowledge and skills required to demonstrate competency.
- All assessments will be recorded in accordance with Australian Healthcare Qualifications & Training Records Management Policy and procedures using appropriate documentation and Student Management System (SMS).
- Assessment outcomes will be recorded and securely maintained in both electronic and manual systems.
- feedback is provided to clients and includes the assessment outcome and guidance for further learning and assessment (as appropriate);

Assessment information

Assessment information is the information provided to both students and assessors to guide their conduct of the assessment and the completion of assessment activities. This information is used to draw out a response from a student.

Examples of assessment information include:

- Instructions to set the framework for the assessment activities such as who, what, where, when and how.
- The expected outcomes refer to the 'what' and it is critical that from reading the assessment information, the required (expected) outcome is straight forward and in line with the student's preparation during learning or through other competency development pathways.
- Scenario information includes information that sets the context for a simulated assessment activity. This may be a simple case study or a deep scenario which requires analysis and interpretation. It is important to note that the higher the AQF qualification level, the greater the requirement to analyse and apply cognitive skills to produce workplace outcomes. Scenario information used to support assessment at a Diploma level, for example, should be relatively deep and complex to allow the student to exercise their analytical skills and produce viable workplace products and outcomes.

At Australian Healthcare Qualifications & Training our Final assessments are to be supported by clear assessment information that will ensure a reliable assessment across our operation. Ultimately, the quality of assessment outcomes produced by a student will be directly affected by the quality of the information provided at the commencement of the activity. Suitable assessment information for all assessment activities are provided by Australian Healthcare Qualifications & Training.

Workplace Assessment

Manager's Responsibilities

- Support and encourage candidates
- Identify and endorse suitable supervisor/buddy's
- Support candidate's supervisor/buddy
- Accommodate rostering to enable candidates to attend off the job training
- Report problems/needs to Australian Healthcare Qualifications & Training Learning and Development as soon as they arise
- Allow candidates access to resource materials in the workplace
- Workplace observations to be conducted without interruption

Supervisory Responsibilities

- Conduct workplace observation in accordance with Australian Healthcare Qualifications & Training Learning and Development and legislative requirements
- Report difficulties to Australian Healthcare Qualifications & Training as they arise
- Ensure the observation process is not interrupted
- Support and encourage candidates
- Assist candidates to access relevant resources in the workplace
- Provide candidates with feedback on workplace performance

Workplace Supervisor Role

Both the Australian Healthcare Qualifications & Training Assessor and a workplace supervisor will be involved in your assessment in the workplace. Feedback from a workplace supervisor is crucial to your assessment process. There are those occasions where assessment by an 'outsider' would compromise the privacy and dignity of clients in the organisation you work for. Either your Manager or the Australian Healthcare Qualifications & Training Assessor will assist you in organising a workplace supervisor. The workplace supervisor will work in your organisation and be in a position to comment on the way you perform your work tasks.

The Australian Healthcare Qualifications & Training Assessor will arrange to meet with the workplace supervisor early on in your assessment process, and then at prearranged intervals. The Australian Healthcare Qualifications & Training Assessor will let the workplace supervisor know how they can assist with your assessment

Staff Time for Observation

For candidates on a Workplace training program observation must be conducted in paid time. Workplace Supervisors need time to conduct the observations. Workplace observation is part of the essential process of supervising, supporting, developing and mentoring staff. Workplace observations are conducted in the Workplace Supervisor work time.

It is an expectation of professional conduct when an observation is in progress, neither the Supervisor/buddy nor candidate will be interrupted.

Assessment Policy including Re-assessment and Appeal

It is inevitable that some students will not meet the requirements of the assessment evidence and will be judged as not-yet-competent. At Australian Healthcare Qualifications & Training, our approach to these

situations is the work with the student in order to address deficiencies and to build their skill and knowledge in preparation for additional three assessments. This will be undertaken within the scheduled training plan or may be completed under alternative arrangements agreed between the student and the assessor.

