

Student Handbook



 **Health Industry Training**

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Introduction

Health Industry Training was established as part of GP Links Wide Bay's strategic direction to facilitate quality improvement through education and skill development for General Practice and Primary Health Care. We are fully committed to providing high quality training in accessible, innovative and flexible learning environments. We network with industry, employers and the wider community to ensure your training programs are developed and delivered to empower students and provide employers with a highly skilled and committed workforce. All staff are here to provide advice and guidance to assist with successful completion of our courses.

Scope of Registration

Certificate III in Aged Care
Certificate III in Disability
Certificate III in Health Support Services
Certificate III in Health Services Assistance
Certificate III in Health Administration
Certificate III in Allied Health Assistance
Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
Certificate III in Population Health
Certificate III in Home and Community Care
Certificate III in Community Services Work
Certificate IV in Age Care
Certificate IV in Leisure and Health
Certificate IV in Allied Health Assistance
Certificate IV in Health Administration
Certificate IV in Health Supervision
Certificate IV in Mental Health
Certificate IV in Mental Health Peer Work
Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice
Certificate IV in Population Health
Certificate IV in Disability
Certificate IV in Home and Community Care
Certificate IV in Youth Work
Certificate IV in Community Services Work
Certificate IV in Community Development
Certificate IV in Project Management Practice
Certificate IV in Training and Assessment
Diploma of Community Services (Mental Health)
Diploma of Practice Management
Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care
Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care Practice
Diploma of Disability
Diploma of Population Health
Diploma of Youth Work
Diploma of Community Development
Diploma of Community Services (Case Management)
Diploma of Management
Diploma of Project Management
Diploma of Counselling
Diploma of Community Services (Alcohol and Other Drugs)
Diploma of Community Services Coordination
Diploma of Business
Diploma of Business Administration

Enrolment information

Students are required to complete the 'relevant enrolment form pertaining to your enrolment option. Information obtained on the enrolment form must be kept up-to-date at all times. Any changes in personal details must be given to the relevant staff member.

Method of enrolment

All enrolment forms and additional documentation must be emailed to info@healthindustrytraining.org in the first instance. If this is not an option, you can post enrolment forms and documentation to Health Industry Training PO Box 702 Hervey Bay 4655.

Qualifications and competency based training and assessment

Competency based training

Competency based training is a flexible form of vocational education and training that collects evidence and makes judgments on whether competency has been achieved by the individual student. Competency is achieved when the student can successfully perform and apply a combination of skills and knowledge to the standard required in the workplace and by industry.

Competency based assessment

The standards used to determine competency in different industry sectors are developed in conjunction with the relevant Industry Training Advisory Board (ITAB). These standards are endorsed by government in the form of specific industry national training packages.

Assessment in a competency based course determines when competency has been achieved.

Health Industry Training will use different methods of assessment to ensure sufficient evidence can be gathered to demonstrate a student can perform a task against the specified criteria. Assessment methods can include:

- **Questioning:** questions asked orally or in a written format. Written questioning is widely used in competency based assessment to assess a student's understanding and knowledge of the task they are performing.
- **Projects:** are used for relevant units that require students to demonstrate a high level of research and analytical skills.
- **Observation:** practical demonstration of real work or simulation by the trainer
- **Third party reports:** confirmation of consistent performance by the student to meet key performance indicators over time and a range of contexts.
- **Simulation/Case-study:** simulation of the workplace to gauge competency. Demonstrated performance knowledge against a defined case study or scenario.
- **Portfolio:** collection of individual pieces of evidence to demonstrate work outputs by the student. Evidence can be gathered from day to day work, certificated learning and other activities such as past achievements.

Assessment format and layout

All assessments **must be**:

- Typed in Arial 12, single spacing with headings in bold
- Header and Footer to be inserted in each page. Header to include unit code and title. Footer to include student name and page number
- Attachments to be scanned as a pdf format file

Referencing

Accurate referencing of your assessment is essential. When completing a written assessment it is important to use a wide range of sources to support your ideas and responses. Referencing shows that you have researched widely and drawn on the research and ideas of others. You have not just 'made it up' or used your own opinions.

Referencing also allows your trainer to validate the information you have written and to locate the original source if they wish to read it. All work must be referenced throughout the assessment by including the name of the author and year of publication at the end each response to the questions and throughout your projects. A list of references **MUST BE** provided at the end of each project. As a minimum referencing should include name of author, year of publication and the title of the textbook or website address (if applicable). There are many referencing guides available on the Internet to assist students.

Plagiarism

Plagiarism is the act of representing as one's own original work the creative works of another, without appropriate acknowledgment of the author or source. In all written work submitted for assessment you must show the sources for your material. The principle is that whenever submitted material is not your own original work this must be referenced to acknowledge the author's work.

It is expected that when a student submits an assessment that it is the independent work of that student and they have written it in their own words. If a student has plagiarised another person's work they will be asked to resubmit their assessment. Plagiarism can lead to instant dismissal.

