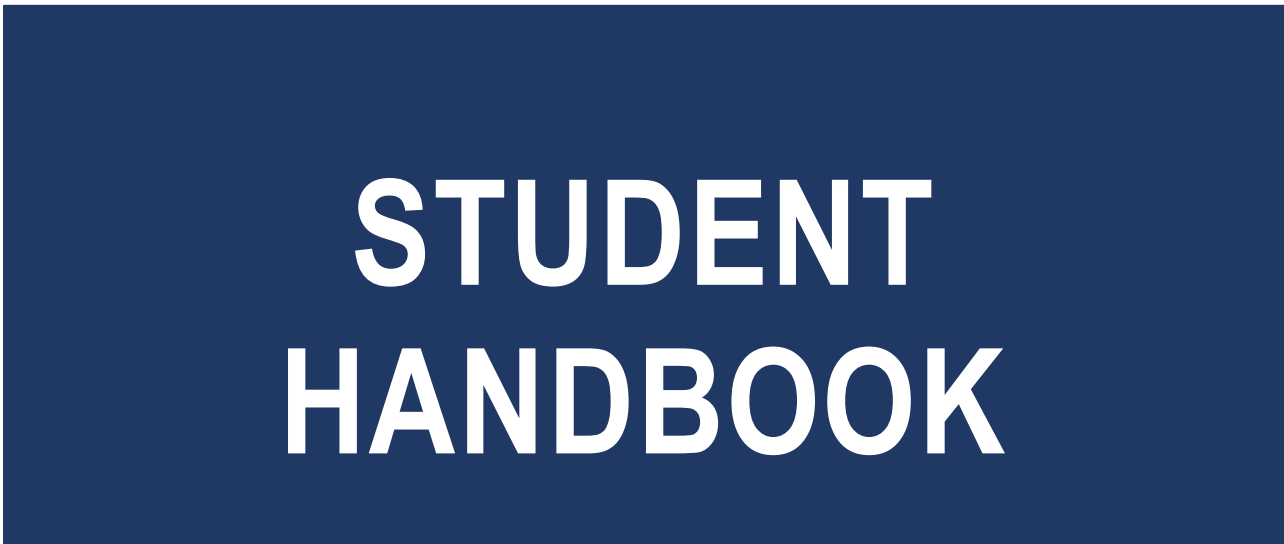





Health Industry Training



**STUDENT
HANDBOOK**



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GP Links Wide Bay trading as
Health Industry Training
PO Box 202
ASPLEY QLD 4034

Contents

Introduction	1
Student Pre-enrolment Factsheet	1
Enrolment information	2
Assessment tools	2
Types of evidence	2
Evidence gathering techniques	3
Practical training	3
Credit Transfer	3
Recognition of prior learning	4
Referencing	6
Plagiarism.....	6
Assessment submission	6
Resubmitting assessments	7
Learner resources.....	7
Delivery methods	7
Practical placement	7
Fees, Charges and Refunds.....	7
Student responsibilities	8
Student code of conduct	9
Privacy	12
Access and equity	12
Complaints	12
Academic appeals	13
Workplace health and safety	13
Injury/Incidents	13
Protective clothing	13
Electrical equipment	13
Alcohol/drugs	14
Smoking	14
Emergency evacuation	14
Non-attendance due to illness	14
Medical emergency	15
Student support	15
Student feedback	15
Student records	15
Access and equity policy	16
Academic appeals policy	18
Non-academic appeals policy	20
Recognition of prior learning policy & procedures	22
Fees and charges policy.....	25
Refund policy	28

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.