In some rare circumstances, students may find it difficult to develop the necessary skills and knowledge within the constraints of the scheduled training plan. When this occurs, arrangements may be agreed to that allows the student to undertake additional learning in their own time and return for additional assessment at a time suitable time for Australian Healthcare Qualifications & Training. This may be during a period of reduced training activity or at a time when planned assessments are occurring and it is convenient to facilitate the additional assessment of the student. As a general guide, assessors are to make alternative arrangements to provide opportunities for assessment within the constraints of available time and resources. In all circumstances, the assessment is to be a planned activity that is conducted in accordance with the assessment procedures in the following section.

In some cases, after alternative arrangements have been exhausted, it will be suitable to find a student as not-yet-competent and record this result with their statement of attainment.

The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of \$200 per unit and any attempt thereafter.

Recognition of Prior Learning (RPL)

All RPL assessments are to comply with the requirements detailed in the curriculum documentation or training product documentation.

RPL Applications are available from Australian Healthcare Qualifications & Training.

The general principle to be observed is that “As the level of risk increases, there should be a corresponding increase in the rigor of the RPL processes”.

Australian Healthcare Qualifications & Training RPL Policy is based on National Assessment Principles:

“Australian Healthcare Qualifications & Training assessment process shall provide for the recognition of prior learning regardless of where this has been acquired”

RPL Assessment Processes

The assessment process will cover the following:

- Assessment processes should cover the broad range of skills and knowledge needed to demonstrate competency.
- Assessment of competency should be a process that integrates knowledge and skills with their practical application.

- During assessment, judgments to determine an individual's competency, wherever practicable, are based on evidence gathered on a number of occasions and in a variety of contexts or situations, including the validation of evidence.
- Assessment processes should be monitored and reviewed to ensure that there is consistency in the interpretation of evidence.
- Assessment should cover both on and off the job components of training.
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.
- Assessment processes should be made accessible to individuals so that they can proceed readily from one competency standard to another.
- Assessment practices must be equitable to all groups or individuals.
- Assessment procedures and the criteria for judging performance must be made clear to all individuals seeking assessment.
- The assessment approach should be participatory – the process of assessment should be jointly developed / agreed between the assessor and the candidate.
- A referee check will be conducted if required to confirm the authenticity of evidence.

The fees for RPL are as follows:

- Recognition for qualifications up to and including Certificate III will incur a cost of \$200 per unit +GST
- Recognition for Certificate IV will incur a cost of \$250 per unit +GST
- Recognition for Diploma and Higher will incur a cost of \$350 per unit +GST

Certificates or Statements of Attainment will not be issued until all fees are paid.

Fees and Refunds

In accordance with the applicable legislation Australian Healthcare Qualifications & Training is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Payment of fees:

There is no application fee for admission into the program.

On acceptance of an offer in the program, participants are required to pay at least half of the deposit before starting the program, unless a payment plan is entered into.

Participants who have difficulties in paying by the due date are encouraged to contact Australian Healthcare Qualifications & Training accounting to arrange an alternative payment option.

Schedule of Fees and Charges

The Chief Executive officer is responsible for approving the Australian Healthcare Qualifications & Training Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Australian Healthcare Qualifications & Training to honor its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The Australian Healthcare Qualifications & Training refund policy.

Fee Payment Arrangements - refer to fees and charges policy

- Payment of no more than \$1,500 from each individual student prior to the commencement of the course.
- Regarding payment plans - Monies for an individual client will not exceed \$1500 at any given time.
- In accordance with the Standards for RTOs; Australian Healthcare Qualifications & Training adopts the following to protect fees paid in advance.
- Flexible payment arrangements/ options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Australian Healthcare Qualifications & Training reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date.
- Flexible payment arrangements, such as instalments, credit card, and direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Australian Healthcare Qualifications & Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Australian Healthcare Qualifications & Training Schedule of Fees and Charges.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter.

