



Student Handbook

2018



Health
Registered Training
Organisation

NSW Health RTO Executive Office
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v2.0 Published June 2017; v2.1 Jan 2018

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About NSW Health RTO

NSW Health Registered Training Organisation (RTO) is an enterprise based RTO registered with the Australian Skills Quality Authority (ASQA).

The RTO provides the capacity for NSW Health to be responsive to emerging health workforce needs, by offering Vocational Education and Training (VET) pathways that support a contemporary NSW Health workforce to provide evidenced based, patient centered care.

NSW Health RTO delivers and assesses VET programs across a broad range of industry sectors including health services, business services, community services and training and assessment. All VET programs are conducted by qualified professionals to maximise learning outcomes and enhance workforce performance.

Currently, there are fourteen (14) active VET qualifications on NSW Health RTO scope. These qualifications range from Certificate III to Graduate Diploma levels. These include:

BSB - Business Services Training Package	BSB40515 Certificate IV in Business Administration BSB41415 Certificate IV in Work Health and Safety BSB42015 Certificate IV in Leadership and Management BSB50415 Diploma of Business Administration BSB51915 Diploma of Leadership and Management BSB51415 Diploma of Project Management
HLT - Health Training Package	HLT37315 Certificate III in Health Administration HLT33115 Certificate III in Health Services Assistance HLT54115 Diploma of Nursing
TAE - Business Services Training Package	TAE40116 Certificate IV in Training and Assessment
Accredited Courses	10619NAT Certificate IV in Aboriginal Family Wellbeing and Violence Prevention Work 10634NAT Advanced Diploma of Aboriginal Specialist Trauma Counselling 10355NAT Graduate Certificate in the Medical and Forensic Management of Adult Sexual Assault 0458NAT Graduate Diploma of Essential Surgical Skills

NSW Health RTO Delivery Sites

There are a total of eight (8) delivery sites across NSW Health RTO. These sites design, develop, deliver and assess a range of VET qualifications. The number and type of VET qualifications may differ across the sites.

VET programs are published annually in calendars and on websites at each delivery site and are distributed to NSW Health employees and other prospective students.

<p>Central Coast Local Health District (LHD) Education and Training Service PO Box 361, Gosford NSW 2250</p> <p>Telephone: (02) 4320 2199 Email: CCLHD-RTO@health.nsw.gov.au http://www.cclhd.health.nsw.gov.au/</p>	<p>Hunter New England LHD Organisational Development and Learning PO Box 21, Waratah, NSW 2298</p> <p>Telephone: (02) 4985 3230 www.hnehealth.nsw.gov.au</p>
<p>Justice Health and Forensic Mental Health Network Learning and Development 1300 Anzac Parade Malabar NSW 2036</p> <p>Telephone (02) 9700 3562 http://www.justicehealth.nsw.gov.au</p>	<p>Nepean Blue Mountains LHD Education and Training Service Nepean 2 Building, Nepean Hospital PO Box 63, Penrith NSW 2751</p> <p>Telephone: (02) 4734 2842 http://www.nbmlhd.health.nsw.gov.au/education-and-training-service</p>
<p>South Western Sydney LHD Centre for Education and Workforce Development Liverpool Hospital Eastern Campus Scrivener Street (Boom gate entrance to Eastern Campus of Liverpool Hospital) Warwick Farm NSW 2170 Or Centre for Education and Workforce Development Locked Bag 7279 Liverpool BC 1871</p> <p>Telephone: (02) 8738 5920 Email: CEWD.SWSLHD@sswahs.nsw.gov.au http://www.swslhd.nsw.gov.au/cewd/</p>	<p>Sydney LHD Centre for Education and Workforce Development Building 301, Entrance Gate A Corner Cecily Street & Balmain Road Lilyfield NSW 2039</p> <p>Telephone: (02) 8755 3500 or 8755 3506 https://www.slhd.nsw.gov.au/cewd/</p>
<p>Western NSW LHD Organisational Development Unit Building 34 - Parkview, Bloomfield Hospital 1502 Forest Road ORANGE NSW 2800</p> <p>Tel (02) 6369 8165 Fax (02) 6361 4126 https://wnswlhd.health.nsw.gov.au/</p>	<p>Western Sydney LHD Training and Development Service Western Sydney Local Health District Wirrabilla, Cumberland Centre Cumberland Hospital</p> <p>Telephone: (02) 9840 3639 http://www.wslhd.health.nsw.gov.au/</p> <p>Including Education Centre Against Violence (ECAV) Cumberland Campus, Locked Bag 7118, Parramatta CBD NSW 2124</p> <p>Telephone: (02) 9840 3735 http://www.ecav.health.nsw.gov.au/</p>

1. Entry Requirements

Details of entry requirements into each VET program are included in the Pre-Enrolment Course Information provided by each NSW Health RTO delivery site.

1.1 Applying for a Unique Student Identifier (USI)

- 1.1.1 All students are required to have a USI. You will be required to provide your USI to administrative staff on enrolment.
- 1.1.2 You will not be issued with a Certificate or Statement of Attainment (SOA) without providing your USI.
- 1.1.3 The USI needs to be created online by the student. If students are unable to create their USI, relevant Administrative staff can do so on their behalf. To obtain a USI follow the link below for instructions to create your USI: <http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

If you are having difficulty creating your USI, contact your Program Coordinator who will be able to assist you. In exceptional circumstances, NSW Health RTO is able to create a USI on your behalf if you give us written permission and provide the appropriate documentation.
- 1.1.4 By providing your USI, you are giving NSW Health RTO permission to verify it to ensure that the USI you have provided is correct.