STUDENT PRE-ENROLMENT FACTSHEET

Students enrolling in a course with Health Industry Training are required to read the Pre-Enrolment Factsheet prior to enrolment. The Student Pre-Enrolment Factsheet is designed to provide students with important information they need to know about enrolling with Health Industry Training, including:

- Course Delivery and Student Requirements
- Learning Materials
- Trainer Support
- Assessment Submission and Due Dates
- Individual Needs
- Language, Literacy and Numeracy (LLN) Requirements
- Computer Literacy and Skills
- Credit Transfers and Recognition of Prior Learning (RPL)
- Centrelink and Study
- Work Placement Arrangements
- Pathology Collection Placement
- Diploma of Clinical Coding
- Block Training
- Course Fees and Payment Plans
- Refund Information
- South Australia Learning and Support Services

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. 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 202 Aspley Queensland 4034.

ASSESSMENT TOOLS

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

TYPES OF EVIDENCE

Direct

This involves the trainer directly observing (or questioning) the candidate performing the tasks which facilitates a decision of competent or not yet competent.

Indirect

This involves evidence which supports the candidate being able to perform a task. For example:

- a finished product created by the candidate
- a written assessment piece responding to specific knowledge questions

Third Party Evidence

Also referred to as supplementary evidence, third party evidence provides another important means for trainers to make a judgment about the candidate's competence.

The trainer makes their professional judgment after reviewing a range of evidence, remembering that it is the quality, rather than the quantity, of evidence presented that is important. Third party evidence is particularly helpful where there are issues of confidentiality and privacy.

Supervisors, team members, clients and consumers can all provide third party evidence. Their reports are used to 'authenticate' the candidate's evidence. In addition to structured assessment tasks third party reports can comment on the candidate's performance in ongoing work tasks.

EVIDENCE GATHERING TECHNIQUES

Health Industry Training employ a range of assessment techniques. Different forms of evidence enable trainers to build a more complete picture of the candidate's skills and knowledge. Forms of evidence that will typically be most suitable for assessment 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 define 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.

PRACTICAL TRAINING

In addition to the assessment techniques listed above, the assessment requirements of a unit of competency may require the participant to demonstrate skills in the workplace. To address this requirement students are provided with 'Practical Skills Records' that must be completed for relevant units to be awarded a certificate. Other assessment activities determined by the trainer could also include a range of assessment tools appropriate for this unit to demonstrate competencies which sufficiently address:

- The elements and performance criteria
- Foundation skills
- Performance evidence
- Knowledge evidence
- Assessment requirements

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 copy of the original documentation must be provided when applying for a credit transfer.

RECOGNITION OF PRIOR LEARNING

RPL is a process that recognises the knowledge and skills already held by a student. It involves the assessment of a student's prior formal and informal learning and maps this information against the unit of competency outcomes.

PROCEDURE

The following procedures must be completed by the student for an RPL application to be accepted.

1. Completion of RPL Application Form and RPL Evidence Tools

The student must complete and submit the RPL Application and RPL Evidence Tools and provide **ALL** relevant evidence to support the RPL application. Please note **ONLY ONE** application for RPL is accepted.

Documents that may be used as evidence to support the RPL application include but are not limited to:

- **Academic Transcripts** – copies of previous certificates awarded through accredited training. Please note, academic transcripts must be current to be accepted as evidence for RPL
- **Resume** – If using a CV for evidence of positions held or experience please ensure that the authenticity of the information can be validated.
- **Position descriptions** - may provide evidence if supplied on original company letterhead or signed by the previous employer.
- **Diaries/Journals** – May provide evidence similar to job sheets or logs but are more of personal or private nature – possibly related to pastime activities or after hours experiences. A journal may contain evidence of time management, operational planning, budgeting, reflections, etc.
- **Work Samples** – Examples of work are valid sources of evidence. This can take the form of reports or proposals, session plans, multimedia presentations, internal correspondence, physical objects or any other examples of work that support your claims. Video evidence is a useful means of demonstrating competence.
- **Written Work** – Any documents you created that demonstrate knowledge or skills you have, such as reports, designs, drawings, promotional material, correspondence, policies, procedures you wrote.
- **Photos/Video** – Use to prove that you actually have carried out certain tasks or if you cannot provide original pieces of work. A video sequence can demonstrate how you created something or how you applied manual or communication skills to achieve an outcome.
- **Emails** – Copies of emails might demonstrate that you have specific communication skills or can verify that you carried out an activity for which you claim competence.

