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Training Policies

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1 Course Information

Healthcorp is a Registered Training Organisation. We provide training and assessment services in the area of First Aid and Workplace Safety Training.

The nationally recognised qualifications on our scope of registration can be found at: <https://training.gov.au/Organisation/Details/91222>

1.1 Course timetable

Healthcorp delivers courses directly to the public and indirectly through our co-providers.

Our Co- providers deliver courses on behalf of Healthcorp, to the same standard as Healthcorp, with the same qualification outcome as courses booked and delivered by Healthcorp.

Courses provided by Co-providers are booked either directly through the Healthcorp website, or through the Co-provider's own website.

It is a requirement of our Government Regulator, the Australian Skills Quality Authority (ASQA), that:

- all Co-providers identify the responsible RTO for any qualification gained through the Co-provider, accordingly, all co-providers identify themselves as working with Healthcorp RTO ID 91222 to deliver the accredited training.
- That all Co-Provider relationships are declared to ASQA and maintained as current within 30 days of the relationship being established or terminated
- All Co-providers adhere to a strict set of standards, procedures and policies established and maintained by both ASQA and Healthcorp. These requirements are defined in the Co-Providers agreements, the standards for Registered Training Organisations and in other direct communication from Healthcorp to the Co-provider

1.2 Induction to Course

Prior to the enrolment of any course either booked through the Healthcorp website or through a Co-provider website, the student will be directed to electronic versions of:

- These training policies, and
- The Student Handbook

These policies are developed and maintained by Healthcorp and are hosted on the Healthcorp website and are accessed either directly from the Healthcorp site or through a weblink on the Co-Providers website.

These policies and procedures are binding to all students and co-providers irrelevant of whether the student booked through the Co-provider or through Healthcorp website.

The Training Policies and Student Handbook contain information about:

- The student's rights and obligations as a student and the requirements of you to receive a qualification
- Statements of Attainment issued on successful completion of the course
- How the student's skills, knowledge and attitudes will be assessed
- How the student can appeal if you don't agree with your assessment outcome
- How the student can complain if you are not satisfied with any part of the course
- Where the student can get extra help with their learning
- Emergency evacuation procedures for the Healthcorp training centre, other training centers used by Healthcorp and the Co-providers will have their own evacuation procedures. These will be advised at commencement of the training program.

1.3 Attendance

All our courses are conducted Face to face in the classroom with some courses requiring the completion of pre reading. (Typically, but not exclusively, the first aid related courses)

Healthcorp and the Co-providers are responsible for providing all the necessary documentation, learning materials, manikins and equipment for practical training sessions, practice and assessments.

Students need to be aware that all assessments include both practical and theory components.

Students are expected to be in attendance for the full course. If you cannot attend a Healthcorp managed class, the student is 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.

If the class is being managed by a Co-provider, the Student is advised to contact either the co-provider directly or Healthcorp on 1300 852 475.

1.4 Teaching Methods

Our teaching methods include face-to-face instruction to small groups of students and on-to-one individual support, attention and assistance. All courses are in English.

Our First Aid courses HLTAID001 through to HLTAID008 allow for self paced training at home and theory assessment over the internet.

All students will need to satisfactorily complete a face to face practical assessment for all our qualifications to be considered competent.

Please note:

Any training requiring assessment of CPR Skills, (Low Voltage Rescue, and all First Aid courses) will require performance of CPR on an adult manikin on the floor. Students who are unable to perform CPR in the correct position, such as kneeling on the floor for two minutes uninterrupted CPR cannot be found competent in the unit of competency being undertaken.

Students will also need to be dressed appropriately for their courses.

- Students undertaking training with fire extinguishers will need to wear clothing covering their arms and legs and stout shoes.
- Students undertaking first aid courses will need to wear clothing approving for lying on the floor.

1.5 Student Facilities

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

1.6 Special Needs

Students with special needs or disabilities that may impact on their ability to take part in training and assessment are required to disclose this information in their enrolment form prior to course commencement.

Students 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.

This information is to be used to confirm the student's suitability to undertake the course and what reasonable adjustment can be pre arranged to ensure that the student can satisfactorily complete 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 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.

1.7 Evaluation

As part of our continuous improvement procedures, you 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.

2 Fees and Charges

For courses booked directly with or through the Healthcorp website the following commercial terms apply. For courses booked directly with and paid directly to Healthcorp's co-providers, separate payment terms and conditions will apply.

2.1 Fees Schedule

Course fees cover all tuition costs including handouts, supplies and consumables for the course.