1.2 Completing Student AVETMISS Requirements

- 1.2.1 AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture, reporting and analysis of Vocational Education and Training (VET) activities throughout Australia.
- 1.2.2 AVETMISS is a Mandatory reporting requirement set by the National Regulator, the Australian Skills Quality Authority (ASQA).
- 1.2.3 NSW Health RTO Executive Office is required to collect Student AVETMISS data through My Health Learning and submit to ASQA annually.
- 1.2.4 All NSW Health RTO students must complete their AVETMISS information on enrolment by logging into My Health Learning. It is important that the information is completed accurately.
- 1.2.5 Upon enrolment students are issued with an automatic email from My Health Learning with instructions on how to complete the AVETMISS information.

2. Selection and Enrolment

Each course may have entry requirements which you will need to meet in order to be accepted into the course.

All NSW Health RTO courses require you to meet minimum English language levels before you enrol. To get the most from your course, you should be able to read online material and textbooks, complete written assignments and conduct research independently. Your study will include online assessments, text-based discussions and collaboration.

Some courses may require you to be assessed on your language, literacy and numeracy (LLN) skills to ensure you have the required skills to complete your course. If you are required to complete an LLN assessment, your assessment will be reviewed by a qualified trainer and assessor who will advise you of the result. If it is deemed that you need additional LLN skills to complete the course, NSW Health RTO will plan a program of support for you prior to enrolling in the qualification or refer you to an external provider for support.

You will be notified of your enrolment once the application process is finalised.

3. Student Orientation

At the program commencement and throughout, your Program Coordinator will provide you with essential information about your course, including: program learning outcomes, program structure, delivery schedule, assessment requirements, etc. This information will assist in ensuring that your learning experience is safe, successful and rewarding.

4. Learning in the Workplace

NSW Health RTO recognises that a valuable contribution to your learning happens in the workplace. Our courses are designed to assist you to improve your work performance, as well as provide you with opportunities to progress in your chosen career pathway. Training and assessment activities reflect the knowledge and skills used in the workplace so that your learning is useful and effective.

Generally, your course of study will involve both face-to-face and workplace learning. It may also include some online learning. Detailed information about each course is included in your Course Guide.

5. Learning Pathways

Due to the range of qualifications that we have on offer, you may have the opportunity to complete qualifications at a higher level once you have completed your initial qualification. Information on learning pathways available and relevant to the course you are studying is included within each specific Course Guide.

6. Trainers and Assessors

Our trainers and assessors are fully qualified; they have expertise in their field and current industry experience. This will ensure that the training you receive is up to date and of the best quality. Your trainers and assessors will be able to assist you with your training and assessments and any other support needs you may have in order to achieve your training goals. The contact details of your trainers and assessors or other support personnel can be found in the Course Guide specific to your course.

7. Credit Transfer

- 7.1 Credit Transfer/s will be granted for any unit(s) of competency that have been previously attained from other RTOs. The UOCs must directly match or are deemed equivalent.
- 7.2 To apply for a Credit Transfer or to find out more, contact your Program Coordinator prior to or on enrolment to discuss arrangements. If you decide to apply for course credit, you will be required to provide originals or certified copies of your Certificate(s), Record of Results or SOA(s).
- 7.3 You will need to give written permission for NSW Health RTO to verify your documents with the issuing institution.
- 7.4 Once your Program Coordinator has verified the documents you provided, the credit transfer will be noted and recorded on your file and will show the unit/s for which you have received credit.
- 7.5 Where the UOC that you have is not considered equivalent, your Program Coordinator may advise you to apply for Recognition of Prior Learning (RPL). Refer to RPL (Section 8).
- 7.6 There is no charge for the Credit Transfer process.

8. Recognition of Prior Learning

8.1 Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a qualification or SOA by producing evidence of what they already know, can do or have done.

8.2 RPL provides an opportunity for you to gain recognition based on skills and knowledge you have recently gained through your experience, as well as any training that you have completed that is outside of formal training arrangements.

RPL has many benefits:

- you can finish your training earlier
- it avoids duplication of training and maximises the value of training
- it creates a learning culture by valuing and recognising learning that has occurred in the workplace.

8.3 When enrolling in your course, speak to your Program Coordinator about applying for RPL.

8.4 Where a fee or student contribution is charged, the fee will include any Recognition of Prior **Learning**.

9. Course Requirements

Once you have enrolled in your course, your Program Coordinator will provide you with a Course Guide that contains more details about the course you have enrolled in, including the course structure, schedule and details of the assessments that you will be required to complete.

10. Assessment Requirements

It is recommended that you also refer to your Course Guide for specific information regarding assessment requirements and conditions.

10.1 For nationally recognised training, there are assessment requirements for each unit of competency. At program commencement and throughout, you will be provided with Student Assessment Workbooks that include all the assessment tasks that you must complete for each unit of competency, including instructions for completion and the timing for submission.

10.2 Assessment methods vary depending on the course but can include: written questions, case studies, workplace projects, workplace evidence, examinations, role plays and workplace observations.

