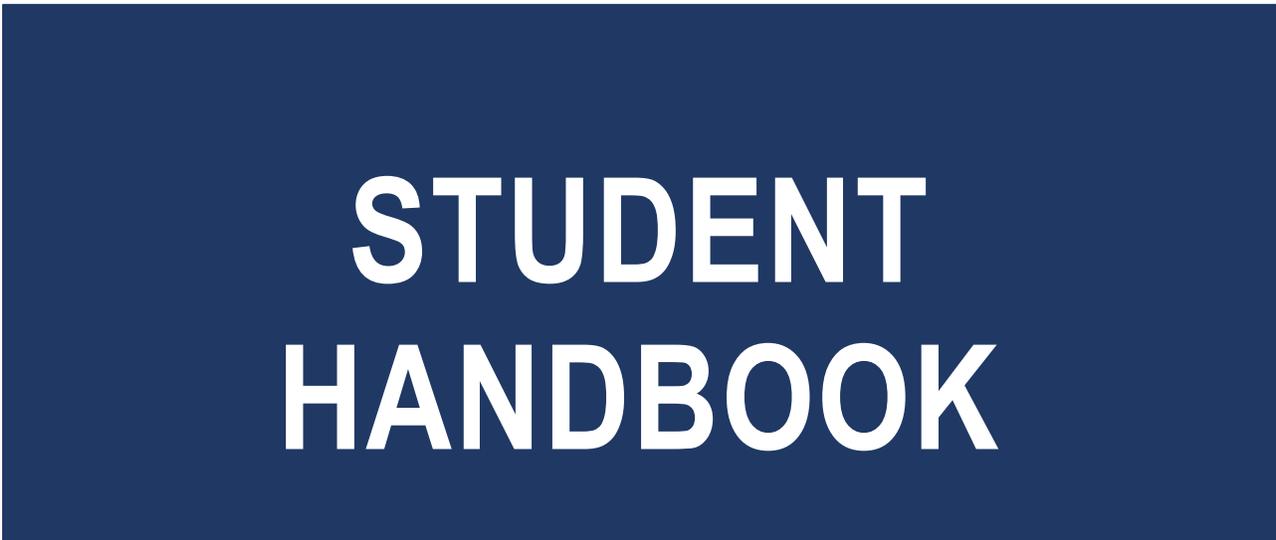




**Health Industry Training**



**STUDENT  
HANDBOOK**



© Copyright 2011  
GP Links Wide Bay trading as  
Health Industry Training  
PO Box 202  
ASPLEY QLD 4034

Version: June 2018

# Contents

Introduction .....	1
Pre-enrolment review .....	2
Enrolment information .....	2
Assessment tools .....	2
Types of evidence .....	2
Evidence gathering techniques .....	2
Practical training .....	3
Credit Transfer .....	3
Recognition of prior learning .....	3
Assessment cover sheets .....	4
Assessment format and layout .....	4
Referencing .....	4
Plagiarism .....	5
Assessment submission .....	5
Resubmitting assessments .....	6
Learner resources .....	6
Delivery methods .....	6
Work placement .....	6
Fees .....	6
Student responsibilities .....	7
Privacy .....	7
Access and equity .....	8
Complaints .....	8
Academic appeals .....	8
Workplace health and safety .....	8
Injury/Incidents .....	9
Protective clothing .....	9
Electrical equipment .....	9
Alcohol/drugs .....	9
Smoking .....	9
Emergency evacuation .....	10
Non-attendance due to illness .....	10
Medical emergency .....	10
Student support .....	10
Student feedback .....	11
Student records .....	11
Access and equity policy .....	12
Academic appeals policy .....	14
Non-academic appeals policy .....	16
Recognition of prior learning policy & procedures .....	18
Refund policy .....	21

## 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.

## PRE-ENROLMENT REVIEW

A Pre-Enrolment Review is conducted prior to enrolment. The Pre-Enrolment Review is designed to:

- Identify any competencies previously acquired - Recognition of Prior Learning (RPL) or Credit Transfer;
- Ascertain the most suitable qualification for students to enroll in, based on:
  - your existing educational attainment, capabilities, aspirations and interests;
  - due consideration of the likely job outcomes, participation and/or further study opportunities from the development of new competencies and skills;
  - minimising duplication of your existing competencies; and
  - meeting your individual learning needs;
- Ascertain that the proposed learning strategies and materials are appropriate for your individual needs.
- Identify steps to overcome any barriers for you to successfully complete your qualification.