Australian Healthcare Qualifications & Training staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a “Refund Request Form”. Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

- Australian Healthcare Qualifications & Training reserves the right to retain the amount of any agent or success fees incurred
- Australian Healthcare Qualifications & Training will provide a refund to the student within 14 days of receipt of Application for Refund form.
- The refundable amount will be of total tuition fees paid, less agent or success fees, if application form is received 28 days or less prior to the commencement of the program.
- The refundable amount will be of total tuition fees paid, less 75% of the non-refundable amount.

No Refund

Australian Healthcare Qualifications & Training will make no refund of any fees if “Application for refund form” is received after the commencement of training

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason Australian Healthcare Qualifications & Training is unable to fulfil its service agreement with a student, Australian Healthcare Qualifications & Training must refund the student’s proportion of fees paid for services not delivered.

Protecting fees being paid in advance

Australian Healthcare Qualifications & Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities

Australian Healthcare Qualifications & Training adopts option 3 and may accept payment of no more than \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement Australian Healthcare Qualifications & Training may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment Australian Healthcare Qualifications & Training undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on a quotation
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Australian Healthcare Qualifications & Training to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and The Australian Healthcare Qualifications & Training refund policy.
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Student complaints about fees or refunds

Students who are unhappy with Australian Healthcare Qualifications & Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Healthcare Qualifications & Training complaints policy and procedure under Administration section.

Plagiarism policy

Australian Healthcare Qualifications & Training delivers programs which are nationally recognised. Australian Healthcare Qualifications & Training issues qualifications which have credibility in the marketplace within the regions we deliver in. Employers and those undertaking the training have faith in the expertise and knowledge Australian Healthcare Qualifications & Training trained individuals bring with them. The desire to do better is an admirable pursuit in prospective or new employees but this may on occasions, drive a student to act fraudulently when writing and submitting assessments. This is often done through plagiarism.

Plagiarism can arise from failing to understand research methodology and referencing systems, dishonest attempts to use and obtain recognition for another person(s) work and / or poorly referenced work.

To plagiarise is to take and use the thoughts, ideas, inventions, music etc. of another person(s) and present it/these as one's own.

This procedure includes all enrolments for accredited and non-accredited training under the Australian Healthcare Qualifications & Training scope of registration.

The objectives of the Australian Healthcare Qualifications & Training Student Plagiarism Policy, procedures and related strategies are to:

- Identify and define ethical issues in research and reporting; including copyright, referencing, bibliographies, citations etc.
- Facilitate students' achievement of information literacy competence
- Provide readily accessible references and tools for staff and students to prevent and manage plagiarism
- Provide appropriate training and induction for members of staff charged with implementing the Student Plagiarism Policy in order to maintain consistency in the way it is implemented. This includes guidelines for writing and conducting assessment events and assessment of student group research projects.

Trainers and Assessors are responsible for:

1. Applying the Student Plagiarism Policy and providing the Student Information
2. Counselling students and collaborating with management to determine whether corrective or disciplinary action is appropriate when plagiarism breaches occur
3. Recording breaches in student notes/files
4. Arranging support services such as tutoring, counselling and to assist students to achieve competence in information literacy.

All Students are required to:

1. be aware of their responsibility in regard to Plagiarism as per the Student Handbook
2. Reference all assignments for submission appropriately
3. Seek advice and support from Australian Healthcare Qualifications & Training Trainers & Assessors.

Actions and Penalties

Remedial Actions May be determined by:

1. Counselling or training on proper academic conventions and techniques
2. Attempt the assessment item again without loss of marks

3. Attempt the assessment item again with a capped mark
4. Completion of a new piece of work with a capped mark
5. Award no marks for the assessment item
6. A grade fail in the unit of competency RTO Manager

Complaints & Appeals

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. The Australian Healthcare Qualifications & Training Process provides adequate opportunity for complaints and appeals to be forwarded to Australian Healthcare Qualifications & Training management in a timely, confidential and sensitive manner.