- **Any other example of evidence that supports your claims** – Any evidence not listed above that supports your claim to demonstrate competence.

2. Initial Review of RPL Application

On receipt of an RPL Application, the RPL Applications Assessor will review the application to determine if sufficient evidence has been provided to warrant the next stage of the RPL process to take place.

PLEASE NOTE: Students who have applied for RPL and have been initially assessed as not providing sufficient evidence will be marked RPL Not Granted. Students will then be required to complete the assessment for the corresponding unit and will be charged a \$80 fee for each unit.

3. Performance Evidence

To be granted RPL for a unit of competency, students must be able to demonstrate the skills and knowledge outlined in the performance evidence for each unit. To demonstrate competency, Third Party Reports are sent to the nominated supervisor. Please note, all evidence and the Third Party Reports must be returned prior to the following steps taking place.

4. Review of candidate's evidence

On successful review by the RPL Applications Assessor, the student's trainer will review the information and evidence provided and map the evidence to each unit of competency.

5. Competency Conversation

The final phase in collecting evidence for the RPL process is for the trainer to complete the RPL Assessment Record used to access evidence and conduct direct questioning for each unit. The direct questions are designed to enable the trainer to gain direct evidence to support the RPL application. The primary focus of the questions is on the student's knowledge and practical experience.

6. Gap training

RPL is an assessment process designed to show areas of competence and to identify IF a candidate has gaps in skills and knowledge against units of competency.

If a candidate has skills gaps, the trainer will provide assessment activities to be completed by the candidate.

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 after each item of the assessment by including the title of the publication, and pages viewed, or the website URL.

For example:

Health Industry Training CHCCOM005 Learner Guide, pg 15-18

<https://www.hha.org.au/hand-hygiene/what-is-hand-hygiene>

Additional referencing information is provided in your study guide.

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.

All student assessments are subject to review using Turnitin, a leading plagiarism detection software, to ensure academic integrity and originality of work submitted.

ASSESSMENT SUBMISSION

All assessments and practical skills records must be submitted through the student learner portal. Submission via email will not be accepted.

After enrolment, students will receive an email with the log in details to our Training Management System 'aXcelerate'. If you did not receive the email with your log in details to the student portal please email info@healthindustrytraining.org.

RESUBMITTING ASSESSMENTS

If a student is marked 'not satisfactory' on their assessment they will be provided with feedback from their trainer. They will then be required to address the items of the assessment that were marked not satisfactory and resubmit.

LEARNER RESOURCES

Learner resources for each unit of competency a student elects to complete via assessment method are provided to all students. These are available to students in hard copy and digital copy (most available digitally, hard copies are provided where digital copies not available). 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.

PRACTICAL PLACEMENT

Particular qualifications require students to complete practical placement. Students who are not working and who are not employed in the field of training and are required to undertake practical placement will be covered under Health Industry Training's insurance policy for the duration of their study with the organisation. It is the responsibility of the student to secure practical placement with a suitable host organisation.

FEES, CHARGES and REFUNDS

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

A student is considered enrolled on receipt of the signed enrolment form.

Students MUST ensure they have read the 'Fees and Charges' Policy and 'Refund' Policy provided at the end of the Student Handbook.

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.

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 Executive Director 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.

WORKPLACE HEALTH AND SAFETY

Students must adhere to workplace 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 will result in immediate withdrawal from the course.

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. All complaints are to be emailed to info@healthindustrytraining.org and your complaint will be forwarded to the appropriate person/s for a formal response.

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 send an academic appeal to info@healthindustrytraining.org.

WORKPLACE 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
- peer support groups

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 contacting Health Industry Training at info@healthindustrytraining.org who will organise for the request to take place within 5 working days.