The Pre-Enrolment Review process encompasses:

- Student identification confirmation;
- Course information & requirements;
- Identifying your individual support needs;
- Language, Literacy & Numeracy assessment;
- Previous competencies, Credit Transfer application and Recognition of Prior Learning application (if relevant);
- Employer engagement / placement (if relevant);
- Government support eligibility (if relevant); and
- Final planning, course confirmation and enrolment decision.

## 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](mailto: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 a 'Practical Logbook' that must be completed 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 certified 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.

### RPL PROCESS STEPS

#### 1. Completion of RPL Self-Assessment Record

The student completes and submits this RPL Self-Assessment Record and provides relevant evidence to support the RPL application.

#### 2. 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, the Third Party Reports must be returned prior to the following steps taking place.

### 3. Interview about candidate's documentary information

The assessor will review the information and evidence provided by the student and arrange a time for further discussion with the student.

### 4. Competency Conversation

The final phase in collecting evidence for the RPL process is for the Assessor to hold 'competency conversations' for the units RPL has been applied for. The competency conversations are designed to enable the assessor to gain direct evidence to support the RPL application. The primary focus of the 'Competency Conversations' is on the student's 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 a whole qualification. Not all candidates will have skill/knowledge gaps.

If a candidate has skills gaps, a pathway to complete training in the outstanding units can be negotiated to assist the client to gain the full qualification

## ASSESSMENT COVER SHEETS

PLEASE NOTE: The 'Assessment Cover Sheet' at the front of this assessment booklet **MUST BE** signed and send with your assessment. No assessment will be marked without receipt of the relevant cover sheet.

## 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 through the student portal. Students should have received 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 [admini@healthindustrytraining.org](mailto:admini@healthindustrytraining.org).

If your assessment has two parts, questions and a project, you **MUST** type up your responses to both parts of the assessment and upload as one document. Only fully completed assessments will be marked by your trainer.

## 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 feedback from their trainer and will be required to address the sections of the assessment that were not competent and resubmit their assessment through the aXcelerate student portal. An assessment resubmission should be treated as the original assessment with all principles applying.

## 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 the Standards for Registered Training Organisations (RTOs) 2015. 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 paid in full to receive a 10% discount or paid using our friendly payment plan option (weekly, fortnightly or monthly instalments) for full fee paying students.

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

## 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 who will organise for the request to take place within 5 working days.

# 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 may incur in a longer or indefinite period of suspension.

## 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

As a mainstream RTO that offers the primary health care qualifications to Aboriginal and Torres Strait Islander students, Health Industry Training aims to meet the needs of the Aboriginal and Torres Strait Islander communities by:

- Increasing the participation and success rates of Aboriginal and Torres Strait Islander people in training and assessment
- Actively working with Aboriginal and Torres Strait Islander people to make and implement decisions that affect their access, participation rate and success rate in education, training and employment
- Working closely with health services to promote the need for 'Closing the Gap' on health related issues that resulted in early deaths in Aboriginal communities
- Providing training and assessment programs that are equitable, accessible and culturally inclusive which eliminate any discriminatory policies, practices or behaviours

### 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
- Training and assessment procedures and methods
- Appeals and complaints procedures
- Recognition of Prior Learning policies and procedures
- Student code of conduct
- Student handbook

## 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.

If for any reason, an excess of applications is received for a VET unit of study, Health Industry Training will implement a merit based selection for students. The merit based selection will be based on the required level of knowledge of content, industry experience, academic results, student portfolios and/or interview assessment, following which final selection will be determined.