Submission - electronic

All assessments must be submitted in the format described above and uploaded to the Learning Management System (LMS) located at <http://hit.thelearningstreet.com> using the username and password emailed to you upon your enrolment, unless another form of assessment submission has been given to you by your trainer.

If your assessment has two parts, questions and a project, you should type up your responses to both parts of the assessment in separate word documents. This will allow you to cut and paste the responses to your questions into the individual question spaces on the LMS and upload your project as a separate document.

Submission - manual

If for some reason your assessment is not available online you will be required to email your assessment to your trainer. In this instance, all assessments must be submitted in the format described. A date for submission will be set by the trainer. Assessments must be submitted on or before this date or an extension must be granted by the trainer.

The assessment cover sheets must be detached from the assessment booklets and attached to the front of each assessment. All sections of the cover sheet must be completed by the student prior to submission of assessment. The bottom section of the assessment cover sheet will be retained by the trainer.

Resubmitting assessments

If a student is marked 'not competent' they will be provided with an alternative assessment for completion to be able to demonstrate competency. An assessment resubmission should be treated as the original assessment with all principles applying.

At the end of a competency based course, students will receive a Result of Assessment. The main codes used are:

C	Competency Achieved	NC	Not Competent
RPL	Recognition of Prior Learning	CT	Credit Transfer

Certificates/Statements of Attainment

On full completion of a qualification the student will receive a 'Certificate' stating the qualification title and level of competency.

Students will receive a 'Statement of Attainment' for each unit successfully completed on partial completion of a qualification. Documents will be mailed to students upon successful completion, providing all fees due have been paid.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a formal recognition of your current skills and knowledge you have achieved outside the education and training system. RPL takes into account any previous formal study, work and life experience and then assesses this against the elements of competency to determine if you can receive competency toward a qualification. Further information on RPL can be found in the RPL Policy and Procedures in the Appendix

Accelerated progression

If you already have some of the skills required to complete a course, an accelerated learning path may be negotiated with the trainer.

Credit transfer

Students who have completed a formal unit within their intended qualification with another Registered Training Organisation (RTO) may be able to apply for a credit transfer or exemption. A certified copy of the original documentation must be provided when applying for a credit transfer.

Learner resources

Learner resources for each unit of competency a student elect to complete via assessment method is provided to all students. It is anticipated that students would research additional information to ensure they are fully competent and confident that they have the skills required to perform in their job role on completion.

Delivery methods

Health Industry Training offers flexible delivery of all qualifications on our scope of registration. As mentioned above students are provided with learner resources for each individual unit. As it is a legal obligation that

Health Industry Training retains all assessments for a specific period of time, students are required to submit assessments using Health Industry Training's Learning Management System (LMS). Face-to-face and/or block training will be offered where there is a minimum number of students enrolled in the same qualification. The delivery method will be discussed with each individual student on enrolment.

Work placement

Particular qualifications require students to complete work placement. Students that are required to undertake work placement will be covered under Health Industry Training's insurance policy for the duration of their study with the organisation. Although it is the responsibility of the student to secure work placement, Health Industry Training will assist students where necessary.

Fees

All students must read and understand the fees and charges conditions and organisation's refund policy before enrolment. Students must consult the fees and charges outlined on the enrolment form to ascertain the fees association with their particular course.

Students enrolling in a full qualification will be provided with a fees payment plan to ensure compliance with SNR 22 Financial management of the Standards for NVR Registered Training Organisations 2011. Part of the fees is regarded as an administration fee and is payable 2 weeks prior to enrolment. This fee is non-refundable.

Fees can be made by cash, cheque made payable to Health Industry Training or credit card. Fees are payable in advance for each unit of competency. Health Industry Training offers a friendly payment plan options (weekly, fortnightly or monthly instalments) for full fee paying students.

Defer payment of tuition fees through the VET FEE-HELP scheme is available for all Diplomas offered by Health Industry Training.

A student is considered enrolled in a unit of competency on receipt of the signed enrolment form.

Refunds

Refund if course cancelled by Health Industry Training

If a course is cancelled by Health Industry Training, a full refund of the fees paid by a student for the qualification or unit of competency will be paid.

Refund if course cancelled by student

A refund will be granted for tutorial costs only. No refund will be provided for materials or resources that have been provided to a student. An initial non-refundable administration fee of \$50.00 for each unit is payable 2 weeks before course commencement. A student is considered enrolled in a unit of competency on receipt of the signed enrolment form.

If a refund is requested 1 week before the qualification/unit of competency commences, a full refund, less the administration fee will be given.

If a student requests to change their enrolment to another course delivered concurrently with the enrolled course, the fees paid can be transferrable to the new course. A second administration fee may be charged. Additional fees for resources may apply if original resources are not returned in the manner provided to the student on initial enrolment.