ACCESS AND EQUITY POLICY



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

PURPOSE

Health Industry Training supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

POLICY

Health Industry Training has an unreserved commitment to the principle of access and equity in ensuring all training and assessment is responsive to the individual needs of students and stakeholders. As part of its commitment Health Industry Training has a duty to ensure that course and services provided by the organisation are relevant, accessible, fair and inclusive.

The access and equity policy aims to achieve equal training and assessment outcomes for all students including:

- People with physical or intellectual disabilities
- Aboriginal and Torres Strait Islander people
- The long-term unemployed or underemployed
- Rural and remote communities

FAIR TREATMENT

Health Industry Training will not tolerate discrimination, harassment or racial or religious vilification. Health Industry Training will treat fairly all students and potential students.

PRE-ENROLMENT INFORMATION

Health Industry Training will ensure that all students receive adequate and relevant information prior to enrolment to ensure they are able to make an informed decision about the suitability of the course and their individual learning and career needs. Students will have access to:

- Course outline
- Fees and charges policy
- Refund policy
- Entry requirements relevant to their chosen course
- Appeals and complaints procedures
- Recognition of Prior Learning policies and procedures
- Student code of conduct
- Student handbook

All students must read the 'Student Pre-enrolment Factsheet' prior to acceptance into their course.

STUDENT SELECTION

Health Industry Training has open, fair and transparent procedures, based on merit for making decisions about:

- a) the selection, from among potential students; and
- b) the treatment of students.

Potential Students seeking to enrol in a VET unit of study with Health Industry Training, regardless of their background, circumstances or eligibility for funding will be assessed for entry to study through the same published entry requirements and through the same process.

Health Industry Training will provide reasonable adjustments to the learning and working environment of students as required and will apply the principles of inclusion in all activities to ensure equal opportunity is provided at all times.

ACADEMIC APPEALS POLICY



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

PURPOSE

The 'Academic Appeals' policy is designed to provide a transparent framework for handling disputes relating to academic decisions for students enrolled in courses offered by Health Industry Training.

POLICY

It is the policy of Health Industry Training that all students who disagree with the result of assessment items and 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. We ensure the principles of natural justice and procedural fairness are adopted. Academic matters include those matters which relate to student theoretical assessments, clinical assessment if applicable and practical placement outcomes (if applicable).

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/supported 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.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted to info@healthindustrytraining.org.

Your complaint will be discussed with the relevant parties who will then assess all relevant information provided by the Complainant and determine an outcome. The Complainant will receive the results from the outcome in writing 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. The appeal must be emailed to info@healthindustrytraining.org – email subject Stage Two Complaint Attention Executive Director.

The Executive Director 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 14 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 refer the matter to an external dispute resolution body of their choosing.

The Complainant is requested to provide the external dispute resolution body with the Executive Director's contact details.

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

NON-ACADEMIC APPEALS POLICY



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

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 non-academic complaints to ensure transparency and accountability for students enrolled with Health Industry Training.

POLICY

It is the policy of Health Industry Training that all non-academic complaints from students 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 management of Health Industry Training. We ensure the principles of natural justice and procedural fairness are adopted.

PERSONNEL AFFECTED

All staff of Health Industry Training

OVERVIEW

Health Industry Training is committed to providing an effective, efficient, timely, fair and confidential non-academic grievance handling procedure for all Students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student academic matters but includes complaints in relation to personal information that the provider holds in relation to the Student.

FORMAL GRIEVANCE PROCEDURE

General principles that apply 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/or the respondent have the option of being accompanied/supported 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 respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

Formal grievances should be submitted to info@healthindustrytraining.org.

Your complaint will be discussed with the relevant parties who will then assess all relevant information provided by the Complainant and determine an outcome. The Complainant will receive the results from the outcome in writing 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. The appeal must be emailed to info@healthindustrytraining.org – email subject Stage Two Complaint Attention Executive Director.