The above paragraph does not prevent Health Industry Training taking into account, in making decisions mentioned above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

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 courses offered by Health Industry Training.

### POLICY

It is the policy of Health Industry Training that all students dissatisfied with the result of assessment items, academic decisions and performance of conduct of trainers and assessors 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. 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.

### 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 Executive Director.

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

### **Stage One**

Formal grievances should be submitted in writing to the Executive Director.

The responsible officer(s), the Executive Director, 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 Executive Director.

The Complainant's appeal will be determined by a dedicated complaints committee established for the specific purpose of determining the appeal – which will include: Executive Director; 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 Executive Director.

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](mailto: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.

# 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 outside the VET FEE HELP scheme.

## 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 the Executive Director of Health Industry Training. We ensure the principles of natural justice and procedural fairness are adopted.

## 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 progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

## RESPONSIBILITY

The Executive Director 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 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/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 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 Executive Director.
- A Complainant shall have access to this grievance procedure at no cost.

### **Stage One**

Formal grievances should be submitted in writing to the Executive Director.

The responsible officer, the Executive Director 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 Executive Director.

The Complainant's appeal will be determined by a dedicated complaints committee established for the specific purpose of determining the appeal – which will include: Executive Director; 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. The Executive Director should be contacted in the first instance.

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](mailto:mailbox@justice.qld.gov.au)

Website: <http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation>

## RECOGNITION OF PRIOR LEARNING POLICY



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

### PURPOSE

The purpose of the RPL Self-Assessment Record 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 the Certificate IV in Aboriginal and/or Torres Strait Islander primary health care practice.

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 are able to access the RPL process on enrolment or during the duration of undertaking their qualification.

### PROCEDURE

#### 6. Completion of RPL Self-Assessment Record

The student completes and submits this RPL Self-Assessment Record and provides relevant evidence to support the RPL application.

Documents that may be available include but are not limited to:

- **Academic Transcripts** – copies of previous certificates awarded through accredited training.
- **Statements/Results** – Statement of Attainment issued upon completion of qualification being granted.
- **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.
- **Job Sheets or Logs** – These documents could provide evidence that you have performed certain skills at specific times or over a period of time. They could provide evidence that you worked in a team or had a variety of roles or responsibilities.

- **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.

## 7. 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, the Third-Party Reports must be returned prior to the following steps taking place.

## 8. Interview about candidate's documentary information

The assessor will review the information and evidence provided by the student and arrange a time for further discussion with the student. For each unit, the trainer must complete the RPL Assessment Record

