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Student Handbook

Student Handbook

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INTRODUCTION

Welcome to AusHealth training!

This handbook is provided to help you understand the way we work, and help you make an informed decision about enrolling into our course(s) and get the most from your training. We hope it will answer most questions that come up for you.

It is important that you take the time to read this handbook so that you understand your rights and responsibilities and our terms and conditions. We want to make sure that you have access to the information you need as you begin your training.

By completing our enrolment form, you are acknowledging that you have read the Student Handbook and understand our terms and conditions and will abide by the information in it.

Please don't hesitate to ask AusHealth staff if you have any concerns or questions about what you read in this handbook. We also welcome any suggestions on how we can improve it.

All AusHealth staff members are here to help make your time with us as rewarding and interesting as possible. We encourage you to talk to us anytime if you have a problem and share your suggestions and ideas with us about how we can improve our services.

We trust that your time with AusHealth will be enjoyable, and that the skills you learn here prove valuable in your future endeavours.

SCOPE OF TRAINING DELIVERY AND ASSESSMENT

AusHealth Corporate Pty Ltd ("AusHealth"), is a Registered Training Organisation approved by the Australian Skills and Quality Authority (ASQA) to provide training delivery and assessment services in the following current units of competency:

- *HLTPAT005 Collect specimens for drugs of abuse testing.*
- *HLTAID009 Provide CPR*
- *HLTAID011: Provide First Aid*

Our registration number is 40379 (visit training.gov.au). We are responsible for the quality of delivery and the issuance of Statements of Attainment in relation to this unit of competency.

AusHealth is registered to deliver the above unit of competency within all states and territories of Australia.

CODE OF PRACTICE

AusHealth commits to observing the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations. In this respect, AusHealth has in place a code of practice that makes the commitments to:

- Uphold the integrity and good reputation of the company;
- Demonstrate the AusHealth commitment to all its clients;
- Provide accurate and relevant information at all times;
- Communicate clearly and effectively at all times; and
- Encourage feedback without prejudice.

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RIGHTS AND RESPONSIBILITIES

OUR rights and responsibilities:

- Provide a course that meets both current industry standards and accreditation requirements;
- Provide information about the assessment requirements of the course at its commencement;
- Assess training outcomes and provide regular feedback on your progress;
- Treat students and other staff fairly and respectfully;
- Provide an environment free from any form of discrimination and harassment;
- Keep your personal records private, secure and only make available to authorised users and
- Provide a safe and supportive environment.

YOUR responsibilities are to:

- Manage your own learning and assessment requirements;
- Complete all assessments within set time periods (as applicable);
- Treat all training staff and other participants with respect and fairness;
- Behave in a non-discriminatory and non-harassing manner;
- Follow all health and safety procedures in the learning environment;
- Not to enter the learning environment whilst under the influence of alcohol or drugs; and
- Advise staff of any changes to your personal details, including withdrawing from your course.

COMPETENCE OF TRAINING STAFF

AusHealth abides by the Compliance requirements – revised standards for RTO's 2025 to ensure all our trainers and assessors have as a minimum the following:

- Relevant credentials as specified in 1A of the credential policy
- Industry competencies. Skills and knowledge at least to the level being assessed,
- Knowledge of current industry practices and
- Current knowledge and skills in vocational training and learning.

UNIQUE STUDENT IDENTIFIER

All students undertaking nationally recognised training are required to provide their Unique Student Identifier (USI). The USI makes it easier for students to find and collate their VET achievements into a single authenticated transcript.

It is free and easy to create if you don't have one. Go to www.usi.gov.au for more information.

Under legislation, AusHealth is not permitted to issue any Statements of Attainment to a student who has not supplied their valid USI.

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ENTRY REQUIREMENTS

To undertake a unit of competence, you must have the following skills and knowledge:

- Reading and writing skills in English equivalent to year 10
- Ability to accurately complete forms
- Be over 18 years old

Ability to meet these skills and knowledge will be determined using:

- Completed course enrolment form
- Highest school level completed on enrolment form
- Date of birth shown on enrolment form

If a participant requires further additional or specialist assistance, AusHealth can refer them onto a specialised LLN service provider such as Adult Multicultural Education Service.

All LLN issues will be treated with understanding, discretion and confidentiality.

FEES

Participants are required to pay course fees prior to the commencement of the course. The fee payable is that advertised (or quoted) as at the date of enrolment. Should there be any change to the fees payable, AusHealth will contact you in writing prior to course commencement. All participants will be issued with a receipt for fees paid.