The course fees are available from our and from our co-providers website.

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.

2.2 Refunds prior to a course commencement:

Transfer of Bookings:

Transfers 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 48 hours of the course commencement date, the student will forfeit 100% of the course fee.

Please note:

If you are transferring a 1 or 5 Day HSR Course (These are only offered by Healthcorp), you must give 15 working days notice. Where 15 working 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 by email to:

training@healthcorp.com.au

2.3 Refunds:

A refund is given if a written request is received 5 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 by email to:

training@healthcorp.com.au

Refunds will be issued within 5 days of receiving the cancellation documentation. If a written request is not received within 5 days of the course commencement date, the student will forfeit 100% of the course fee. Please note: If you are transferring a 1 or 5 Day HSR Course, you must give 15 working days notice. Where 15 working days notice is not given, the full charge of the course will apply.

2.4 Schedule Changes:

In the event that Healthcorp or our Co-Providers experience an event beyond our control we may need to cancel or reschedule a training courses or service.

Healthcorp and the Co-provider 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.

2.5 Group Onsite Bookings:

Group booking are where groups of students such as from an employer or an Organisation seek to book training with Healthcorp or one of our Co-Providers. As such these "Group Bookings" attract different commercial terms.

- The payment terms for our first aid booking courses are 30 days for approved Healthcorp Pty Ltd account holders. Co-providers will offer their own commercial terms These should clarified with the Co-provider prior to booking a course.
- Healthcorp requires 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.

2.6 Special Needs

Students with special needs or disabilities that may impact on their ability to take part in training and assessment are required to disclose this information in their enrolment form prior to course commencement.

Students 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.

This information is to be used to confirm the student's suitability to undertake the course and what reasonable adjustment can be pre arranged to ensure that the student can satisfactorily complete 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 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.

2.7 Non-Attendance to a course without prior notice to Healthcorp:

The student will forfeit 100% of the course fee.

2.8 Transferring to another course after Enrolment:

A transfer will be issued if written requests for transfers are received 7 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 .
www.healthcorp.com.au

If a written request is not received within 48 hours of the course commencement date, the student will forfeit 100% of the course fee.

2.9 Incompletion of course:

If a student leaves prior to the completion of all assessment tasks qualifications will not be issued and the student will forfeit 100% of the course fee.

3 Training Delivery and Assessment Services

3.1 Trainer Qualifications

Healthcorp trainers have the relevant qualifications as required by the ASQA and the Standards for Registered Training Organisations (RTOs) 2015. These include:

- Skills, knowledge and experience in First Aid and WH&S
- Qualifications in training and assessment
- Vast experience in the health and safety related areas of industry
- Currency in both the skills being taught and in formal training and assessment skills.

3.2 Student Recruitment

Student recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles. All enquiries for participation are provided with Healthcorp Information Pack. Access to the course is open to all applicant's subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is on-going where places are available.

3.3 For public courses

To book into a Healthcorp public course please either call, or enquire Healthcorp direct to enrol and pay over phone OR online.

Healthcorp Pty Limited,
1 Garigal Road,
Belrose NSW 2085 or
training@healthcorp.com.au .
www.healthcorp.com.au

For Co-Provider public courses, please contact the Co-provider direct.

3.4 For private courses

To book a Healthcorp private course please direct enquiries to one of Healthcorp's training advisors who will negotiate, pricing, course details etc considering if training is provided at the clients premises or other venue of choice.

Students sent a custom Booking Confirmation sheet with link to complete their personal details.

For Co-Provider private courses, please contact the Co-provider direct.

3.5 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 college to the best level that we can. For example students with issues relating to Language, Literacy and Numeracy can expect that we will;

Literacy

- Providing students only essential writing tasks,
- Provide handouts verbally, explaining each step
- Consider the use of group exercises to aid in learning and understanding, but note that individual written assessments are required for each students, either completed by the student, or delivered verbally to the trainer/assessor.
- Provide examples and models of completed tasks, but not the completed assessments
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used
- Written assessments can be completed verbally with responses being written or recorded by the Trainer/Assessor or a scribe.

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage students to ask questions
- Ask open ended questions to confirm comprehension

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what math's/calculations/measurements are required to complete the task,
- Encourage the use of calculators and demonstrate how to use them

In the event we cannot assist a student we will refer them onto the appropriate agency that matches their needs and abilities such as a local TAFE or Adult Migrant English Service if appropriate.

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.

