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RTO ID: 91222

# ***Student Handbook***

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## **Welcome to Healthcorp**

**Healthcorp** is a registered training organisation with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services with RTO ID number 91222.

## **Philosophy**

Our philosophy is to work in partnership with our clients. We aim to create innovative health strategies, not only to comply with legislation, but by taking an integrated and holistic approach to the health, safety and wellbeing of a workforce and consequently decreasing health-related costs.

## **Commitment to quality**

We constantly monitor and improve our services to ensure customer satisfaction.

At **Healthcorp**, we pride ourselves on:

- Excellent service
- Understanding our customers' needs
- Delivering sustainable and cost-effective plans
- Achieving results on time and within budget

## 1 Code of Practice

The commitments set out in the Healthcorp Code of Practice underpin the operations of the organisation. All staff will abide by its provisions.

### Code of Practice

Healthcorp provides the highest standard of vocational education and training in the field of First Aid and Workplace Health and Safety. Our Code of Practice outlines our operational policies and our commitment to our clients.

Healthcorp:

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all State and Territory regulatory and legislative requirements.
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant and up-to-date information on enquiry.
- States its fees and charges on enquiry
- Outlines its fees refund policy in the Student Handbook
- Enrolls applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual.
- Employs suitably qualified and experienced staff
- Conducts fair, flexible, valid and reliable competency based assessments.
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support.
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies
- Notifies learners when any changes occur that may affect the services provided such as change in ownership of the RTO, our trainers, assessors or any third party arrangements for the delivery of services to the learner.

## 2 Course Information

Healthcorp is a Registered Training Organisation. We provide training and assessment services in the area of First Aid and WH&S. The nationally recognised qualifications on our scope of registration include:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID005 Provide first aid in remote situations
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- HLTAID008 Manage first aid services and resources
- HLTWHS005 Conduct manual tasks safely
- PUAEME005A Provide pain management
- PUAWER005B Operate as part of an emergency control organisation
- PUAWER006B Lead an emergency control organisation
- PUAWER008B Confine small workplace emergencies
- UETDRRF06B Perform rescue from a live LV panel
- HLTSS00027 Occupational first aid skill set

And nationally accredited courses

- 22300VIC Course in First Aid Management of Anaphylaxis
- 22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace

### 2.1 Course timetable

Our courses are conducted over a variety of dates please refer to our website [www.Healthcorp.com.au](http://www.Healthcorp.com.au) and select "find a public course", and then select the course and location of your choice.

### 2.2 Course Provider

Healthcorp is a Registered Training Organisation, registered with the Australian Skills Quality Authority (ASQA). Healthcorp must adhere to the Federal Legislation titled The Standards for Registered Training Organisations (RTOs) 2015. (The Standards).

The Standards permit Healthcorp to work with other training providers (Other RTOs and non RTOs) in the delivery of qualifications that Healthcorp has on its scope of registration.

This arrangement is called a "Partnership" and the training is delivered by Partners.

Healthcorp has a number of Healthcorp trainers who work directly for Healthcorp as well as a number of carefully screened "partners" who delivery training under Healthcorp's RTO.

As clients of Healthcorp your training is delivered to the same high standard whether delivered by Healthcorp staff or a Healthcorp training partner.

ASQA requires that Healthcorp advise their clients when a Partner is delivering training and assessment on behalf of Healthcorp.

Healthcorp does this at time of course selection, if the course is booked through our website (this is known as a public course, as the course is open to the public), or done when a private course is booked with our corporate booking office.

### **2.3 Enrolment to Course**

Prior to enrolment into any Healthcorp course, you will either be directed to the website to download this student handbook, or alternatively this student handbook will be provided to your corporate Healthcorp contact. In addition, this handbook can be posted to you.

Irrelevant of whether it is a public or private course you will be given information about:

Whether a Healthcorp trainer or partner is delivering the course

What you need to bring, if anything

Your obligations as a student at Healthcorp

Statements of Attainment issued on successful completion of the course

How your skills, knowledge and attitudes will be assessed

How you can appeal if you don't agree with your assessment outcome

How you can complain if you are not satisfied with any part of the course

Where you can get extra help with your learning

The Course, content, duration and timetable

Emergency evacuation procedures

### **2.4 Attendance**

Our courses are conducted Face to face in a classroom environment.