All our enrolments are subject to a statutory cooling off period. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

REFUNDS

Refunds will be made in the following circumstances:

- If AusHealth closes or cancels some or all courses, (fails to provide the agreed services).
- If a participant advises AusHealth in writing to training@aushealth.com.au, more than five (5) days prior to the commencement of training that the participant will be withdrawing, AusHealth will refund the full course fee minus expenses incurred to that time.
- If a participant would be unreasonably disadvantaged if not granted a refund, for example, if a participant meets with a serious misadventure and are unable to continue your enrolment, then AusHealth will either organise for the participant to book into a future course or consider a full / part refund.

Refunds, if due, will be paid within 30 days.

A refund will not be issued for:

- if a participant withdraws by written notice to training@aushealth.com.au, less than five (5) days, from commencement date of the course, AusHealth will not refund the course fee paid.
- Non-attendance at the course; or
- Leaving the course early or not finishing the course.

AusHealth cannot accept any responsibility for any changes in personal circumstances.

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ASSESSMENTS

The training undertaken is competency based. The competencies and assessment for each course will be clearly stated at the beginning of each course during the introduction.

At AusHealth, our Workplace Trainers are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. All set assessment activities have undergone validation processes and are designed to meet industry and training package requirements.

Participants must successfully complete all training and assessment activities to receive a 'Statement of Attainment' for the nationally recognised Unit of Competency.

The following types of assessment methods are utilised by AusHealth during our courses:

- Workplace scenarios;
- Simulations/ role plays;
- Questioning; and
- Workplace practical/ observation.

If you are concerned about the assessment or the process by which your assessment took place, please talk to your trainer OR refer to the AusHealth Complaints and Appeals Policy

CREDIT TRANSFER/ MUTUAL RECOGNITION

If you have previously completed an equivalent training product with another provider, you can apply for Credit Transfer. AusHealth will recognise all authenticated AQF Statements of Attainments issued by other Registered Training Organisations within Australia or authenticated VET transcripts issued by the USI Registrar as part of its Credit Transfer process.

You can apply for Credit Transfer in writing (can be email training@aushealth.com.au) by supplying any relevant supporting documents, including certified copies of transcripts. This may include VET transcripts or extracts issued by the Student Identifiers Registrar.

RECOGNITION OF PRIOR LEARNING (RPL)

If you have prior skills, knowledge and/ or competencies obtained through formal training, work experience and/ or life experience and consider that you are already competent in some or all of the elements of the training product, you can apply for RPL in writing via email to training@aushealth.com.au. You will then receive an *RPL application pack* that will guide you in this process.

To be successful you will need to provide details of:

- Prior learning and experience relevant to this course; and
- Proof of subject-relevant formal training (conducted by industry or educational institutions in Australia) or work experience.
- Authenticated documents or samples of work demonstrating relevance and currency.

Any or all costs for this process will be determined on a case-by-case basis. but will not exceed the normal scheduled fee.

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COMPLAINTS AND APPEALS

AusHealth is committed to ensuring that we deliver a fair and equitable service to all our clients.

A complaint is an expression of dissatisfaction with a specific action or service of AusHealth or an allegation involving the conduct of AusHealth, our trainers, assessors or other staff or student.

An appeal is a request for a review of a decision made by AusHealth including decisions about assessment.

If at any time during your dealings with us you have any concerns about our training, assessment or service, we encourage you to:

- Try to resolve the matter with the party concerned.
- If the grievance remains unresolved, then formally register your concern in writing to:

RTO Manager

AusHealth Training
65 Hardys Rd
UNDERDALE SA 5065

OR email training@aushealth.com.au the Complaints and Appeals form. Forms are available from our website.

If we are unable to successfully resolve the issue, then we will appoint a mutually agreed mediator to review the grievance.

A complete copy of the Complaints and Appeals policy is available on our website and from administration support staff on request.

STUDENT SUPPORT & WELLNESS

AusHealth's aim is to ensure that all students are fully supported in their studies. We can offer additional support if required, to be successful in your qualification.

This support could be:

- Extra time to complete assessments.
- Help with written tasks.
- large print material.
- additional help with in-class assessments

If you are experiencing any difficulties with any aspect of the course OR assessment please speak to your trainer or contact training administrator or another member of the training staff.

Students can also apply for support in advance, by contacting training@aushealth.com.au

PARTICIPANT RECORDS

Participant records are stored for seven (7) years. A participant can request access to their records upon written request.