The Executive Director 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 14 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 refer the matter to an external dispute resolution body of their choosing.

The Complainant is requested to provide the external dispute resolution body with the Executive Director's contact details.

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

RECOGNITION OF PRIOR LEARNING POLICY

The logo for Health Industry Training, featuring a blue swoosh above the text "Health Industry Training" in white, with a small starburst graphic below the text.

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

PURPOSE

The purpose of the RPL Recognition of Prior Learning Policy is to guide students through the Recognition of Prior Learning [RPL] process. Furthermore, this document provides students with an avenue to demonstrate their knowledge and skills for the units of competency in their enrolled qualification.

RPL is a process that recognises the knowledge and skills already held by a student. It involves the assessment of a student's prior formal and informal learning and maps this information against the unit of competency outcomes.

A student's application for RPL will be based on their ability to demonstrate levels of skill and knowledge outlined in each unit of competency applied for. Students must also be able to demonstrate the practical skills required for each unit of competency.

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 must request RPL on enrolment into their course.

PROCEDURE

The following procedures must be completed by the student for an RPL application to be accepted.

1. Completion of RPL Application and RPL Evidence Tools

The student must complete and submit the RPL Application and RPL Evidence Tools and provide **ALL** relevant documentation for each unit of competency to support the RPL application. Please note **ONLY ONE** application for RPL is accepted.

Documents that may be used as evidence to support the RPL application include but are not limited to:

- **Academic Transcripts** – copies of previous certificates awarded through accredited training. Please note, academic transcripts must be current to be accepted as evidence for RPL
- **Resume** – If using a CV for evidence of positions held or experience please ensure that the authenticity of the information can be validated.
- **Position descriptions** - may provide evidence if supplied on original company letterhead or signed by the previous employer.

- **Diaries/Journals** – May provide evidence similar to job sheets or logs but are more of personal or private nature – possibly related to pastime activities or after hours experiences. A journal may contain evidence of time management, operational planning, budgeting, reflections, etc.
- **Work Samples** – Examples of work are valid sources of evidence. This can take the form of reports or proposals, session plans, multimedia presentations, internal correspondence, physical objects or any other examples of work that support your claims. Video evidence is a useful means of demonstrating competence.
- **Written Work** – Any documents you created that demonstrate knowledge or skills you have, such as reports, designs, drawings, promotional material, correspondence, policies, procedures you wrote.
- **Photos/Video** – Use to prove that you actually have carried out certain tasks or if you cannot provide original pieces of work. A video sequence can demonstrate how you created something or how you applied manual or communication skills to achieve an outcome.
- **Emails** – Copies of emails might demonstrate that you have specific communication skills or can verify that you carried out an activity for which you claim competence.
- **Any other example of evidence that supports your claims** – Any evidence not listed above that supports your claim to demonstrate competence.

2. Review of RPL Application and Evidence

On receipt of an RPL Application, the evidence will be reviewed to determine if sufficient evidence has been provided to warrant the next stage of the RPL process to take place.

PLEASE NOTE: Students who have applied for RPL and have been initially assessed as not providing sufficient evidence will be marked RPL Not Granted. Students will then be required to complete the assessment for the corresponding unit and will be charged an \$80 fee for each unit.

3. Performance Evidence

To be granted RPL for a unit of competency, students must be able to demonstrate the skills and knowledge outlined in the performance evidence for each unit. To demonstrate competency, Third Party Reports are sent to the nominated supervisor. Please note, all evidence and the Third Party Reports must be returned prior to the following steps taking place.