10.3 You will need to achieve a satisfactory result in all assessment tasks in a unit of competency to achieve an overall outcome of Competent (C).

- 10.4 You are required to provide your assessment by the due date, unless you have negotiated with your Program Coordinator/Assessor an extension of time prior to the due date. There will need to be extenuating circumstances for extensions to be granted.
- 10.5 Once you complete an assessment task, you will be assessed as Satisfactory or Not Satisfactory in that task. If you are deemed Not Satisfactory, you will be provided with a further opportunity to successfully complete the task.
- 10.6 If you are then unable to achieve a Satisfactory result, you will need to have a conversation with your Program Coordinator/Assessor about further options to support you to achieve a Satisfactory result.
- 10.7 If you receive a Satisfactory result for ALL the assessment tasks for your Unit of Competency, you will be assessed as Competent (C).
- 10.8 If you are unable to achieve a Satisfactory result for all assessment tasks, you will be assessed as Not Competent (NC).
- 10.9 A consistent Not Competent (NC) result or failure to submit assessment tasks and to progress in your course will trigger the Academic Progress Procedure, outlined in Section 20.
- 10.10 If you attend training but do not submit your assessment items by the due date and you have not negotiated an extension with your Program Coordinator/Assessor, you will be deemed Not Competent (NC). If you are a NSW Health Employee, your manager will be notified.
- 10.11 If you decide to submit your assessment items after you have been deemed NC, you must first negotiate this with your Program Coordinator/Assessor. If you are given permission to submit and you are successful, the NC status will change to C.
- 10.12 If you do not agree with an assessment decision, you can lodge an assessment appeal as described in Complaints (Section 21) and Appeals (Section 22).
- 10.13 If you have any concerns regarding the assessment requirements, contact your Program Coordinator to discuss.

11. Funded Training Programs

NSW Health RTO receives funding to deliver specific training programs such as VET in Schools, Smart and Skilled and other NSW government funding initiatives. Funded programs have strict guidelines and standards that must be followed. If you are enrolled in a funded training program you will be advised of any additional documentation you must complete and sign. For further information on Smart and Skilled funding, refer to the Smart and Skilled (Section 29).

12. Reasonable Adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as those without a disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or the NSW Health RTO and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include: providing support to individual students, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment.

Please discuss your assessment needs with your Program Coordinator/assessor prior to the commencement of the assessment phase.

13. Support Services

NSW Health RTO is committed to providing you with the support that you need to be successful in your studies and any support needs can be identified and discussed at enrolment and/or induction into the course. The RTO offers a range of support services including:

- One on one support from our trainers/assessors including providing you with their phone and email contact details.
- Study groups where you can work with your fellow students.
- Referral to relevant external services e.g. specialist sources of support for English language development.
- Specialist support services for students with a disability as indicated under reasonable adjustment.
- Career guidance.
- Employee assistance program that provides personal counselling.
- Library services
- Access to computers
- Access to clinical skills laboratories
- Student facilities including student common rooms, and food preparation areas.

Speak to your Program Coordinator to discuss your support needs.

14. Extension, Deferral and Withdrawal

There are circumstances that may arise during your training that may require you to consider extending, deferring or withdrawing from your training. It is your responsibility to inform your Program Coordinator and complete the necessary steps and forms as outlined below.

14.1 Extension

An extension is a request for additional time to complete course requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc. To be granted an extension you must apply in writing via email to your Program Coordinator prior to the due dates (except for circumstances that prevent you from doing so). You must include the following information in your request:

- Reasons for your inability to complete the course requirements within the original due dates
- New extended due dates that you believe will be sufficient to complete the course.

14.2 Deferral

A deferral is a request to delay the continuance of your training without jeopardising your enrolment including subsidised training under Smart and Skilled (Section 29).

14.2.1 To be granted a deferral you must apply in writing via email to your Program Coordinator by completing the **Application to Withdraw/ Discontinue or Defer Studies**.

14.2.2 A deferral, if approved, will be allowed up to a maximum of 12 months.

14.3 Withdrawal

14.3.1 Withdrawing from a training program removes any claim to re-enrol in the same program. You are however entitled to receive a Statement of Attainment for any units of competency achieved (this will be issued to you within thirty (30) days of receiving the Withdrawal form). You must give formal notice of your intent to withdraw by completing and submitting the Course Withdrawal Form available from your Program Coordinator.

14.3.2 Where the reason for withdrawal relates to dissatisfaction with the delivery of the training by NSW Health RTO, the Program Coordinator will arrange a meeting with you to discuss this and attempt to resolve the issues so that you can continue in your course. Where you are dissatisfied with outcomes from this discussion, you may also access NSW Health RTO Complaints (Section 21) and Appeals (Section 22).

14.3.3 Withdrawn students may be able to enroll in subsequent programs. However, the reasons for the withdrawal may be taken into account in any decision to accept the student into a later program.

15. Student Rights and Responsibilities

NSW Health has a large number of employees who are from many diverse backgrounds and with great variety of beliefs and ideas. This enriches our workplace and training environment. To ensure your experience as a student with us is satisfying, safe and rewarding, we expect all students to embrace diversity and adhere to the following rights and responsibilities when participating in training and assessment.