REPLACEMENT CERTIFICATE

If a replacement certificate is required, a written request (can be email to training@aushealth.com.au) is required. A fee may apply for a replacement Statement of Attainment.

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ACCESS AND EQUITY

To ensure that all students are treated fairly and equitably, AusHealth promotes a learning environment that is free from discrimination and harassment. This includes unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

AusHealth is committed to supporting full access to the organisation's range of services, regardless of an individual's circumstances. This includes those who are disadvantaged socially, culturally, physically, intellectually, racially or by gender or sexual orientation.

Should you require a course or assessment modification, some reasonable adjustments can be made. Please discuss this with our office staff prior to your course date OR the trainer on the day for possible options.

PRIVACY

AusHealth operates in compliance with all the current Commonwealth privacy legislation. All employees are fully aware of the requirements of the Privacy Act in relation to our operation as a Registered Training Organisation. We will ensure that all procedures are followed to ensure participants right to privacy at all times.

All information gathered by AusHealth will only be utilised for the purposes of delivery of training services and documentation compliance requirements as required by the *Revised Standards for RTO's* and government contractual requirements (where applicable).

WORK HEALTH AND SAFETY

People are our most important asset and their health and safety our greatest responsibility.

AusHealth is committed to ensuring that the workplace and training environment is safe and without risk to the health safety and welfare of all our staff, our contractors and students.

All persons in the workplace have responsibilities in relation to WHS.

The responsibilities of AusHealth employees and students include:

- Following safe work practices and all WHS rules.
- Not misusing or interfering with anything provided in the interest of health and safety.
- Wearing and maintaining personal protective equipment supplied.
- Reporting all hazards and encouraging others to maintain a workplace free from harm.
- Reporting any/all accidents to the trainer and recording them on an Incident Report

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STUDENT CONDUCT IN COURSES

Whilst on our premises, students are expected to meet the following requirements:

ATTENDANCE

Participants are required to attend all training sessions scheduled. Workplace Trainers will not be able go through covered in missed sessions. If you miss a session an option to complete content using flexible delivery methods may be offered Or you will need to reschedule.

BEHAVIOUR

Participants will be required to work as part of a team and as such, will be required to participate and actively contribute in all group work. Students are expected to be considerate of our Workplace Trainers and other staff/ students and foster co-operative and supportive relationships with other students.

MOBILE PHONES

We ask that mobile phones are switched off while participating in a face-to-face session or practical. If an important call is expected, please inform your Workplace Trainer prior to the commencement of the day's classes and switch it to silent / vibrate mode.

DISCRIMINATION, BULLYING, VICTIMISATION AND HARASSMENT

Behaviour that includes any treatment, directly or indirectly, of another person or persons that causes distress or ill intent based on their:

- Race, religion or cultural background;
- Sex or sexual orientation
- Age, education or education

will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course.

SMOKING

AusHealth provides a smoke free learning environment. As such, participants are not permitted to smoke inside the buildings or on any AusHealth premises

Smoking is ONLY permitted off the premises.

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GOVERNING BODY COMMISSIONED SURVEYS

As a student, you may receive an invitation to participate in surveys and/or projects from the National Centre for Vocational Education Research (NCVER) or other state or federal training bodies.

AusHealth encourages all students who receive such invitations to engage in surveys and/or projects, as these provide important information that helps shape policy and funding in the vocational education sector

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

- Issuing Statements of Attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

QUALITY CONTROL

AusHealth seeks feedback from students and clients in relation to services received and seeks to improve its services in accordance with their expectations.

Learner engagement and employer satisfaction

AusHealth uses a Government Questionnaire to collect data on learner engagement and employer satisfaction quality indicators along with a feedback form to gauge satisfaction levels with our course.

- You may be asked to complete a Learner Questionnaire survey at the end of your face-to-face session OR via email and
- A student feedback form will be emailed to your registered email address with one week of course completion

Where there are any changes to the services AusHealth has agreed to provide, we will advise you as soon as practicable in writing. We will tell you if there is a change in the ownership of the RTO or if we enter into an agreement with another organisation to provide services on our behalf (or if there is a change to any of these agreements).

We will also keep you (as well as our staff) informed about any changes to legislative and regulatory requirements that may affect the delivery of training and assessment.

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CONTACT DETAILS

AusHealth Corporate Pty Ltd

65 Hardys Road

Underdale SA 5032

Phone: 1800 633 838 Office hours 8.30-5pm Monday to Friday

Email: training@aushealth.com.au for all after hour enquiries*

*Note: Aushealth is committed to responding to afterhours enquiries within 48 hours of receipt.