Once training has commencement no refund is available to a student who has enrolled in a unit of competency. If a student has enrolled and paid fees for a full qualification no refund is available unless the student can provide a medical certificate or show extreme personal hardship whereby 75% of the tutorial fees will be refunded. Should a student wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards the course within six months of initial payment.

A student requiring a refund must complete the 'Application for refund' form.

Student responsibilities

On enrolment, prospective students should find out all the relevant information about their chosen course to make an informed decision. Consideration should be given to:

- Course content
- Student responsibilities
- RPL considerations
- Method of delivery
- Job opportunities after course completion

Students are to ensure they provide all necessary personal details at time of enrolment and acknowledge that signing the enrolment form they agree to abide by Health Industry Training policies and procedures.

During the course, students should:

- Treat people with respect and fairness regardless of their background or cultural beliefs.
- Adopt an acceptable standard of behaviour and exhibit courtesy towards all staff and colleagues.
- Avoid behaviour that could offend, threaten or disrupt others – including obscenities or making offensive remarks, bullying, aggressive, threatening or abusive behaviour and violence.
- Present an appropriate and safe standard of dress as required by the course and trainers.
- Arrive punctually at all classes.
- Abide by the conditions of the Workplace, Health and Safety Act 1995 and other regulations set out by Health Industry Training.
- Abide by the 'Student Code of Conduct', a copy of which is available on request.
- Seek support services if necessary.

Privacy

Health Industry Training recognises that privacy and security of personal information is important to our students. We will ensure the highest standards are maintained to safeguard all personal information provided to Health Industry Training. Personal information will not be disclosed to any other third party without written consent to the student.

Students enrolling in accredited vocational education and training courses should be aware that your personal information may be disclosed to Australian and State Government authorities and agencies. If you are an apprentice/trainee, your personal information, attendance records and results may be disclosed to your employer.

Health Industry Training may use images and/or recordings of students for marketing and promotional purposes. Any students involved in the taking of these images will be asked to sign a media release form which provides Health Industry Training with permission to use the images for the above purposes. All students have the right to refuse to participate or limit participation in photographic shoots.

Students are entitled to request access to their personal records and/or personal information. For further information regarding this request contact a staff member.

Access and equity

All students and clients have access to all facilities and courses subject to specific course specifications and the availability of suitable facilities. Health Industry Training will provide every opportunity for students to have access to education and training courses.

Health Industry Training seeks to promote an environment which is fair and equitable and free from discrimination and intolerance. All activities which involve discrimination, bullying, sexual harassment, discrimination and intimidation is unacceptable and will result in disciplinary action.

Complaints

It is the policy of Health Industry Training that all complaints from students will be investigated and a formal response provided to the complainant.

Academic Appeals

It is the policy of Health Industry Training that all students dissatisfied with the result of assessment items or academic decisions have the right to appeal against those specific decisions.

Students who are concerned about academic decisions, should in the first instance talk to their trainer to attempt to informally resolve the issue. If an unsuccessful outcome is reached, students should then appeal to the Manager, Health Industry Training.

Occupational Health & Safety

The Workplace Health and Safety Act 1995 applies to all students and staff. It is the responsibility of all students to ensure they maintain a safe training and working environment while studying at Health Industry Training.

All students and staff have a duty of care for their own personal safety and well-being as well as the well-being of others. To meet this commitment, each individual must at all times, follow safe working procedures and take reasonable care to prevent personal injury, injury to others, damage to property, equipment and materials.

A commitment to Occupational Health & Safety must take place when on Health Industry Training premises or any premises used by Health Industry Training (including vocational placement, field work, work experience and premises hired by Health Industry Training for course work).

Injury/Incidents

All injuries/incidents that occur on Health Industry Training premises or any premises used by Health Industry Training must be reported. Students injured or involved in an incident must:

- Advise their trainer/employer of the incident

- Seek medical/first aid help where applicable
- Complete the Incident Report to be signed by the trainer/employer and handed to the General Manager, Health Industry Training to be investigated within three working days of the incident.

Protective clothing

All students who train, work or enter designated risk areas or undertake activities in these areas are to ensure they wear the appropriate protective clothing. Thongs and singlets are not considered appropriate standards of dress. Footwear should be in good repair and provide protection to the feet. Sandals, platform or high heeled shoes should not be worn in hazardous locations, especially in practical training areas.

Electrical equipment

All students have a duty of care when using electrical equipment within their training or working environment. If the equipment is identified as being faulty, students are not to use the device. Students must report identified devices to their immediate trainer / supervisor who will isolate the item and follow the relevant reporting procedures.

Alcohol/Drugs

Students are not permitted to attend class or enter Health Industry Training premises or any premises used by Health Industry Training when under the influence of alcohol or illegal drugs.

The possession, use and sale of alcohol and illegal drugs or controlled substances on Health Industry Training premises is against the law and will be immediately reported to the police.

If you are taking prescription medication it is your responsibility to ensure it does not affect your safety or the safety of others.