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 that were not identified prior to enrolment to appropriate agencies

3.6 Conduct of Assessment

Assessment is conducted in accordance with the Relevant Training Package, Assessment Guidelines, the Training packages for [22300VIC](#), and [22282VIC](#) Assessment Guidelines and Standards for Registered Training Organisations (RTOs) 2015.

Assessment is competency based against the standards outlined in the units of competency in the relevant Training Package. It includes:

- assessment to determine your training needs
- assessment during the training and practice sessions to judge how you are progressing, and If ready for formal assessment
- assessment of knowledge and skills at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment is conducted in a workplace or simulated workplace as appropriate, and involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Observation of your skills and knowledge
- Measurement of your knowledge and understanding

Assessment methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Providing a service
- Answering written and/or oral questions

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

3.7 Complaints and Appeals

Healthcorp treats complaints and appeals from its staff, Co-providers, partner organisations, students, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about Healthcorp, its staff, Co-providers, other learners or third parties and are typically aiming to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by Healthcorp. These, like any complaints are intended to be resolved, where possible within a three week period.

While the student may seek to initially to resolve the matter with a Co-provider, trainer, or student or other party, we request that all formal appeals are lodged directly with Healthcorp via Healthcorp's email address of training@healthcorp.com.au.

Healthcorp will act upon any substantiated complaint or appeals; these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the Business Development Manager.

A person or organisation can complain about any aspect of our dealings with them, and the student can appeal any decision we or our Co-providers make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor, including where the trainer/assessor works for a Co-provider.

The trainer should be the first point of contact for students, the aim of this first contact is to resolve the issue quickly.

If the student's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the CEO of the Co-provider, or the Healthcorp Business Development Manager.

If the Co-provider CEO is the Trainer, then the Healthcorp Business Development Manager should be contacted.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, Co-Provider CEO, or Healthcorp Business Development Manager. Then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, Co-Provider CEO, or Healthcorp Business Development Manager.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the Healthcorp Business Development Manager, receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by the Healthcorp Business Development Manager or delegate.

Should the nature of the complaint refer to criminal matters or where the welfare of people are in danger, Healthcorp will, with the permission of the student, seek assistance from other authorities such the Police, Legal Representatives or other parties as appropriate.

Student confidentiality will be maintained at all times as is consistent with New South Wales and Australian Law.

At all times the principles of Natural Justice be upheld, 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 student 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: http://posa.org.au/wp-content/uploads/2010/08/FS_PS14_NaturalJustice_Nov10.pdf

The complainant/appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Healthcorp will ensure that the student's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the Healthcorp Business Development Manager or delegate, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the student and the trainer, the Healthcorp Business Development Manager or delegate and/or other trainer or Administration staff if appropriate.
- If the parties are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer external to Healthcorp, or an independent Commercial Mediation Service.

Engagement of the chosen external assistance will be the responsibility of the Healthcorp Business Development Manager or delegate as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the student and the Healthcorp Business Development Manager or delegate.

As stated before, this could be an external Trainer/Assessor arranged by the Healthcorp Business Development Manager or delegate or the student, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via <http://www.resolution.institute/contact-us>

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

Phone: +61 2 9251 3366
Freecall: 1800 651 650
Fax: +61 2 9251 3733
Email: infoaus@resolution.institute

Engagement of an External Assessor is without cost to the student, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

Healthcorp is prepared to undertake escalation to independent mediation if Healthcorp is not able to resolve a dispute with a student and the student does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the student, Healthcorp will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the student.

For the process to proceed, both the student and Healthcorp will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will Healthcorp will keep the students informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days Healthcorp will determine the cause of the of the delay, attempt to resolve it, and keep the student informed of these reasons through written correspondence.

Students are also able to lodge a complaint about Healthcorp with ASQA. However, please be aware that ASQA is not an advocacy institute for Students.

A further option available to people and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

3.8 Assessment Appeals

In rare circumstances, the student may object to decisions made by Healthcorp, or its Co-Providers, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the student was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the student will follow the same basic steps as outlined in the complaint and appeal section.

Discuss the issue with your assessor and seek their opinion. If you are still dissatisfied, complete the appeals form and submit it to The Healthcorp Business Development Manager

Once you submit your assessment appeal to, you will be:

1. Provided with a written receipt of your case within one business day,
2. Provided with access to an external review your case with either:
 - a. An assessor external to Healthcorp or the Co-Provider as appropriate
 - b. An Independent Commercial Mediation Service should once be required

The choice of which independent mediation process is the students, however they have significantly different costs.