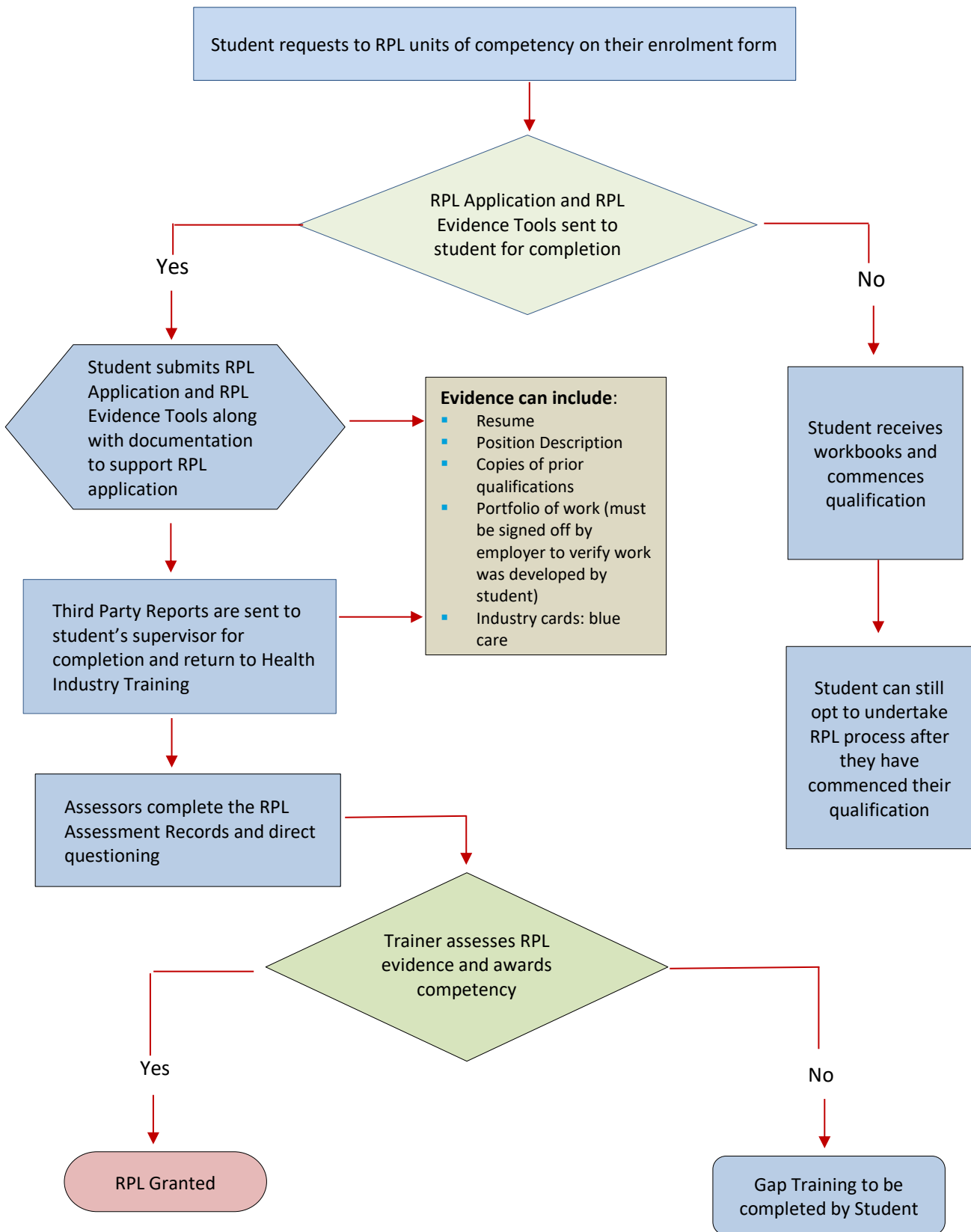
4. Competency Conversation

The final phase in collecting evidence for the RPL process is for the trainer to complete the RPL Assessment Record used to access evidence and conduct direct questioning for each unit. The direct questions are designed to enable the trainer to gain direct evidence to support the RPL application. The primary focus of the questions is on the student's knowledge and practical experience.