Attendance for all classes is mandatory

Our doors close 15 minutes after the course commencement time, unfortunately, students who are more than 15 minutes late will be, considered to be absent from the class and denied entry to the class and will need to rebook their class.

We provide all the necessary manikins and equipment for practical training sessions, students should note that assessments include both practical and theory components.

You will only need to bring yourself to the training sessions, please be dressed in comfortable clothing suited for lying on the floor and kneeling over manikins.

You are expected to be in attendance at each practical session. If you cannot attend a class you are required to notify Healthcorp in advance on **1300 852 475**.

Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. However, no consideration is given to extended absences for any other reason.

### **2.4 Teaching Methods**

Our teaching methods include face-to-face instruction to small groups of students. We are able to support students struggling with the course through one of one mentoring with our trainer within reasonable limits.

Students who continue to struggle with the course material after the mentoring will be advised to:

- Seek additional external assistance from experts able to assist the student with their learning needs, and/or
- rebook an additional course

### "Special Needs:"

- Students with special needs or disabilities are asked to disclose this information in their enrolment form prior to course commencement.
- You are expected to describe the nature of the special needs, e.g. hearing impairment, language difficulty, learning difficulty etc. (and attached the relevant documentation). Healthcorp will ensure complete confidentiality of this information.
- Please Note: Some of Healthcorp's courses require completion and assessment of practical scenarios, which may require floor work such as CPR. To be awarded a statement of attainment and thus be deemed competent, student will need to perform all practical tasks to a satisfactory standard.

For example, to be awarded a Statement of Attainment for a course containing CPR, you must be able to perform CPR to the required standard for the required duration.

- Students who are not able to complete a practical task such as CPR can be awarded a "Certificate of participation". A Certificate of Participation is not equivalent to a Statement of Attainment and will attest to the student attending the class, but will not attest to indicating the student having completed all the assessable tasks within the course.

A full copy of our Policies and Procedures is available to all students enrolling in our courses, please refer to [www.healthcorp.com.au](http://www.healthcorp.com.au) and click on about us, resources and then student handbook. Please contact the office on 1300 852 475 if you have difficulties downloading this document.

## 2.5 Student Facilities

Students will have access to necessary instructional and assessment facilities, materials and equipment. Independent to whether the training is conducted by a partner or a Healthcorp trainer, the Training facilities will include:

Suitable training/learning areas set up safely and securely, typically featuring:

Four sq meters of floor area per student

Carpeted or supplied floor mats to allow for soft flooring to students kneeling or lying on the floor

Adequate acoustics, ventilation and lighting to a comfortable learning environment

Amenities for coffee and lunch breaks

Toilet facilities

Accessible first aid references and resources

## 2.6 Evaluation

As part of our continuous improvement procedures, you and your employer will be asked to complete a Course Evaluation Survey. This is your opportunity to provide us

with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources, materials and the assessment procedures. Your comments enable us to make sure that your expectations are met and to improve our services.

### **3 Fees and Charges for both Public and Private Courses**

For Private Courses (typically booked on the our website)

#### **3.1 Fees Schedule**

Healthcorp course fees cover all tuition costs including handouts. The course fees either are on our website or are negotiated directly with our corporate customers. Please contact us at 1300 852 475 or at [www.healthcorp.com.au](http://www.healthcorp.com.au)

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

#### **3.2 Refunds prior to a course commencement (Public Course):**

##### **Transfer of Bookings:**

Transfers for our public course bookings are available prior to the commencement date.

A transfer to another course will be issued if we receive a written request 5 business days prior to your nominated course commencement date and will incur a \$10.00 (GST included) administration fee per transfer.

If a transfer is made less than 5 business days prior to the course commencement date, a \$22.50 administration fee will apply.

If a written request is not received within 2 business days of the course commencement date, the participant will forfeit 100% of the course fee.

Please note: If you are transferring a 1 or 5 Day HSR Course, you must give 15 business days notice.

Where 15 business days notice is not given, the full charge will apply.

All requests must be addressed to; Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or [training@healthcorp.com.au](mailto:training@healthcorp.com.au)

##### **Refunds:**

A refund for a public course booking is given if a written request is received 5 business days prior to the scheduled course commencement date and an administration fee of \$22.00 (GST included) will be incurred.