Engagement of an External Assessor is without cost to the student, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

Healthcorp is prepared to undertake escalation to independent mediation if Healthcorp is not able to resolve a dispute with a student and the student does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the student, Healthcorp will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the student.

For the process to proceed, both the student and Healthcorp will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should the mediator determine a compromise position, both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times will we keep our students informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the student informed of these reasons through written correspondence.

3.9 Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)

If you believe you already have the skills and knowledge required to demonstrate competency you can request an RPL/RCC assessment. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL/RCC you will need to:

- Read the unit of competency and talk to the CEO if there is anything you need explained
- Note any industry renewal or expiry date relevant to the qualification, or example, CPR skills are recommended to be renewed annually and first aid skills every three years, (thus RPL for First aid and CPR are often not practical)
- Collect and complete the Request for Recognition of Prior Learning form from the office

- Check your skills and knowledge for each unit of competency. These are outlined in the Record Book in the sections marked Self Assessment Checklists and Assessor's Assessment
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- List the types of evidence you have for each unit of competency
- Present your evidence and the list of evidence to the Healthcorp Business Development Manager or delegate for assessment

The assessor may ask you to undergo a challenge test. You must pay the cost for RPL. Current cost for RPL assessment is \$120 per hour, with a maximum of 4 hours on any one unit of competency.

3.10 National Recognition

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

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 Healthcorp's Business Development Manager or delegate.

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.

3.11 Issuance of Qualifications

On successful completion of studies, you will be issued with a Statement of Attainment and (where relevant) a Workcover recognised certificate for successful completion of individual units of competency.

4 Records Maintenance and Student Privacy

Healthcorp abides by the Privacy Act and Australian Privacy Principles (2014), including the 13 National Privacy Principles. 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 of the Australian Quality Training Framework.

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*.

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

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards. This cost is currently set at \$22.00 including GST.

4.1 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 is currently exempt from this requirement where the student is a member of:

- An Australian police force including Federal Police
- Australian Border Security
- Australian Military forces
- Other Australian Government security related departments

Students who members of these Australian Government Organisations and who are exempt from USI reporting will not have their qualifications recorded on their USI transcripts.

5 Facilities and Equipment

Healthcorp and the Co-providers maintains training environments conducive to learning. Facilities and equipment are 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

Students 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

6 Legislative and Regulatory Requirements

Healthcorp is bound by and operates within the following legislative and regulatory requirements:

Workplace Health & Safety Legislation and Regulations:

- The NSW [Work Health and Safety Act 2011](#)
- The NSW [Work Health and Safety Regulation 2017](#)
- The NSW [Workers Compensation Act 1987](#)
- The NSW [Workers Compensation Regulation 2016](#)

Consumer Protection

- [Privacy Act 1988](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)

- [13 Australian Privacy Principles](#)
- [Privacy Regulation 2013](#)
- [Australian Consumer Law and Fair Trading Act 2012](#)
- The NSW [Fair Trading Regulation 2012](#)
- The NSW [Fair Trading Act 1987 No 68](#)

VET Legislation and Regulations:

- [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, 2nd Edition](#)

Human Rights

- [The NSW Anti-Discrimination Act 1977](#)
- The NSW [Child Protection \(Working with Children\) Act 2012](#)
- The NSW [Civil Liability Act 2002 No 22](#)

Copies of these acts are located in the main office and can you can request to access them at any time or available at web address www.legislation.nsw.gov.au or click on the above links.

6.1 Work Health and Safety Act 2011

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 areas 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

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

6.3 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.

6.4 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.

6.5 Privacy Act and National Privacy Principles 2014

Healthcorp complies with the Privacy Act and National Privacy Principles 2014, 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 of the Australian Quality Training Framework.

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.

6.6 Vocational Education and Training Act 2011

The Vocational Education and Training 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 Student Responsibilities/Code of Behaviour

While you remain a student at Healthcorp or at a Co-providers of 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 Healthcorp's and the training venue's emergency procedures
- To only smoke in nominated areas

- To only eat or drink in permitted areas
- 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 CEO
- 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 CEO
- 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.

8 Student Support, Welfare and Guidance

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 or Co-Providers staff.

The staff member will endeavour to assist you where possible, be the issue be of a personal nature, a study or learning nature or of some other matter, the staff member will seek to assist you.

When in any doubt, contact the Healthcorp Business Development Manager. If the student's needs exceed our capacity, we will refer them onto an appropriate external agency.