15.1 You have the right to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue your training and assessment in a supportive environment
- Receive high quality training and assessment and access to qualified trainers and assessors
- Privacy and security of personal details and training records
- Prompt and appropriate handling of complaints and appeals
- Receive information about assessment procedures and your progress in the course in a timely and professional manner
- Reasonable modification to your Learning Plan if circumstances change, in consultation with your program coordinator
- Present RPL and Credit Transfer requests at course commencement and within the duration of your studies
- Defer or discontinue your studies through a formal notification process

15.2 Your responsibilities include to:

- Treat others with respect, fairness and courtesy
- Ensure all work submitted is your own work. You must abstain from engaging in plagiarism, collusion or cheating in any assessment activity
- Meet academic progress requirements as specified in your Course Guide
- Be punctual and regular in attendance
- Submit assessment items by the due date or seek approval to extend submission date
- Participate actively in your learning and be aware of your own progress
- Observe the Work Health Safety (WHS) requirements in all areas
- Avoid any behaviour that may offend, embarrass or threaten others
- Provide adequate notice to defer, withdraw or extend training
- Mobile phones can only be used during training by prior arrangement with the Program Coordinator.

16 Access and Equity

- 16.1** NSW Health RTO actively supports and encourages people to participate in training programs. Students will be provided with access to training where they are eligible for the training and where NSW Health RTO has the appropriate resources to provide quality training and services.
- 16.2** NSW Health RTO recognises that social, economic and other inequalities often deter students from completing qualifications and can provide a range of support strategies to address inequalities.
- 16.3** All employees and contractors of NSW Health RTO will conduct training and assessment in a diversity tolerant, culturally aware and non-discriminatory manner
- 16.4** All training and assessment materials are prepared in plain English and are gender and culture neutral.

17 Dress Code

All students and staff are to comply with the NSW Health dress code.

NSW Health RTO provides training in its facilities and expects all students to dress according to the professional standard required in the workplace. That is, clothing must be presentable, clean, neat and in good condition. Where training occurs in clinical settings, it is your responsibility to be dressed according to the workplace requirements (e.g. uniforms, personal protective clothing and equipment, regulation footwear). Any breaches of dress code will result in dismissal from the training environment and be recorded as an absence.

18 Academic Misconduct

Student academic misconduct is one or more of the following: Plagiarism; Collusion; Cheating and any other academic misconduct as described below.

Plagiarism, Cheating and Collusion

- 18.1** NSW Health RTO has no tolerance for plagiarism, cheating and collusion. Actions by students such as plagiarism and collusion (see Definitions below) are not permitted. These actions will be treated by NSW Health RTO as academic misconduct and will be penalised.
- 18.2** **Plagiarism** is the act of copying and using another person's expressions or ideas, without acknowledging them. Plagiarism may be intentional or unintentional:
- Unintentional plagiarism arises due to confusion over how to reference, poor literacy skills or confusion over the difference between copyright and common

knowledge information.

- Intentional plagiarism involves the deliberate act of copying, pasting and presenting someone else's work/ideas/intellectual property as their own.

18.3 Cheating is seeking to obtain an unfair advantage in the assessment of any piece of work. Examples include: copying another student's work, having another person complete assessments on your behalf and using hidden notes in examinations. It is important to understand the personal consequences and loss of trust that accompany cheating and academic dishonesty.

18.4 Collusion is unauthorised collaboration between students, for example, it could be where two students collaborate on a piece of work with the intention that at least one of them passes the work off as their own.

18.5 Other academic misconduct includes, but is not limited to:

- a. tampering, or attempting to tamper, with class work, grades or class records;
- b. failing to abide by directions of a member of program staff regarding individual responsibility for the submission of assessable work, including that for any group work submitted;
- c. impersonating another student, or arranging for anyone to impersonate a student, in an assessment task;
- d. falsifying or fabricating reports;
- e. altering group assessment work that has been agreed as final by all participating students prior to submission without the collaborating students' consent; and
- f. use of taped, recorded or videotaped lectures, tutorials or other classes in a way that infringes another person's privacy or intellectual property rights - for example, by publishing or distributing a recording without permission from the Program Coordinator/Assessor.

18.6 Where a **Substantial misconduct**, a behaviour that is judged by NSW Health RTO to be either a significant threat to the integrity of NSW Health RTO assessment processes or behaviour where the student's level of experience might reasonably be interpreted as evidence that the student was aware that the behaviour was not in keeping with standards or practices related to ethical practice, is found, will lead to dismissal from the program;

18.7 The process for managing academic misconduct including processes for investigation and hearing of allegations of misconduct is outlined in the NSW Health RTO Academic Misconduct Policy and Procedures. This document is available on request from your program coordinator.

19 Academic Progress

- 19.1** NSW Health RTO is committed to ensuring that students achieve the academic requirements for the course in which they are enrolled.
- 19.2** All students enrolled in NSW Health RTO courses are required to meet academic progress requirements as specified in this Handbook and any additional requirements outlined in the Course Guides.
- 19.3** If you do not meet academic progress requirements, your enrolment may be cancelled.
- 19.4** Satisfactory Academic Progress is where the student achieves:
- Satisfactory completion of all assessments, and in a timely manner
 - 100% attendance
 - Competence in all units of competency
 - Acceptable standard of behavior and conduct
 - Progressing through the course requirements in a timely manner
 - Any other specific course requirements including but not limited to: satisfactory completion of assessment requirements, competency in the required clinical skills, attendance at work placements, etc.
- 19.5** Failure to meet one or more of any of the above requirements may be deemed as Unsatisfactory Academic Progress. This includes but is not limited to:
- Unsatisfactory completion of assessment item/s after agreed extensions or repeated Not Competent results
- 19.6** Where there is an attendance requirement and you are unable to attend you must notify **BOTH** your Program Coordinator and your workplace Manager as soon as possible giving the reasons why you cannot attend. In some instances, the Program Coordinator will require a medical certificate or other relevant evidence.
- 19.7** As training dates are provided prior to your enrolment and ahead of training session times, it is your responsibility to organise appointments, leave or other commitments around the training. This is to ensure your learning opportunity within NSW Health RTO is maximised.