All refund requests must be in writing addressed to: Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or [training@healthcorp.com.au](mailto:training@healthcorp.com.au). Refunds will be issued within 5 business days of receiving the cancellation documentation.

If a written request is not received within 5 business days of the course commencement date, the participant will forfeit 100% of the course fee.

Please note: If you are transferring a 1 or 5 Day HSR Course, you must give 15 business days notice.

Where 15 business days notice is not given, the full charge of the course will apply.

### **3.3 Enrolment Procedures for our Private Courses:**

The payment terms for our first aid booking courses are 30 days for approved Healthcorp Pty Ltd account holders. Notice of a minimum 10 working days is required to be given by the client of postponement or cancellation of a course. Where notice is not given the full charge of the course will apply.

### **3.4 Non-Attendance to any course Public or Private without prior notice to Healthcorp:**

The student will forfeit 100% of the course fee.

### **3.5 Transferring to another Public course after Enrolment:**

A transfer will be issued if written requests for transfers are received 7 business days prior to your nominated course commencement date and will incur a \$16.50 (GST included) administration fee per transfer.

Written requests must be addressed to: Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or [training@healthcorp.com.au](mailto:training@healthcorp.com.au) .

If a written request is not received within 2 business days of the course commencement date, the student will forfeit 100% of the course fee.

### **3.6 Incompletion of course:**

If a student leaves either a public or a private prior to the completion of all assessment tasks during the face-to-face training, Qualifications will not be issued and the student will forfeit 100% of the course fee.

### **3.7 Schedule Changes for both Public and Private Courses**

**Events Beyond Our Control:** we may need to cancel or reschedule training courses or services due to an event beyond our reasonable control. Healthcorp will endeavour to offer an alternate date for your course however, in the event that the alternate date is not suitable, a full refund of the course fee will be provided.

Refunds are typically refunded to the person or organisation who paid for the course, not to the individual student, unless they paid for the course.

## **4 Training Delivery and Assessment Services**

### **4.1 Trainer Qualifications**

Healthcorp trainers and partner trainers have the relevant qualifications as required by the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

These standards require trainers to have:

- Skills, knowledge and working experience in their subject matter area
- Teaching qualifications in Adult training and assessment
- Up to date knowledge and skills in training and assessment, and in their area of subject matter expertise

## **4.2 Staff and Partner Recruitment to Healthcorp**

Is carried out in an ethical manner in accordance with Access and Equity Principles.

*Our trainers will:*

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

## **4.3 Student Recruitment**

Student recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles.

All enquiries for participation in our Public Courses are provided with Healthcorp Information Pack.

Acceptance into the course is open to all applicants subject to:

- payment of fees and
- the extent to which the course outcomes and pre-requisites match the needs of the student.
- The applicant meeting our Language, Literacy and Numeracy requirements
- Their physical ability to complete the course, (not applications to our first aid course can elect a "Certificate of Participation" if required.)

Enrolment is on-going where places are available.

## **4.4 Enrolment Procedure for a Public Course:**

The information pack is sent to the potential customer detailing:  
 information on Healthcorp,  
 the course,  
 our fee structure and  
 refund policy

Healthcorp makes follow-up phone calls to the potential customer to identify needs, confirm LLN and to discuss any physical needs

If successful, the customer completes the enrolment form

A receipt is issued to the company when the deposit is received

Client is given an identification number and a database record is established

#### 4.5 Learner Support

The learning support strategies used by trainers at Healthcorp include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Providing written learning material and illustrations to reinforce the learning

We will support all students that enroll in our courses to the best level that we can.

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event we cannot assist a student we will refer them onto the appropriate agency that matches their needs and abilities.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

#### 4.6 Conduct of Assessment

Assessment is conducted in accordance with the relevant training package and the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package.
- Be conducted by trainer/assessors that are vocationally competent and hold a relevant qualification in Adult Training and Assessment.
- Be conducted by trainer/assessors who hold the TAE40110 Certificate IV in Training and Assessment, its successor or its equivalent.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
  - involve procedures in which criteria for judging performance are made clear to all participants,
  - employ a participatory approach,

- provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is , they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

The outcomes of assessment are *Competent* or *Not Yet Competent*. If you are assessed as *Not Yet Competent* you can request a re-assessment.