Smoking

The Queensland Government has put in place legislation which prohibits smoking in dedicated areas. It is the responsibility of the student to ensure they are familiar with the legislation requirements and to abide by the non-smoking laws at all times.

Emergency evacuation

During an emergency evacuation, trainers and supervisors act as emergency coordinators and have absolute authority in respect to any instructions, requests and actions relating to the emergency.

In the event of a fire or threat in a Health Industry Training building, student must observe the emergency evacuation instructions of their trainer / supervisor. Students are responsible for ensuring they are familiar with the emergency procedures for the specified area of study.

Non-attendance due to illness

All students are responsible for ensuring they contact a Health Industry Training staff member immediately if they are unable to attend class due to illness.

If you need to withdraw from the unit or course you must notify a Health Industry Training staff member and complete the 'Student Withdrawal Form'. See the Refund section of this guide for clarification on refund policies.

Medical emergency

To ensure your well-being in the case of a medical emergency, you are asked to indicate on 'Student Personal Details' form, any medical conditions that may affect your participation in the course.

You are under no obligation to supply this information however, the information is covered under the Privacy Act and will not be disclosed to any other third party.

You are also asked to provide the contact details of a family member or friend who can be contacted in the case of emergency.

Student Support

It is the policy of Health Industry Training, that all students will be provided with the necessary support to successfully complete their chosen course. Staff at Health Industry Training can assist by:

- providing information to relevant job seeking avenue to access suitable employment opportunities
- providing contacts for external support organisations regarding literacy and numeracy support, disability support and counselling services
- supporting students for the duration of their studies to ensure a successful outcome
- providing financial assistance if eligible

Health Industry Training uses a range of assessment tools to assist students and trainers to identify learning needs that may require attention in order for the student to achieve competency. Recognition of Prior Learning (RPL) is an integral part of a student's enrolment. Our RPL processes are streamlined to ensure students are recognised for their current skills and knowledge gained through work experience, life experience and/or formal training.

If you feel you need support to ensure successful completion of your course please contact your trainer in the first instance.

Student feedback

Health Industry Training prides itself on providing the best learning environment possible to their students. To ensure we provide a high quality training facility we ask that students provide us with feedback during and after the course.

The feedback collected by students will play an important role in developing and delivering training and is used as part of our continuous improvement processes to ensure it provides quality training and assessment.

Please be assured that your response is private and confidential. We will protect your anonymity and confidentiality of your response to the fullest possible extent.

Student records

All students have the right to access their personal records. Records can be obtained by making an appointment with the Manager Health Industry Training who will organise for the request to take place within 5 working days.



[RTO National Provider No: 32145]
[ABN: 13 138 320 662 ACN: 138 320 662]

Recognition of Prior Learning Policy & Procedures

Purpose

Recognition of Prior Learning (RPL) - Recognition of Prior Learning (RPL) takes into account any previous formal training and work experience and assesses this against the elements of competency to determine if a student can receive competency toward a qualification. Students will be provided with the relevant information to receive Recognition of Prior Learning (RPL) during the initial enrolment period however, students can apply for RPL throughout the duration of the course.

Policy

It is the policy of Health Industry Training that all students have the opportunity to access the Recognition of Prior Learning (RPL) process. Students are able to access the RPL process on enrolment or during the duration of undertaking their qualification.

Personnel Affected

All Students of Health Industry Training

Procedure

- Students to indicate on the enrolment form any units that they wish to RPL
- Student to provide supporting documentation and evidence.
- Evidence can include;
 - Resume
 - Position Description
 - Copies of prior qualifications
 - Portfolio of work (must be signed off by employer to verify work was developed by student)
 - Industry cards eg: working with Children suitability card
- Third party reports to be sent to current or former supervisor by Health Industry Training Staff for completion and return to Health Industry Training
- Direct questioning to be undertaken with student by their nominated trainer