19.8 Management of Unsatisfactory Academic Progress

If you are not achieving the academic progress requirements, the following process will apply:

19.8.1 The Informal Process

- Your Program Coordinator will contact you to discuss your unsatisfactory progress and negotiate any actions/support to assist you to meet course requirements.
- A record of this discussion will be retained by the Program Coordinator on file.
- If there are agreed actions, the record will be signed by both the Program Coordinator and the student.
- Your progress will be monitored to ensure that you meet academic progress requirements.

19.8.2 First Warning Letter

- If following the initial discussion you continue not to meet satisfactory academic progress, you will receive a first warning letter requesting you to attend a formal meeting with the Program Coordinator.
- Revisions to any support you are currently receiving, plus any additional action required will be discussed at this meeting.
- You will be provided with the minutes and actions arising from this meeting. A copy of the minutes will be signed by you and kept on file.
- Your progress will be monitored to ensure that you meet academic progress requirements.

19.8.3 Second Warning Letter

- If following the first formal meeting your academic progress remains unsatisfactory, a second warning letter will be issued and your situation will be referred to the Student Review Panel. The Student Review Panel comprises:
 - Delivery Site Manager/Director
 - Program Coordinator
 - Independent Educator
- You have the option to attend a meeting with the Student Review Panel or to provide written evidence of the reasons why you have not met academic progress requirements. If you choose to attend the meeting with the Student Review Panel, you may bring a support person who can be a family member or friend. The support person may attend the meeting with you but must not interfere with the proceedings.

- The Student Review Panel will make a decision and inform you in writing of its decision. You will receive a copy of the minutes of the meeting. The decision will either be to cancel your enrolment or to inform you of conditions that you must meet in order to continue with your course.
- Note that where the Student Review Panel has decided that the student's enrolment should be maintained with conditions attached, the student's progress will be closely monitored. Where conditions are not met, the student will be informed of the cancellation of their enrolment with the further right of appeal. Refer to Appeal Process (Section 22).
- If you do not accept the decision of the Student Review Panel you may appeal to the NSW Health RTO Executive Office. Refer to Appeal Process (Section 22).

20 Complaints

A **Complaint** is defined as a person's expression of dissatisfaction with any aspect of the services provided by NSW Health RTO, including the conduct of trainers and assessors, any other staff or any other student.

- 20.1** No party involved in a complaint will suffer discrimination or victimisation.
- 20.2** The student's enrolment will be maintained while the complaint is investigated.
- 20.3** Complaints relating to serious matters, such as bullying, harassment, physical harm, threats and discrimination, etc. are escalated directly to the NSW Health RTO Executive Office.
- 20.4** Where a formal complaint is received, NSW Health RTO is committed to resolving it promptly, confidentially and objectively.
- 20.5** NSW Health RTO encourages students to promptly address and resolve issues or difficulties directly with the person/s concerned and to deal with the issue before it escalates to a formal complaint.
- 20.6** If you are unable to resolve the issue or difficulty with the person concerned, the matter should be discussed with the Program Coordinator.
- 20.7** If you are still unable to resolve the issue a formal complaint should be made in writing via email or a letter to the Delivery Site Director/Manager. Your letter should include as much information as possible including suggestions for resolution.
- 20.8** All complaints will be acknowledged in writing within five (5) working days of receipt and will be recorded on the Complaints and Appeals Register. All attempts will be made to finalise the matter within twenty (20) working days following receipt of the complaint except where the matter is complex and/or goes to the

next stage of the complaint process. You may be contacted to provide further information.

20.9 A Student Review Panel is convened to review the complaint and the evidence. The Review Panel may have the following members:

- Delivery Site Senior Manager/Director
- Program Manager
- Program Coordinator
- Independent Member

20.10 You will be:

- Invited to participate in an interview to present your case
- Informed of the meeting date and time
- Informed of the opportunity for a support person to be present.

20.11 The complaint will be reviewed by the Panel and appropriate action decided.

20.12 You will be provided with a written response which will include the decision, reasons for the decision and any recommendations. The response will further advise you of your right to access the internal appeals process if you are not satisfied with the outcome of the formal complaint process.

20.13 You will also be advised if the complaint resolution process is extended. If this occurs you will be kept informed of progress.

20.14 Complaints can also be made via the following avenues:

National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

OR

Australian Skills Quality Authority (ASQA):

Students may complain to ASQA. However, ASQA will only use the information students provide to inform its regulatory approach and will not act as the student's advocate.

For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

21 Appeal Process

An **Appeal** is a request to review a decision that has previously been made. This includes assessment related appeals, decisions about academic progress and attendance, as well as non-assessment related decisions.