#### 4.7 Complaints

Healthcorp welcomes student, staff and partner feedback and suggestions on our's, our partners and our staff's services.

We endeavor to respond to these suggestions and/or complaints promptly and with courtesy.

At all times Healthcorp will adhere to the principles of Natural Justice and Procedural Fairness, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

[https://www.ombo.nsw.gov.au/\\_data/assets/pdf\\_file/0017/3707/FS\\_PSA\\_14\\_Natural\\_justice\\_Procedural\\_fairness.pdf](https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf)

Healthcorp will endeavor to resolve all complaints within a two week period. Please note that complex issues, especially those involving external parties such as arbiters or mediators will take longer to resolve.

Healthcorp will regularly update all parties on the progress of the matter by initially acknowledging the complaint in writing.

If the resolution period extends past 60 days, Healthcorp will advise in writing to all parties, including the reasons why the resolution is taking so long to resolve.

To resolve a complaint please follow the following steps:

Step 1:

- identify and discuss the complaint with the other party
- discuss the best outcome to the complaint
- agree to act to resolve the complaint

Step 2: If the complaint is unresolved they should talk to you, the trainer, and you will try to remedy the problem. If you require it, you can seek the aid of the Training Development Manager or Business Development Manager to mediate assisting in the resolution of the matter. The Business Development Manager will require the complaint to be made in writing.

The Business Development Manager will keep the details of the complaint, including its details, the resolution process and the complaints outcomes secure and will respect the confidentiality of the matter, by securing the complaint details in the student file and only sharing its details with relevant people so to assist in resolving the complaint.

Step 3: If they are dissatisfied with the outcome of the mediation, including discussions with the Training Development Manager, the aggrieved party may escalate the matter to an external independent arbiter.

This independent arbiter needs to be mutually agreed to by the two parties.

The Arbiter could be an external trainer, a senior manager or a commercial mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted at:

Level 1 and 2  
13-15 Bridge Street  
Sydney NSW 2000  
Phone :+61 2 9251 3366  
Freecall: 1800 651 650  
Email :infoaus@resolution.institute  
[www.resolution.institute](http://www.resolution.institute)

External mediation attracts significant costs, these costs will be shared by both parties on a 50;50 split.

A quote for the mediation services is highly recommended prior to undertaking this process.

If students are not provided with these options, or feel that their rights are not being recognised they can escalate the complaint to:

The National Training Complaints Hotline:

Please be aware, unless you have exhausted or been denied access to Healthcorp's complaints and appeals process, the National Complaints Hotline may not accept your complaint.

<https://www.education.gov.au/NTCH>

Phone 13 38 73

An alternative Escalation option is to complain to ASQA

ASQA says on its website:

*ASQA accepts complaints about training providers from all members of the community.*

*ASQA takes a risk-assessment approach to student complaints, which allows us to focus on risks to the quality of vocational education and training in Australia.*

*ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.*

Further details of ASQA's approach to complaints can be found at <https://www.asqa.gov.au/complaints>

Please note that complaints are an extremely useful vehicle for process improvement and thus Healthcorp uses the details of complaints as a process improvement tools and thus uses the complaint investigation as a tool to implement corrective action to prevent or mitigate the likelihood of reoccurrence.

#### **4.8 Student Appeals**

Healthcorp recognises that in some circumstances, students will appeal ours, our partners and our staff's decisions, these decisions may relate to methods of assessment, timing of assessment, other decisions or even the assessment outcome, ie did the student pass or fail.

At all times Healthcorp will adhere to the principles of Natural Justice and Procedural Fairness, these being:

- That both sides of the Appeal will be informed of the Appeal and
- That both sides of any Appeal will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

[https://www.ombo.nsw.gov.au/\\_data/assets/pdf\\_file/0017/3707/FS\\_PSA\\_14\\_Natural\\_justice\\_Procedural\\_fairness.pdf](https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf)

We will endeavor to respond to these appeals promptly and with courtesy.

Healthcorp will endeavor to resolve all appeals within a two week period. Please note that complex issues, especially those involving external parties such as

alternative assessors, independent assessors, industry experts, arbiters or mediators will take longer to resolve.

