

Ethical and accurate marketing relating to our program information

Specific program brochures and/or flyers will be developed for all of the programs that we currently offer. These are available for each program and contain information about the course content, structure and an overview of learning outcomes upon successful completion

Information prior to enrolment

Information and clear instruction is provided to prospective students prior to enrolment which covers the process, procedure and any associated fees if any are incurred

Student records

Complete and accurate recording and retention of academic, financial and other student records and students' right to access the information we hold.

Confidentiality and Privacy

Accurate recording and retention of academic, financial and student records. Protection of student records in accordance with our privacy policy

Client support

We currently offer support in (i) RPL assessment; (ii) options in learning; (iii) guidance on career options; and (iv) training needs analysis

Training and assessment procedures

Our training and assessment procedures are flexible and take into account Student needs. We will ensure that:

- Training and assessment will only be conducted by qualified Educators and Assessors
- All competency based training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited program resources.
- All Educators and Assessors undertake professional development activities to ensure industry currency is maintained

Training and Assessment

Training and assessment strategies are developed through industry consultation through our members to ensure the program content is reflects current industry practice.

Recognition of Prior Learning (RPL) arrangements

Recognition of prior learning assessment is available to all Students. If you believe you have relevant skills and abilities that you have learned in your past please contact the relevant program Educator. They will discuss the evidence requirements you will need to provide and support documentation as required.

Welfare and guidance services

We will endeavour to provide welfare and guidance to all Students. This includes (i) Work Health and Safety; (ii) learning pathways and possible RPL opportunities; (iv) provision for special learning needs; and (v) provision for special cultural and religious needs.

Appeals, complaints and grievance procedures

We have a documented procedure that covers any appeals, complaints or grievances. Should you have an appeal, complaint or grievance contact your Educator, Manager, Education and Training or ETT staff member for more detailed information.

Disciplinary procedure

To ensure all Students receive equal opportunity and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) whom displays disrespectful or disruptive behaviour may be asked to leave the session and/or the program.

Staff responsibilities for Access and Equity issues

Aboriginal Health Council of South Australia, all staff have been inducted in their responsibilities for our access and equity principles. Our staff will act in accordance with our Code of Practice and all Students are made aware of their rights and responsibilities. All Students have access to all programs that we conduct irrespective of gender, culture, linguistic background or disability.

Credit Transfer/ National Recognition

We recognise Qualifications and Statements of Attainment issued by other Registered Training Organisations.

Continuous Improvement

AHCSA strives to continuously improve its services to students, through the collection of evaluation forms from Student and Educators so we capture what actions need to occur so we meet student needs and continually update our resources and provide quality services.