Publication

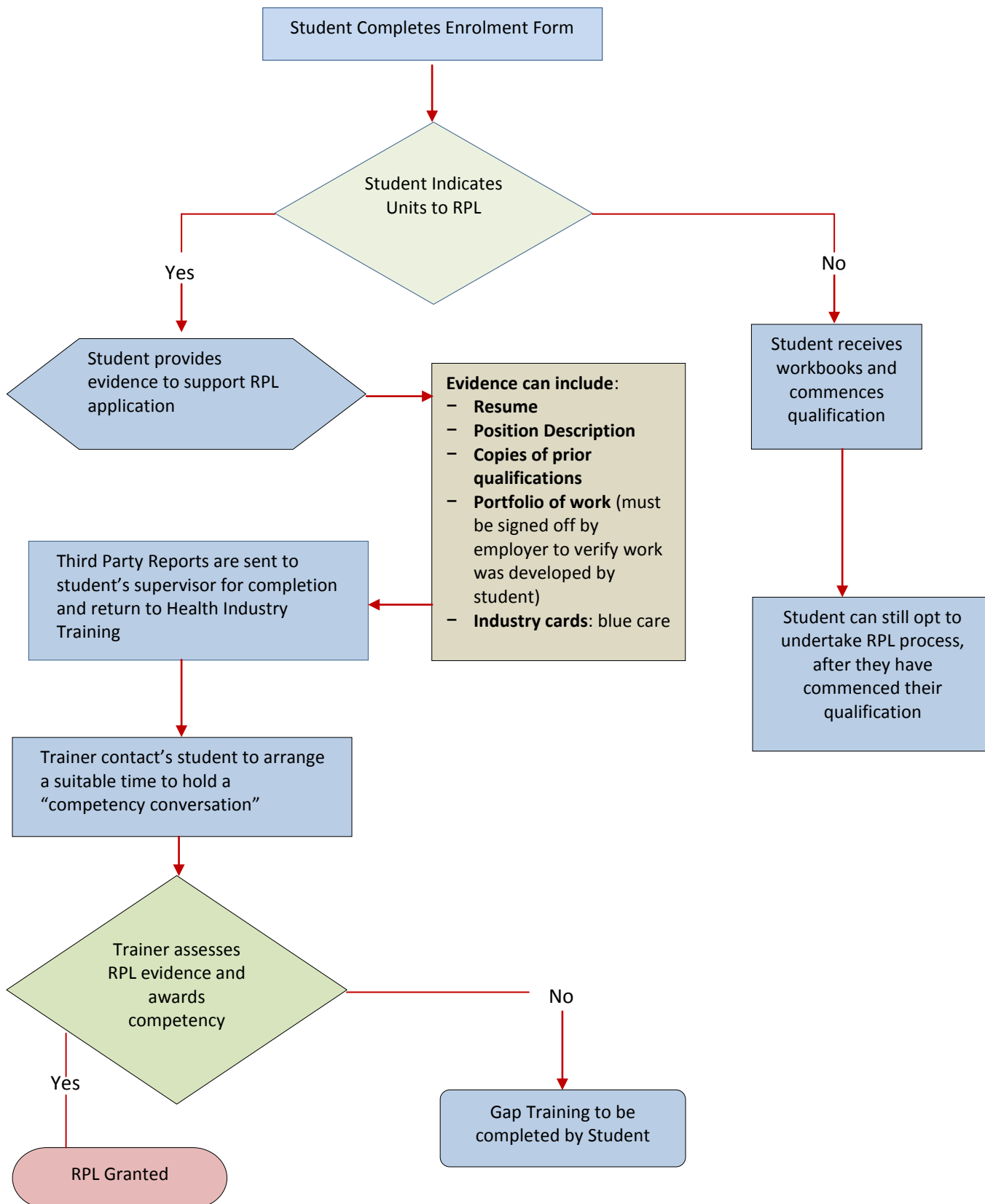
This Recognition of Prior Learning Policy and Procedure will be made available to students and potential students through publication on the website (www.healthindustrytraining.org).

This Recognition of Prior Learning Policy and Procedure was agreed to and ratified by the General Manager, Health Industry Training on 4th January 2013.

Related Forms

- Third Party Reports
- Enrolment Form

Recognition of Prior Learning Procedure





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REFUND POLICY

PURPOSE

To ensure compliance with the Standards for Registered Training Organisations 2015 that requires an RTO to protect fees paid in advance and to have a fair and reasonable refund policy in place.

Health Industry Training will apply this refund policy consistently and fairly to all students enrolled with the organisation.

PERSONS AFFECTED

- Individual students enrolled in a course offered by Health Industry Training who are not enrolled through the VET FEE HELP scheme.
- Any third party responsible for a student's course fees.

DEFINITIONS

Tuition Fees The fees received by Health Industry Training, directly or indirectly, that are directly related to the provision of a Course that Health Industry Training is providing, or offering to provide, to a student.

Incidental Fees The money received by Health Industry Training, directly or indirectly, that are directly related to the provision of a Course that Health Industry Training is providing, or offering to provide, to a student and includes:

- Resource fees - \$30/unit
- Online access fees - \$10/unit
- Enrolment fees - \$10/unit

PROCEDURE

Refund if course cancelled by Health Industry Training

A full refund of tuition fees paid will be issued to students if Health Industry Training defaults for any of the following reasons:

- The course ceases to be provided at any time after it commences but before it is completed, or
- The course is not provided in full to the student because a sanction has been imposed on the Registered Training Organisation

A full refund will be issued within 28 days of the default.

Refund if course cancelled by student

A student requesting a refund must complete the 'Application for refund' form available at www.healthindustrytraining.org.

The following conditions apply to all students wishing to cancel their enrolment into or from a Course with Health Industry Training.

A refund will be granted for the tuition fees only.