Healthcorp will regularly update all parties on the progress of the appeal resolution. If the resolution period extends past 60 days, Healthcorp will advise in writing to all parties, including the reasons why the appeal resolution is taking so long to resolve.

To resolve a student appeal please follow the following steps:

Step 1:

- identify and discuss the issue with the staff member or partner
- discuss the outcome you are seeking
- agree to act to resolve the appeal

Step 2: If the appeal cannot be resolved, the student should escalate the matter to the next level of management, this may be:

- The trainer(s)
- The Business Development Manager
- Or the Business Development Manager

Any appeal escalated to this level will need to be supported in writing.

The Management representative will attempt to mediate the Appeal seeking to reach an amicable solution.

The Business Development Manager will keep the details of the Appeal including its details, the resolution process and the outcomes secure and will respect the confidentiality of the matter

Details will be secured in the student's file, the contents of which will only be shared with relevant people so to assist in resolving the appeal.

Step 3: If the student is dissatisfied with the outcome of the Management mediation sessions, including discussions with the Business Development Manager/Business Development Manager, the aggrieved party may escalate the matter to an external independent arbiter.

This independent arbiter needs to be mutually agreed to by the two parties.

The Arbiter could be an external Assessor, an Industry expert, a senior manager or a commercial mediation Service such as the Resolution Institute.

The External Assessor would be agreed to by all parties.

The Resolution Institute can be contacted at:

Level 1 and 2  
13-15 Bridge Street  
Sydney NSW 2000

Phone :+61 2 9251 3366  
Freecall: 1800 651 650  
Email :infoaus@resolution.institute  
[www.resolution.institute](http://www.resolution.institute)

External mediation attracts significant costs, these costs will be shared by both parties on a 50;50 split.

A quote for the mediation services is highly recommended prior to undertaking this process.

If students are not provided with these options, or feel that their rights are not being recognised they can escalate the appeal to:

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*ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities.*

Further details of ASQA's approach to complaints can be found at

<https://www.asqa.gov.au/complaints>

#### **4.9 Recognition of Prior Learning (RPL)**

The Standards for Registered Training Organisations (RTOs) 2015 mandate that RPL must be offered to all students.

Many of Healthcorp's courses, most specifically the First Aid courses, with the requirements for currency of qualifications are difficult to provide evidence of prior learning, however should a student feel that they can provide such evidence then Healthcorp encourages them to make such an application.

To aid the student in their application the following information is provided.

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency of a RPL Applicant by reviewing the acquired knowledge and skill of the applicant. This acquired skill and knowledge may have been acquired through formal, non-formal and informal learning to such an extent that the individual has attained skills and knowledge to meet the requirements specified in the training package or a VET accredited courses.

To assist in the process of Recognition of Prior Learning, the following definitions apply (as extracted from page 95 of the Users' Guide to the Standards for Registered Training Organisations (RTOs) 2015).

- a. formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- b. non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- c. informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Thus participants who feel that they have already attained the required skills and knowledge covered in our courses are able to make an application for Recognition of Prior Learning.

Participants seeking RPL will be able to undertake the course assessments without the training component, or alternatively, can submit evidence of their competency.

Participants can apply for RPL at any time.

Enquires on the RPL process can be made to the Trainer and/or to Healthcorp's Business Development Manager.

Students who believe they already have the skills and knowledge required to demonstrate competency can request RPL by completing the form titled Request for Recognition of Prior Learning.

Students will be provided with a Request for Prior Learning Kit which will contain detailed information regarding applying for RPL including the cost.

The current cost is \$120 per hour plus GST.

Students are provided with details of the units of competency and must provide valid, sufficient, current and authentic evidence to demonstrate competency. The

assessor may require the student to undergo a challenge test. The cost for RPL is to be borne by the student.

#### **4.10 Recognition of other Qualifications**

Healthcorp will accept and provide credit to learners for units of competency. Participants can make such an application at any time during the training programme.

Such an application may reduce the amount to training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or the Healthcorp's the Business Development Manager.

Where an application is to proceed, the Participant will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- An authenticated VET transcripts issued by the Registrar, such as ASQA.

Please note that all certification supplied will be verified with the issuing RTO or authority.

#### **4.11 Issuance of Qualifications**

On successful completion of studies, you will be issued with a Statement of Attainment.