21.1 Assessment Decision Appeal

- 21.1.1 In the first instance, you are encouraged to discuss any dissatisfaction with an assessment decision with your Program Coordinator.
- 21.1.2 If you wish to formally appeal an assessment decision you must complete the Assessment Decision Appeal Form (available through the Program Coordinator) and submit it to the Program Coordinator within ten (10) working days of receiving the assessment decision.
- 21.1.3 Upon receipt of the Assessment Decision Appeal Form, the Program Coordinator will assess the reasons for the appeal against the assessment decision and where the grounds for appeal are reasonable, another two qualified assessors will be required to review the assessment evidence and make a decision.
- 21.1.4 Following the review, a decision will be made and communicated to you within ten (10) working days of receiving the Assessment Decision Appeal Form in writing. The letter indicating the decision will include the reasons for the decision and any actions to be taken.
- 21.1.5 If you do not accept the finding of the appeal, you may appeal in writing to the Delivery Site Director/Manager within ten (10) working days of receiving the letter outlining the reasons for the decision.
- 21.1.6 Upon receipt of the appeal the Delivery Site Director/Manager investigates and reviews the case. Following the review, a decision will be made and communicated to you within ten (10) working days of receiving the Assessment Decision Appeal Form in writing. The letter indicating the decision will include the reasons for the decision and any actions to be taken.
- 21.1.7 If you do not accept the findings of the appeal, you may follow the Internal Appeal Process outlined below.

21.2 Internal Appeal Process

- 21.2.1 This process can be used to appeal a decision made in the following circumstances:
- Outcome of Complaints
 - Academic Progress Decisions including dismissals
 - Academic Misconduct including dismissals
 - Assessment Decision Appeals
- 21.2.2 Where you are dissatisfied with the outcome of any of the above decisions, you may lodge an appeal in writing within twenty (20) working days of the date of the letter advising you of the decision.
- 21.2.3 The matter will be referred to the NSW Health RTO Appeals Review Committee (ARC) who will review the original complaint and decision.
- 21.2.4 The ARC may request further information over the phone or in writing.
- 21.2.5 The ARC will organise a face-to-face meeting with you to present your case. You have the right to be accompanied by a support person who may be a family member or friend.
- 21.2.6 The support person may attend the meeting with you but must not interfere with the proceedings.
- 21.2.7 Should you refuse to attend the meeting, investigations will be carried out based on the evidence provided.
- 21.2.8 Should you refuse to attend the meeting, the requirement that the student be interviewed prior to the decision being made will be waived.
- 21.2.9 Following the review, a decision will be made within ten (10) working days and communicated to you. The letter indicating the decision will include the reasons for the decision and any actions to be taken. If you do not accept the findings of the internal appeal, you may access an external appeals process.
- 21.2.10 Where the internal appeals process is expected to take more than sixty (60) days, the ARC will advise you of this, including the reasons why this is required. In this case, you will also be regularly kept up to date on the matter – usually at least once every ten (10) working days.
- 21.2.11 Matters of serious nature relating to student misconduct are escalated and referred to the Chief Executive Officer of NSW Health RTO.

21.3 External Appeal Process

- 21.3.1 Following the decision made by the ARC, if you wish to pursue the external appeals process, you must do so in writing within ten (10) working days. You will be advised that the matter will be referred to an independent mediator, chosen by NSW Health RTO.
- 21.3.2 The NSW Health RTO Executive Office will contact the independent mediator to advise of the external appeal and to confirm details of the appeal process to be followed.
- 21.3.3 You will be provided, in writing, with information on the external appeal process that will be followed, as well as the contact details of the mediator.
- 21.3.4 The NSW Health RTO will pay the independent mediator's fee for the first two hours work. All other costs of the external appeal process is to be paid by the student. The student will be advised of the costs involved at the time of the appeal. Where the independent, external mediator finds in favour of the student, NSW Health RTO will immediately implement the required corrective actions.
- 21.3.5 NSW Health RTO will cooperate fully in the process of handling the appeal, including providing access to your files and all records associated with the complaint or appeal. You will be advised of this on receipt of your intention to use an independent mediator.
- 21.3.6 NSW Health RTO and its delivery sites will follow the recommendation of the Mediator and update their complaints and appeals register. It will immediately implement required corrective actions.
- 21.3.7 NSW Health RTO will confirm the outcomes of the external appeal process to the student in writing.