## 9. Competency Conversation

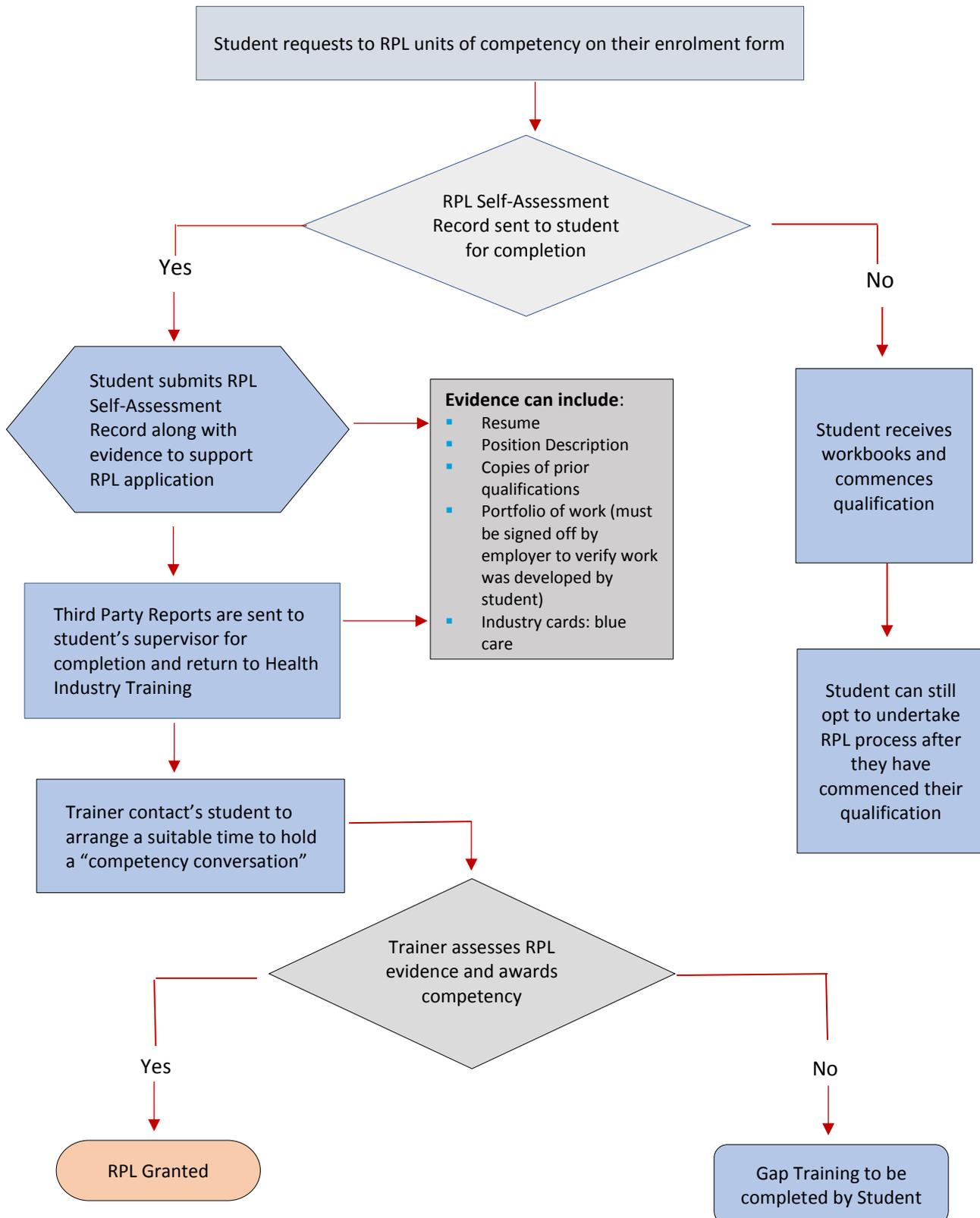
The final phase in collecting evidence for the RPL process is for the Assessor to hold 'competency conversations' for the units RPL has been applied for. The competency conversations are designed to enable the assessor to gain direct evidence to support the RPL application. The primary focus of the 'Competency Conversations' is on the student's knowledge and practical experience.

## 10. 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 a whole qualification. Not all candidates will have skill/knowledge gaps.

If a candidate has skills gaps, a pathway to complete training in the outstanding units can be negotiated to assist the client to gain the full qualification.

# RPL PROCESS



## 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.

### 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
- Enrolment fees - \$20/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 as an alternative to a refund. Where the student 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 initial payment.

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

- **Cancellations made before course commencement** will receive a refund less the enrolment fees for each unit as outlined in the 'Description' section of this refund policy. In the instance that learner resources have not been sent to the student a further resource fee for each unit as outlined in the 'Description' section of this refund policy will also apply.
- Cancellations made within 2 weeks of a course commencement date will be refunded the 50% of the tuition fees only. 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.

### 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.

The pro rate 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 deferred payment option, the Executive Director can waive outstanding payments in receipt of proof of illness or hardship.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

The decision of assessing the extenuating circumstances rests with the Executive Director and shall be assessed on a case by case situation.

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.