### **5 Records Maintenance and Student Privacy**

Healthcorp is committed to maintaining and safeguarding the accuracy, integrity and currency of our records, including student records without jeopardising the confidentiality of the records or our participant's privacy.

Individual hardcopy records will be stored in a lockable secure office area.

Our electronic records are stored in our computer system which is protected by password and backed up to the cloud.

The IT Department is responsible to conducting a backup of our computer systems to a Cloud based backup system.

Our software and hardcopy systems will retain Participant results for a period of not less than 30 years.

Issued qualifications will be generated in our computer system and stored in our system by name of the participant and cross referenced against identifying metrics such as date of birth or USI should these need to be reproduced.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We are required to submit statistical data on our participants to the AVETMISS standard, we will use our student management system to upload our results for AVETMISS reporting.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the Standards for RTOs such as:

- trainers and assessors, to access and update the records of the participants whom they are working with,
- Management staff as required to ensure the smooth and efficient operation of the business,
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,
- those required by law such as people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).
- participants authorising releases of specific information to third parties in writing, or
- the participants themselves, after making application in writing. For example, participants seeking a replacement copy of their Certificate.

We are required to ensure that we issue our statements of attainment to a participant within thirty days (30 days) where the participant has:

- Completed the course
- Been found competent in that unit(s) of competency
- And met their financial obligations to us

Healthcorp abides by the privacy legislative requirements which include the Commonwealth [Privacy Act 1988](#) and the [13 Australian Privacy Principles \(APPs\)](#) as outlined in the Commonwealth [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#).

Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

Your records are confidential and available to you only and on request, with the exception of those with legal powers to view such materials or those compiling with the *Standards for Registered Training Organisation (RTOs) 2015*.

### 5.1 Transfer of Participant Records if we cease to be a RTO

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

### 5.2 Unique Student Identifier

As of 1 January 2015 the Australian Government implemented the [Unique Student Identifier](#) (USI) initiative. A USI is a personal reference number which provides students with a complete record of their nationally recognised training.

Healthcorp, like other RTO's is required to collect Student USIs. Students can create their own USI at [www.usi.gov.au/](http://www.usi.gov.au/)

The Student Unique Identifier is required before a certificate can be issued.

Student USI's are recorded in their student file and are a key requirement for the mandatory annual uploading of student training records to the Federal Government training record repository.

More Information on the USI and its uses can be found at [www.usi.gov.au](http://www.usi.gov.au)

## 6 Facilities and Equipment

Healthcorp and Healthcorp's partners maintain training environments conducive to learning. Facilities and equipment is set-up, checked and maintained regularly to ensure effective and efficient operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Suitable training/learning areas set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Accessible references and resources

*You are responsible for:*

- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment
- Refraining from smoking anywhere in the building
- Refraining from drinking and/or eating in the workrooms

## 7 Legislative and Regulatory Requirements

Healthcorp operates across Australia and is bound by and operates within the following Federal, State and Local legislative and regulatory requirements:

Workplace Health & Safety Legislation and Regulations:

Consumer Protection  
Human Rights  
Vocational Education and Training Legislation

In addition, Healthcorp as a RTO must operate within the legislative boundaries of the:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)
- [Data Provision Requirements 2012](#)
- [Australian Qualifications Framework 2013, 2<sup>nd</sup> Edition](#)

Copies of these acts are located [http://www.austlii.edu.au/..](http://www.austlii.edu.au/)

In addition to the above particular attention should be paid to

### **7.1 Work Health and Safety Act 2011 & any relevant state based Workplace health and Safety Codes including First Aid Codes of Practice.**

Healthcorp guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. Do not use the lifts/elevators in an emergency. You are to make your way quickly and calmly to the nearest exit and meet your trainer and other students in an area well clear of the building for a roll call check.

No Smoking is allowed in any area of the training venue. If you wish to smoke you must leave the premises.

*You are responsible for:*

- Always conducting yourself in a safe and healthy manner
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment
- Refraining from smoking
- Refraining from drinking and/or eating in the workrooms

### **7.2 Anti-Discrimination Act**

Healthcorp is committed to providing a fair and equitable institution for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

*You are responsible for:*

Ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the institution.

Reporting any discriminatory behaviour, harassment or bullying to your trainer.