- Cancellations made before course commencement will receive a full refund for tuition fees only. For the purpose of this refund policy, it is considered a student has commenced a course on receipt of initial payment.
- Cancellations made within 2 weeks of a course commencement date will be refunded the tuition fees only less a cancellation fee of 50%. No incidental fees will be refunded.
- Cancellations made after 2 weeks of commencement will be liable for the Course fees in full.
- If a student fails to notify Health Industry Training of their withdrawal from a course they will be deemed as still enrolled and will be liable to pay the Course fees in full.
- Where a student has requested to withdraw due to the student incurring an illness or being involved in an accident a discretionary refund may be paid on receipt of a medical certificate. Any refund will be assessed on a case by case basis.

PUBLICATION

This Refund Policy will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Refund Policy was agreed to and ratified by the General Manager, GP Links Wide Bay trading as Health Industry Training on 4 January 2013.

RELATED FORMS

- Fees and charges policy
- Application for refund form



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STUDENT COMPLAINT POLICY

PURPOSE

While every attempt is made to ensure the products and services we provide to our students are of the highest quality, there can be occasions when students are dissatisfied. This policy is designed to provide a framework for handling these complaints to ensure transparency and accountability.

POLICY

It is the policy of Health Industry Training that all complaints from students (excluding students enrolled through the VET FEE HELP scheme) will be investigated and a formal response provided to the complainant.

All students are to be handled with concern and respect by those to whom the complaint is registered and all continuing interaction with the complainant be undertaken by the General Manager of Health Industry Training.

PERSONNEL AFFECTED

- All staff of Health Industry Training
- Individual students enrolled in a course offered by Health Industry Training who are not enrolled through the VET FEE HELP scheme.

PROCEDURE

The following procedures are to be undertaken when handling student complaints:

- The complainant is to be kept informed at all times of the progress and result of any investigation or resolution to the complaint.
- The staff member receiving the complaint should not engage in any discussion with the complainant on the merits or otherwise of the complaint but simply explain the procedure that will be followed to address the complaint.
- The student complaint form is to be completed by the student and forwarded to the General Manager Health Industry Training who will decide whether the complaint requires further investigation.

- The General Manager or delegate will contact the complainant within 24 hours to explain the process of investigation if warranted and to ascertain what actions or results the complainant would like to see happen.
- Following investigation of the complaint the General Manager will respond to the complainant verbally where possible, to be followed up by a letter explaining the process of the investigation and the results.
- It will be the responsibility of the General Manager to determine any disciplinary action necessary against a member of staff and fully consult with the member of staff before any resolution of the complaint is finalised.
- Feedback from the complainant to determine whether they are satisfied with the way the complaint was dealt with is to be received from the General Manager.
- Information on the complaint will be included in that month's report to be given to management.
- Change in practice that led to the complaint should be implemented if relevant.

RESPONSIBILITIES

- All staff to ensure their behaviour and service meets the appropriate level of professionalism expected of a staff member of Health Industry Training.
- All staff to report the complaint when received immediately.
- The General Manager of Health Industry Training is to progress the investigation and report back to the complainant.
- The CEO to progress the investigation and reporting back to the complainant on all complaints regarding the General Manager.

PUBLICATION

This Student Complaint Policy will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Student Complaint Policy was agreed to and ratified by the General Manager, GP Links Wide Bay trading as Health Industry Training on 4 January 2013.

RELATED FORMS

- Student Complaint Form



[RTO National Provider No: 32145]
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ACADEMIC APPEALS POLICY

PURPOSE

The 'Academic Appeals' policy is designed to provide a framework for handling disputes relating to academic decisions for students enrolled outside the VET FEE HELP scheme.

POLICY

It is the policy of Health Industry Training that all students dissatisfied with the result of assessment items or academic decisions have the right to appeal against those specific decisions.

OVERVIEW

Health Industry Training is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students. Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

RESPONSIBILITY

The General Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

FORMAL GRIEVANCE PROCEDURE

General principles applying to all stages of this grievance procedure which will be adhered to by Health Industry Training, are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.

- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored at the Office of the General Manager.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted in writing to the General Manager.

The responsible officer(s), the General Manager, within Health Industry Training will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the General Manager.

The Complainant's appeal will be determined by a dedicated complaints committee established for the specific purpose of determining the appeal – which will include: GP Links Wide Bay CEO ; a GP Links Wide Bay Board member; and an independent Chair (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Health Industry Training. In the first instance a student should contact the General Manager.

The process used will be that of an external body with power to make a binding determination on both parties.

The details for the external body and contact person are:

Dispute Resolution Branch
Department of Justice and Attorney-General
Phone: 1800 017 288
Email: mailbox@justice.qld.gov.au
Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>

Health Industry Training will give due consideration to any recommendations arising from the external review within 5 days.

PUBLICATION

This Academic Appeals Policy will be made available to Students enrolled with Health Industry Training through publication on the website (<http://www.healthindustrytraining.org>).

This Academic Appeals Policy was agreed to and ratified by the General Manager, Health Industry Training on 4 January 2013.



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STUDENT CODE OF CONDUCT

PRINCIPLES

The Student Code of Conduct has been developed to provide a clear statement of Health Industry Training's expectations of students in respect to behaviour and academic matters.