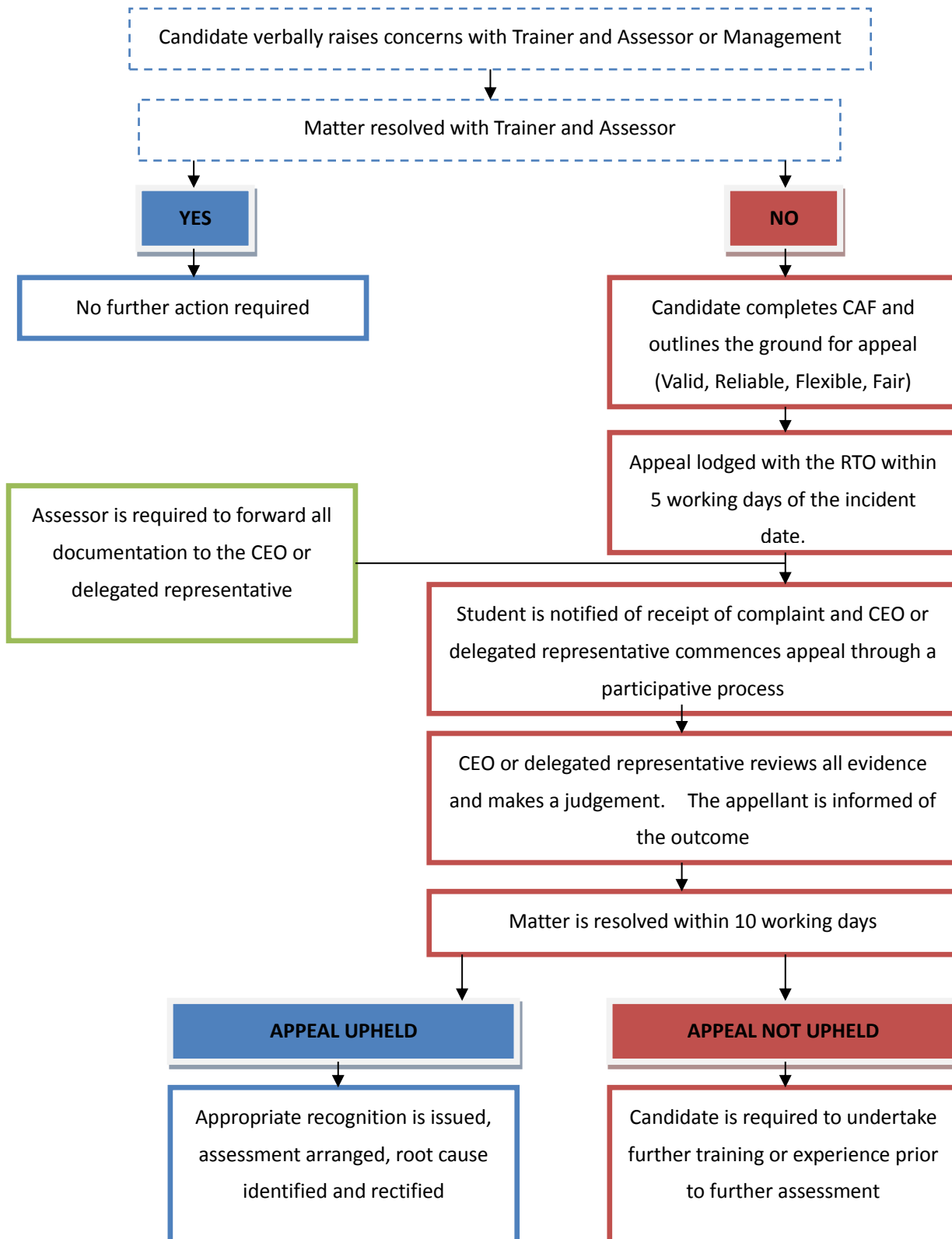
At Australian Healthcare Qualifications & Training the Training Manager is appointed as the Complaints Resolution Officer.