22 Fees

- 22.1** Most courses run by NSW Health RTO delivery sites are targeted at their own employees. NSW Health Organisations may decide to pay all student charges for their employees. Courses that allow entry from out of district/network students may attract a fee.
- 22.2** Full fee paying students (Fee for Service students) will be advised of their applicable fees and a payment schedule at the time of enquiry.
- 22.3** All Smart and Skilled Funded students may be required to pay a Student Contribution Fee. Students will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the student's behalf. Students will be advised of this on confirmation of their place.
- 22.4** Where RPL or Credit Transfer is granted, this may result in your fees or contribution being reduced. You will be advised of this at the time of enrolment or when RPL/Credit Transfer is approved.
- 22.5** NSW Health RTO will not collect fees of more than \$1,500 at any one time.
- 22.6** All full fee paying students are entitled to a cooling off period of seven (7) days.
- 22.7** Fees are only collected once your enrolment is finalised.
- 22.8** NSW Health RTO has fee protection arrangements in place. These arrangements ensure that if the RTO is unable to provide the services for which students have prepaid, the RTO will:
- Place its students into an equivalent course and at a location suitable to them, and ensures the students receive the full services for which they have prepaid at no additional cost; or
 - Refund the students any prepaid fees for services yet to be delivered.
- 22.9** Full payment of fees must be finalised before completion of a qualification.
- 22.10** Course fees include the provision of learning materials and assessment items. Some textbooks and other materials may need to be purchased by each student at their own expense. Students will be advised of these costs prior to enrolment.
- 22.11** Course fees include the issuance of a Certificate, Record of Results and/or Statement of Attainment (SOA). If your Certificate or SOA is lost or destroyed they can be replaced at a fee of \$55.00. For further details contact the Administration Office at your Delivery Site.
- 22.12** Where you are having difficulty in paying your fees, you may contact your Program Coordinator to discuss alternative arrangements for payment.
- 22.13** If you have not paid the required fees within thirty (30) days of receiving an invoice, this debt may be referred to a debt agency and NSW Health RTO may suspend training and assessment services or any other services until fees are brought up to date. Students with outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

23 Refunds

- 23.1** All requests for refunds are to be made in writing (except in the case where NSW Health RTO cancels a course) via email or letter to the Delivery Site Manager. Students will need to state their reasons for a refund and attach any relevant documentary evidence such as a medical certificate.
- 23.2** Where NSW Health RTO cancels a course, refunds will be automatically provided within thirty (30) working days. Refunds will be provided via direct transfer into a nominated account.
- 23.3** Students will be advised of the outcome for a refund in writing within thirty (30) working days of receipt of their request, after which the refund will be paid within thirty (30) working days.

23.4 Full refund

Fee for service students are eligible to receive a full refund in the following circumstances:

- If NSW Health RTO cancels the course prior to commencement.
- Where a student cancels in writing at least fourteen (14) days prior to course commencement.

23.5 Partial refund

A partial refund of 50% of pre-paid fees will be refunded if a student cancels in writing at least seven (7) days prior to course commencement.

If NSW Health RTO cancels the course, after the student has commenced, the delivery site will refund the unspent course fees. This will be calculated based on services already provided up to the day the course stops.

Note: Should NSW Health RTO cancel a course after commencement, the RTO will ensure students are given assistance to find a suitable replacement RTO.

23.6 No refund

There will be no refund of pre-paid fees:

- Where a student cancels in writing under seven (7) days of course commencement.
- Where a student does not attend a course without advising of acceptable reasons for the non-attendance. Acceptable reasons are illness or unforeseen circumstances. Documentary evidence will need to be provided.
- Where a student withdraws after course commencement.

24 Legislation and Policies

NSW Health RTO staff, trainers, assessors and training students must comply with all relevant Commonwealth and NSW State legislation and codes of conduct. Details of your rights and responsibilities under the applicable legislation are detailed below.

24.1 Workplace Health and Safety

- 24.1.1 Under the Workplace Health and Safety Act 2011, NSW Health RTO must provide a safe environment for all staff and students. The RTO must also provide information to staff and students in relation to health, safety and welfare.
- 24.1.2 NSW Health RTO has policies and procedures in place to ensure the ongoing safety of students is always monitored. On commencement of your course you will be provided with information about health and safety requirements that relate to your participation in the course.
- 24.1.3 As a student accessing NSW Health training facilities, you have a responsibility to follow rules and instructions, to behave in ways that are safe and not endanger the health and safety of others.
- 24.1.4 Always ensure that you:
- Immediately report hazards to your trainer/assessor.
 - Seek assistance from a member of staff if you become ill or injured.
 - Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
 - Complete an incident report as required.
 - Ensure you are familiar with the emergency evacuation procedures for the site that you are on and in the case of an emergency, follow the instructions given to you.
 - Do not leave bags or personal belongings lying around where someone else could trip over them.
 - Do not smoke or drink alcohol on the premises.
 - Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.
- 24.1.5 For on the job training, you must follow all required work health and safety procedures applicable to the workplace

25 Misconduct

All other forms of alleged or established misconduct on the part of a student will be managed in accordance with the NSW Health Policy Directive Managing Misconduct PD2014_042 (or other relevant NSW Health policy directives). Examples of misconduct include: unacceptable behavior, harassment, victimization, bullying, unsafe practices and use of drugs and alcohol, etc.

Failure to abide by the Code of Conduct will lead to dismissal

25.1 Harassment, Victimization or Bullying

Students are reminded of the NSW Health CORE values of: Collaboration, Openness, Respect and Empowerment.

- 25.1.1 NSW Health is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. NSW Health RTO will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.
- 25.1.2 Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment.
- 25.1.3 Examples of harassment are sexual, making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.
- 25.1.4 Victimization is where a person is treated unfairly because they have made a discrimination complaint.
- 25.1.5 Bullying includes: verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.
- 25.1.6 If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like their behaviour and ask them to stop. However, if you are not comfortable doing this, speak to another person such as your Program Coordinator or the Delivery Site Manager/Director. The matter will be addressed in accordance with the NSW Health Code of Conduct Policy Directive.

25.2 Equal Opportunity

- 25.2.1 The principles and practices adopted by NSW Health RTO aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with NSW Health RTO.
- 25.2.2 Students will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their

participation in a course.

- 25.2.3 NSW Health RTO provides equity in access to the level of training and support required by each student and enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training on an equal basis.