5. Gap training

RPL is an assessment process designed to show areas of competence and to identify IF a candidate has gaps in skills and knowledge against units of competency. If a candidate has skills gaps, the trainer will provide assessment activities to be completed by the candidate.

RPL PROCESS



FEES AND CHARGES POLICY



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

PURPOSE

To define the management of students' fees and charges and payment options available to prospective students.

POLICY

It is the policy of Health Industry Training that all fees and charges will be provided to potential students, prior to enrolment, to ensure students can make an informed decision to enrol with Health Industry Training.

PROCEDURE

All fees relating to funding are to be published and available on Health Industry Training' website. Published fees information includes subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

SERVICES NOT INCURRING FEES

Health Industry Training must not charge Students separate fees for goods and services that are considered the organisation's responsibility.

For example, students must not be charged fees for costs associated with goods and services such as records archiving, the purchase or depreciation of equipment or general infrastructure and IT support.

Fees are not to be charged for any items that will be retained by the student as their own personal property, such as tools, protective clothing or textbooks. Such items are to be purchased separately by the student.

SERVICES INCURRING ADDITIONAL FEES

Repeated Assessment

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial course fee. If a student requests an additional attempt to form competency the student will be charged \$50 per assessment marking.

Fees for Extensions to Qualification

Students who have not completed their qualification within the timeframe allocated but have demonstrated continual progress will be provided with a three (3) month extension without occurring additional fees. If a student has not completed the qualification at the end of the three (3) month period, a \$50 per unit fee for additional training and assessment support is charged.

Students who have not demonstrated continual progress since enrolment and request to return to study are to pay an additional \$50 per unit fee for additional training and assessment support. In this situation, students are to be provided with an additional six (6) months extension where they must demonstrate continual progress to be granted any further extensions.

Students who demonstrate progress in the additional six (6) month timeframe can be provided with an additional six (6) months extension at no further charge. No further extensions are to be granted after this timeframe.

Students who do not demonstrate progress during the additional six (6) month timeframe are to be withdrawn and provided with a Statement of Attainment for units deemed competent.

Fees Where Application for RPL Has Not Been Granted

Students who have applied for RPL and have been assessed as not providing sufficient evidence will be marked RPL Not Granted. Students will then be required to complete the assessment for the corresponding unit and will be charged a \$80 fee for each unit.

Subsidised Training

Health Industry Training must ensure each student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person),

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the Student / employer / employee); and
- The Subsidy (paid by the relevant government body).

Health Industry Training may have different offerings for the same qualification. These offerings may arise because of different delivery modes (such as face-to-face and online), delivery locations (such as regional and South East Queensland) or other factors such as vocational/work placement or high-cost electives.

The co-contribution fee charged for a qualification or offering represents the total cost to the student and includes any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.

Health Industry Training must disclose upfront concessional and non-concessional fees and clearly publish and label them on the website as the co-contribution fee, along with all pertinent information about the offering. This allows prospective students to be clearly informed of all fee costs and able to compare fees for a qualification.

Where Health Industry Training is obligated to collect a co-contribution fee, it may be paid on behalf of the student by an employer or third party unrelated to the RTO, but cannot be paid or waived by Health Industry Training (whether directly or indirectly), unless approved in writing by the department.

Fees must be charged and collected at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published by Health Industry Training. The unit of competency fee is either the total fee divided by the units of competency payable for the qualification or assigned proportionally based on the relative length of the competencies.

Health Industry Training must notify the prospective student of the expectations and rules regarding accessing a government subsidised training place under the relevant program. This notification includes advice that the student will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

Evidence of the co-contribution fees charged and collected must be retained and reported to the department, via its VET activity data submission for each student. Fees collected are reported to the department regardless of who pays the fee on behalf of the student.

Health Industry Training is not to refund, waive, return payment, or provide a cash payment, or bonus either by way of 'referral fee' or otherwise to any payer of the co-contribution fee (including third parties) or fail to collect the co-contribution fee except as provided for in the relevant program policy.