By studying at Health Industry Training students are given the opportunities for interacting with other students and staff members. This organisation recognises the values the diversity of student expectations and experience and is committed to treating students with respect and fairness. In return, all students are expected to comply with the rules set out in the Student Code of Conduct.

COVERAGE

This Student Code of Conduct applies to all students of Health Industry Training, in respect to all actions and activities undertaken on Health Industry Training premises and all other facilities and buildings utilised by Health Industry Training for the benefit of student learning. The code of conduct should be read in conjunction with the policies and procedures set down by Health Industry Training.

STUDENT BEHAVIOUR

All students must:

- Behave in a courteous way treating all fellow students, Health Industry Training staff and other personnel associated with Health Industry Training with respect, openness, impartiality and dignity.
- Ensure they do not act in a manner that unnecessarily impedes the ability of Health Industry Training staff, fellow students and other personnel associated with Health Industry Training to carry out their study or work at Health Industry Training including external facilities utilised during the duration of training.
- Respect the privacy of staff, fellow students and other personnel associated with Health Industry Training and must protect the privacy of others and maintain appropriate confidentiality regarding personnel matters.
- Ensure they do not become involved in or encourage discrimination, bullying or harassment against Health Industry Training staff, fellow students and other personnel associated with Health Industry Training.

- Ensure they abide by Health Industry Training's policy of a smoke free environment. This policy applies in any areas where staff train or supervise students including all buildings and grounds of Health Industry Training and other facilities utilised by Health Industry Training.
- Not attend any training, functions or activities held by Health Industry Training if under the influence of drugs or alcohol. It is a breach of the code of conduct for any student, regardless of age, to consume or have alcohol in their possession.
- Not permit any person to enter the areas of training, functions or activities without the permission of the General Manager Health Industry Training.

ACADEMIC CONDUCT

All students must:

- Ensure their personal and enrolment details are correct and must inform Health Industry Training of any changes to these details which may occur during the time of the course.
- Act ethically and honestly in the preparation, conduct and submission of academic work including all forms of assessment, informal tests, learning activities and formal examinations.
- Not take part in any behaviour or activity that could unfairly advantage or disadvantage another student academically.
- Ensure they have full knowledge of all activities, assessments and other requirements necessary to receive competency.
- Ensure all work submitted for marking is their own work and not the work of others.
- Ensure they are aware of and comply with Health Industry Training policies and rules including information contained in the course profile and student guide.

DRESS CODE

Dress must be always neat and appropriate and must not be offensive to others. Student clothing should reflect the adult work or learning environment. Suitable footwear must be worn at all times. No thongs are allowed. Covered footwear must be worn in practical classes.

ATTENDANCE

Students are expected to maintain a satisfactory commitment to all units in which they are enrolled. If a student is unable to attend class they are required to contact Health Industry Training with an estimated date of return. Any student who will be late for class is required to contact Health Industry Training with an estimate time of arrival. Failure to attend a percentage of class time can result in a not competent result.

FACILITIES AND RESOURCES

All students are required to assist in maintaining serviceable facilities, resources and equipment by:

- Reporting any breakage and/or faults with equipment to the trainer or administration.
- Leaving all rooms utilised either on Health Industry Training premises or externally neat and tidy after lectures and ensure equipment and tools are cleaned and correctly stored.
- Using access to the computer network and equipment only for instructional purposes, not allowing others access through your username and password, not using or installing software on company computers and checking all external storage devices for viruses before use on company computers.

OCCUPATIONAL HEALTH AND SAFETY

Students must adhere to occupational health and safety regulations by:

- Always complying with health and safety instructions from Health Industry Training staff.
- Informing staff immediately of any equipment or environment deemed unsafe or faulty and which can cause a health and safety hazard.
- Notify appropriate staff of any medical condition you have and how it may impair your safety or academic performance. All information will be treated with strict confidentiality.
- Ensuring all equipment is used appropriately and as instructed by Health Industry Training staff.
- Wearing appropriate protective clothing and securing hair, jewellery and clothing to avoid accidents.
- Engaging in cooperative and safe behaviour in classrooms and in other parts of all premises.
- Keep food and drinks out of classrooms and all other work areas.
- Abstaining from the use of drugs, alcohol and other substances that may affect coordination and/or judgement to the extent that the safety of the learning environment and/or other persons is compromised.

PENALTIES FOR MISCONDUCT

Students found to be in violation of the Student Code of Conduct will be subject to misconduct penalties. Penalties will be imposed according to the severity of the misconduct.

1. Where Commonwealth or State laws have been breached, the matter will be referred to the appropriate authority.

2. If a student has been involved in academic misconduct
 - i. they will be instantly informed of such;
 - ii. the relevant staff member will prepare a written report on the alleged academic misconduct
 - iii. the matter will be referred to the delegated officer for appropriate action
3. Where a trainer or a senior staff member observes misconduct committed in a class, facility or premises under their management or control, the student will be immediately suspended from attendance for a period not exceeding 24 hours in the first instance.
4. If a suspension action is taken, the relevant staff member will immediately provide a written report to the delegated officer which details the circumstances of the suspension.
5. Serious misconduct or repeated instances of misconduct may incur in a longer or indefinite period of suspension.