### 7.3 Equal Employment Opportunity

Staff turnover at Healthcorp is very infrequent. However, should the need arise to recruit additional staff the principles of EEO will be implemented.

Healthcorp is committed to its staff remaining up-to-date with current trends in the Health Industry, the Business Industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

### 7.4 Access and Equity

Healthcorp provides equal access to training delivery and assessment services for our students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language and literacy capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at Healthcorp include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Where necessary inviting students to record training session on an audiotape
- Providing written learning material and illustrations to reinforce the learning

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles

*Your trainers will:*

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Our code of Practice outlines the ethical manner in which we operate.

Any enquires or issues arising from Access and Equity can be addressed to the Operations Manager.

### 7.5 Privacy Act and the 13 Australian Privacy Principles

Healthcorp complies with the Privacy Act and the 13 Australian Privacy Principles, which provides guidance on the collection, storage, use and disclosure of personal information. Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

Student records are strictly confidential and will be made available to the student upon request.

Records of enrolment, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

## **7.6 Vocational Education and Training Regulator Act 2011**

The Vocational Education and Training Regulator Act 2011 is the New South Wales legislation that regulates the Australian Skills Quality Authority (ASQA). The Act was originally proclaimed in July 1991, it was amended in 1994 to include provisions for registering providers of vocational courses and has been further amended in 2005 and 2011.

The objects of the Act are to:

- provide for the accreditation of vocational courses conducted within New South Wales
- provide for the registration of people and organisations that conduct vocational courses
- provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within New South Wales
- promote consistency of standards in vocational education and training
- encourage the recognition of vocational courses that are accredited under the Act

In applying for registration as a training organisation with ASQA the Healthcorp has signed a declaration agreeing to comply with the Vocational Education and Training Act.

Our code of Practice outlines the ethical manner in which we operate.

## **7.7 Working with Children**

We do accept people under the age of 18 in our training and assessment programs.

As such we will comply with all Federal and State working with Children legislation

A list of all relevant legislation is available from the Federal Police Website:

<http://www.aifs.gov.au/cfca/pubs/factsheets/a141887/>

Further information on the Working with Children's Check is available from the Australian Advanced Academy's CEO, but this effectively means that we will need to have all staff who come in contact with people under the age of 18, such as assessors, administration staff or clerical staff must be cleared as not being a risk to the health and safety of minors.

## 8 Student Responsibilities/Code of Behaviour

While you remain a student at Healthcorp it is your responsibility to:

- To conduct yourself in a safe and healthy manner
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment
- To comply with and assist in the institution's emergency procedures
- To refrain from smoking anywhere in the institution building
- To refrain from drinking and/or eating in the workrooms
- To attend class regularly and punctually
- To comply with the Assessment Information outlined in the Student Handbook
- To discuss any complaints or grievances with your trainer or the the Business Manager
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to the institution
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or the Business Manager
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices which may disrupt classes eg. mobile phones and pagers

Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance and dismissal in the second and final instance.

## 9 Student Support, Welfare and Guidance

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We will assist all students in their efforts to complete our training programs.

In the event that a student is experiencing difficulty with their studies, we would recommend that the student should see their trainer, or another member of the RTO staff.

The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieve the required level of competency in all accredited courses.

Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the student's needs exceed our capacity, we will refer them onto an appropriate external agency.

### 9.1 Language, Literacy and Numeracy (LLN) Assistance

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant back to their employer in a private course, or in a public course to a local TAFE or similar to complete a Language Literacy or Numeracy course prior to commencing the training.

## **10 Flexible Delivery and Assessment Procedures**

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Healthcorp recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results.

Healthcorp will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided the student can verbally demonstrate competency.

These adjustments may include; verbal delivery of assessment materials to students or the use of a third person to transcribe the student's spoken responses to assessment questions.

Healthcorp will assist students achieve the required competency standards where it is within our ability.

If we cannot assist a student, where possible we will refer them to an agency that can assist.

Any further questions can be referred to your trainer or the RTO the Business Manager.

## 11 Declaration

I have read, understood and agree to comply with the information outlined in the Healthcorp Student Handbook located on the website

Student's Name: .....

Student's Signature: .....

Date: .....

**Please complete this page then tear it out and return it to your trainer.**