25.3 National VET Regulator Act 2011

- 25.4.1** As a student in Australia's vocational education and training (VET) sector, you should expect high quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.
- 25.4.2** As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

25.4 Privacy Act

- 25.4.1 In collecting your personal information NSW Health RTO will comply with the requirements set out in the Privacy Act 1988, The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act), the Privacy Amendment (Private Sector) Act 2001 and the NSW Privacy and Personal Information Protection Act 1998. This means that we will:

1. Inform you of the purpose for which the information is collected.
2. Only use the personal information that you provide to us in relation to your study with us.
3. Ensure your personal information is securely handled and stored.
4. Inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
5. Not disclose your personal information or results to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

25.4.2 All students, both employees and external students, are required to follow the **NSW Health Code of Conduct**.

25.4.3 If you are an employee of NSW Health, NSW Health RTO is required to provide your results to your manager.

26 Changes to legislation

NSW Health RTO is committed to informing students about changes to any of the legislation indicated above. We will also keep you up to date with any new legislation or regulations that will affect the services we deliver to you.

27 Accessing Records

27.1 You can access your records by either:

- Contacting the Training and Education Services area of the relevant Local Health District (LHD). You will be asked to provide a range of details such as your payroll details and present ID before you can access your records; or
- Accessing My Health Learning System, where available, and using your user name and password. You can access these records at any time and as often as you like.

27.2 There is no charge to access your records.

28 Issuance of qualifications

28.1 On completion of your course, successful completion of all assessments and a competent result for all UOCs in the qualification, you will be issued a Qualification Certificate and a Record of Results showing the units of competency achieved in the course.

28.2 If you are successful in completion of all assessments and a competent result any UOC/s (but not a Full Qualification) you will receive a Statement of Attainment that lists the individual UOCs achieved.

28.3 Certificates, Statements of Attainment and Record of Results will be issued within thirty (30) days of your being assessed as competent in the final UOC (of the Qualification, Skill Set, Skills Cluster or Stand-alone UOC)

28.4 Records of Qualifications and Statements of Attainment are kept on record for a period of at least thirty (30) years. Students can request replacements of their statements or qualifications at any time. There is a \$55.00 fee for this.

29 Smart and Skilled funded training

29.1 NSW Health RTO receives funding from the NSW Department of Industry (DoI) under the Smart and Skilled funding program.

29.2 Eligibility

To be eligible for subsidised training you must be:

- an Australian citizen, permanent resident or humanitarian visa holder, or New Zealand citizen, and
- aged 15 years or older, and
- no longer at school, and
- living or working in NSW.

29.3 Any student registered as a NSW apprentice or new entrant trainee will also be eligible for subsidised Smart and Skilled training.

29.4 Students with Certificate IV or higher may not be eligible for subsidised training at Certificate III or below.

29.5 NSW Health RTO will confirm whether you are eligible for subsidised training if you have been offered a place in a subsidised course.

29.6 Proof of eligibility

Delivery site administration staff will contact you regarding proof of eligibility information that you need to provide.

29.7 Consent form

Prior to enrolling in a subsidised training course, you will be required to sign a consent form indicating that you agree that your information may be shared with the NSW Department of Industry and other government agencies.

29.8 Selection and enrolment

The selection and enrolment process for subsidised training is the same as for any course you wish to enrol into.

29.9 Fees payable

Under Smart and Skilled funding, students pay a contribution towards the cost of the training. (Refer to the Section 23)

If you would like to read more about the Smart and Skilled Fee Administration Policy, you may access this at:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf

30 Your feedback

30.1 Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course.

30.2 We also welcome feedback from you at any time by email or telephone.

31 Policies and Procedures

Relevant NSW Health RTO Policies and Procedures can be viewed on request. Should you require a copy please see your Program Coordinator.

Student Declaration

(Complete and keep this Section for your records)

I confirm that:

- I have read and understood the information in the Student RTO Handbook
- I have been:
 - given fair notice of the dates, times and venues for assessment/s
 - informed of how assessment/s will be conducted and what is required
- I am aware of my right to appeal an assessment decision
- I agree to abide by the following assessment requirements:
 - all work submitted which contributes to assessment will be my own work
 - no part of the work submitted will be copied from any other source except where due acknowledgement is made
 - No part of any assessment will be written for me by another person except where group work assessment is an integral part of the process
- I give permission to NSW Health RTO to access my Unique Student Identifier (USI) details on the USI website.

Student

Witness

Print Name

Print Name

Student Signature

Witness Signature

Date _____



Cut along the dotted line, complete and submit to your Program Coordinator)



Student Declaration – Office Copy

(Complete and give this Section to your Program Coordinator)

I confirm that:

- I have read and understood the information in the Student RTO Handbook
- I have been:
 - given fair notice of the dates, times and venues for assessment/s
 - informed of how assessment will be conducted and what is required
- I am aware of my right to appeal an assessment decision
- I agree to abide by the following assessment requirements:
 - all work submitted which contributes to assessment will be my own work
 - no part of the work submitted will be copied from any other source except where due acknowledgement is made
 - No part of any assessment will be written for me by another person except where group work assessment is an integral part of the process
- I give permission to NSW Health RTO to access my Unique Student Identifier (USI) details on the USI website.

Student

Witness

Print Name

Print Name

Student Signature

Witness Signature

Date _____