PUBLICATION

This Student Code of Conduct will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Student Code of Conduct was agreed to and ratified by the General Manager, Health Industry Training on 4 January 2013.



[RTO National Provider No: 32145]
[ABN: 13 138 320 662 ACN: 138 320 662]

STUDENTS WITH DISABILITIES POLICY

PURPOSE

Health Industry Training is committed to increasing and enhancing opportunities for people with disabilities to access vocational education and training. This policy sets out Health Industry Training's commitment to provide an accessible and inclusive learning environment to all students with disabilities or special needs.

POLICY

This policy applies to all Health Industry Training students, staff and key stakeholders and outlines the responsibilities of all Health Industry Training personnel to provide an appropriate learning environment and to ensure an effective delivery of services and support to students with disabilities.

POLICY PRINCIPLES

Health Industry Training shall take all necessary steps to ensure that a prospective student with a disability or special need is able to seek admission to or apply for enrolment.

Health Industry Training supports the principle of universal access for all students, including those with a disability. The organisation strives to ensure no students are disadvantaged in their participation as a result of a disability.

Health Industry Training is committed to providing a learning environment where students are not subject to discrimination or harassment because of a disability. The organisation aims to eliminate disability discrimination to ensure that students with disabilities have the same rights as all other students enrolled with Health Industry Training.

Health Industry Training will regularly review and evaluate support services to ensure they meet the requirements of students with disabilities.

PROCEDURE

1. Disclosure of a disability by a student

Health Industry Training encourages students with a disability to self-disclose the nature and extent of their disability. It is the responsibility of the student to inform the organisation as soon as they are aware of their disability or special need in a timely manner to allow Health Industry Training to best support their needs. It is important to note that a student is under no obligation to inform the organisation of their disability unless it represents a health risk to other students or staff. However, if a student chooses not to disclose their disability or special needs the organisation may not be able to provide them with the adequate support to successfully complete their chosen qualification.

The nature of the disability or special need must be substantiated by current, relevant and appropriate documentation from a health practitioner who is an expert in the field.

Information in relation to the particulars of a disability or special need that is provided by a student or an associate shall remain confidential and shall be restricted to those with a legitimate need to know in accordance with the Confidentiality and Privacy Policy.

2. Reasonable adjustment

Health Industry Training shall take all reasonable steps to ensure that:

- a prospect student with a disability or special need is able to seek admission to or apply for enrolment
- where required, adjustments will be made to aid the students learning. Adjustments relate to:
 - the classroom or venue for face-to-face delivery
 - online learning system and experience
 - learning resources
 - assessment
- appropriate adjustments will be provided in consultation with the student, within a reasonable time after notification of the need for adjustments. Adjustments provided for students with disabilities must meet the requirements of the qualification being undertaken.

3. Training and assessment

Health Industry Training will make adjustments to assessments for students with a disability or special need, to provide students with an equitable opportunity to demonstrate their knowledge and competency for assessment purposes.

Students must first contact the Programs Manager who will act as a point of contact for the student with a disability or special needs. If necessary, the Programs Manager will liaise with training staff to negotiate reasonable adjustments for individual students, however students with disabilities need to engage in the process.

4. Access to work placement

Where the qualification being undertaken by a student requires practical skills to be conducted in a workplace, Health Industry Training facilitate access to training and placement opportunities which enable students to develop appropriate work skills.

Current and future students enrolled in courses are informed of any requirements to undertake mandatory work-integrated training or professional placement via the enrolment office and course outline.

Health Industry Training provides all students with a Disclosure Statement for the purpose of advising the organisation of any risk to their own health and wellbeing and/or risk they may pose to others in undertaking the course. When a Disclosure Statement is made, wherever possible, necessary and reasonable adjustments are made to accommodate such students in undertaking the course. However, in cases where students require special services or facilities that in the circumstances cannot reasonably be made available and without which they are unable to continue to participate in the course the outcome will be a withdrawal from the course without academic or financial penalty.

COMPLAINT OR GRIEVANCE

Students who have a concern about a decision, act or omission that affects their academic experience should refer the 'Academic Appeals Policy'.

Students who have a complaint or grievance on the basis of a non-academic discussion made by Health Industry Training should refer to the 'Non-academic Appeals Policy'

PUBLICATION

This Students with Disabilities Policy will be made available to students and potential students through publication on the website (www.healthindustrytraining.org)

This Students with Disabilities Policy was agreed to and ratified by the General Manager, GP Links Wide Bay trading as Health Industry Training on 4 January 2014.

RELATED POLICIES

- Access and equity policy
- Equal employment opportunity policy
- Confidentiality and privacy policy