- All complaints / appeals should be committed to in writing at the earliest possible opportunity, You can do this in writing or verbally, We at Australian Healthcare Qualifications & Training will then fill in a complaints/Appeals form
- The Training Manager is then to fill in the Corrective Action Form (CAF)
- A submitted CAF will constitute a formal complaint from the client/stakeholder.
- The CEO of Australian Healthcare Qualifications & Training will be informed through receipt of all client/stakeholder complaints/appeals.
- The CEO of Australian Healthcare Qualifications & Training may delegate responsibility for the resolution of the complaint/appeal as required.
- In the case of a complaint/appeal, the CEO of Australian Healthcare Qualifications & Training will initiate a transparent, participative process to deal with the issues at hand.
- Assessment appeals will be processed in accordance with the Assessment Appeals Procedure - Annex A.
- Complaints or appeals where possible are to be resolved within 10 working days of the initial application.
- In all cases the final conclusion will be endorsement by the CEO of Australian Healthcare Qualifications & Training
- The client/stakeholder will be advised in writing of the outcome of their complaint/appeal.
- If the outcome is not to the satisfactory of the client, he/she may seek an appointment with the CEO of Australian Healthcare Qualifications & Training
- The CEO of Australian Healthcare Qualifications & Training decision will be final. The client has the option to seek outside assistance to pursue the complaint, grievance or appeal.
- All grievances, complaints and appeals will be handled as Staff-In-Confidence.
- All complaints/appeals will be discussed at Management Review meetings for continuous improvement of the processes.

- All Complaints Grievances and Appeals are to be held on file located in Australian Healthcare Qualifications & Training administration and inputted into our complaints register.
- Details concerning the scope of Australian Healthcare Qualifications & Training Complaints and Appeals Policy are to be clearly displayed throughout the Australian Healthcare Qualifications & Training organisation and contained within the Client Induction Process and Client Handbook.

ANNEX A to COMPLAINTS AND APPEALS POLICY

COMPLAINTS AND APPEALS PROCESS



Issuing Qualifications

Australian Healthcare Qualifications & Training will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components. If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.

Your certificate will only be issued upon successful completion of the required Units of Competence and when FULL monies have been paid to the RTO.

Loss of Certificate or Statement of Attainment

In the event of loss of your Certificate or Statement of Attainment please contact Australian Healthcare Qualifications & Training.

Your Certificate, transcript or Statement of Attainment can be reissued please refer to the below regarding details of costs.

To have either your Certificate or Statement of Attainment reissued you will need to provide a Statutory Declaration stating details of the loss. The Statutory Declaration must be signed by a Justice of the Peace.

Re Issuing Certificates

If your certificate or Statement of Attainment is lost or stolen and you wish Australian Healthcare Qualifications & Training to issue another Certificate, there will be a cost involved.

Feedback

Australian Healthcare Qualifications & Training is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback from our clients and students. Reviews will be undertaken during your training and an Evaluation Form will be provided to you on completion of your course.

If you have any further questions pertaining to your enrolment, course or learning please do not hesitate to contact any one of the dedicated friendly training team. You may also receive an NCVET survey and/or an invitation to participate in an Industry endorsed project/ or be contacted by the commission for audit purposes.

Travel Safe –Student Safety Plan

Australian Healthcare Qualifications & Training will typically deliver training from 9am – 4pm

Although we are located in a well accessible area it's important that our students are aware of the public transport that is available in the area.

If the student is required to use public transport, please ensure the following steps are explained to all students to maximise safety.

- If possible walk with a friend or someone you are familiar with
- Walk along well lit-areas and try to walk along areas where other people are around
- Walk with confidence and a steady pace and avoid walking in poorly lit side street
- If verbally harassed, ignore and do not respond and keep walking towards an where there are other people such as a shopping centre
- When leaving after training if you are concerned please seek assistance from our staff
- Call for staff assistance if you need to on (03) 9703 2778 and put this number in your phone
- In case of emergency contact police or other emergency services by dialling 000