Cost recovery — atypical and minor charges by Health Industry Training are permitted on a cost-recovery basis for services which are not required for the standard delivery of training and assessment services, and awarding of a qualification. This would apply if a qualification has to be reissued — Health Industry Training may charge the student for this service on a cost-recovery basis.

Student Obligations When Accessing Payment Plan Options

Students who access the Payment Plan Option through Debit Success must only do so after reading the contractual obligations under the contract. In particular, students must be aware that:

- the contract is a legally binding contract;
- any late payments will incur a late fee
- withdrawal from a course does not terminate your financial contract and your obligation to pay out the full amount owing; and
- default of payments will result in Debit Success notifying debt collection or credit reporting agencies regarding any obligations to pay under this contract. The student will be liable for payment of debt collection services.

REFUND POLICY



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

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. This refund policy applies to all students and/or third parties that pay fees on behalf of students.

DEFINITIONS

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

Incidental Fees The fees incurred 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
- Enrolment fees - \$50/unit

PROCEDURE

Refund if course cancelled by Health Industry Training

All fees levied are refunded in full if Health Industry Training is unable to commence the course as due to a lack of minimum student numbers, a course is cancelled or a student is not given a place due to maximum number of places being reached.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining student numbers, no available training personnel or due to other circumstances caused by Health Industry Training.

Where there is an instance of Health Industry Training default due to unforeseen circumstances, Health Industry Training will endeavour to arrange for another course, or part of a course, to be provided to Students at no (extra) cost to the student and third party as an alternative to a refund. Where the student or third party agrees to this arrangement, Health Industry Training will not refund fees paid.

Refund if course cancelled by student

For the purpose of this refund policy, it is considered a student has commenced a course on receipt of enrolment documentation.

The following conditions apply to all students requesting to withdraw their enrolment into or from a course with Health Industry Training:

- **Cancellations made before enrolment** will receive a full refund. In the instance that the welcome pack has been sent to the student a resource and enrolment fee for each unit as outlined in the 'Definition' section of this refund policy will apply.
- **Cancellations made within 2 weeks of a course enrolment date** will be charged 50% of the tuition fees. Students or third parties will be liable to pay in full the incidental fees for each unit.
- **Cancellations made after 2 weeks of commencement** will be liable for the Course fees in full. Students or third parties will be liable to pay in full the incidental fees for each unit.

If a student or third party fails to notify Health Industry Training of a student's withdrawal from a course they will be deemed as still enrolled and will be liable to pay the course fees in full.

IMPORTANT INFORMATION:

Students who access the Payment Plan Option through Debit Success must be aware that:

- the contract is a legally binding contract;
- any late payments will incur a late fee
- withdrawal from a course does not terminate your financial contract and your obligation to pay out the full amount owing; and
- default of payments will result in Debit Success notifying debt collection or credit reporting agencies regarding any obligations to pay under this contract. The student will be liable for payment of debt collection services.

Refund Due to Illness / Hardship Application

Health Industry Training generally approves a pro rata refund of fees and charges at any time during the course of delivery if a student withdraws for reasons of personal circumstances beyond their control, such as:

- Serious illness resulting in extended absence from course activities;
- Injury or disability that prevents the Student from completing their course; or
- Other exceptional reasons at the discretion of Health Industry Training.

A pro rata payment is only refunded if fees are paid directly by students. The pro rata refund of fees is calculated taking into account the costs associated with the services already provided by Health Industry Training, the number of units successfully completed by the student, the duration of enrolment and any fees still outstanding. Where a student is making payments through the payment plan option with Debit Success, the Executive Director can waive future payments in receipt of proof of illness or hardship. Please note, students are fully responsible for any outstanding fees payable before the Executive Director can approve cancellation of future payments.

Requests for refunds and supporting evidence must be emailed to info@healthindustrytraining.org. The decision of assessing the extenuating circumstances rests with the Executive Director and shall be assessed on a case by case basis.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.