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# Expression of Interest, Application and Enrolment

## *How do I apply for a course?*

Before applying to study at AHCSA, all prospective students should consider the courses available, course content, training delivery methods and schedules and any other information that would be useful in helping to determine whether training at AHCSA is right for them. Further information can be obtained by contacting a member of the Education, Training and Workforce Team by email at any time at [students@ahcsa.org.au](mailto:students@ahcsa.org.au), or by phone during office hours on (08) 8273 7200.

## *What do these terms mean in AHCSA Training?*

<b>Year</b>	refers to a calendar year, being 1 January to 31 December
<b>Study Block</b>	refers to a six-month period. Study Block 1 is January to June. Study Block 2 is July to December
<b>Workshop</b>	refers to a training session, generally run in one-week/five day sessions

## *What is the minimum age for students?*

Prospective students must meet the minimum age requirement to be eligible to study with AHCSA. The minimum age for enrolment in an Aboriginal Primary Health Care qualification is 18 years.

## *What are the application periods – when can I apply?*

AHCSA offers set Application Periods each calendar year.

Applications usually will open twice a year, usually at the start and one towards the end.

Application periods and specific dates will be advertised on AHCSA's website and further information can be obtained at any time by contacting a member of the Education, Training and Workforce Team.

Once ready to apply for a course, prospective students will need to complete the relevant form as detailed below.

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*What is an expression of interest? or How do I lodge my interest in a course?*

AHCSA encourages anyone interested in undertaking study at AHCSA now or in the future to complete an Expression of Interest Form. An Expression of Interest Form can be submitted outside of the Application Period. Application Forms will only be accepted within the Application Open Period as outlined on the previous page. The reason for this is to ensure details provided on the Application Form are current and relevant at the time of application.

An Expression of Interest Form can be downloaded from the AHCSA website or can be obtained by contacting a member of the Education, Training and Workforce Team via email at [students@ahcsa.org.au](mailto:students@ahcsa.org.au) or on (08) 8273 7200.

Once complete, the Expression of Interest Form can be submitted via email, fax (08) 8273 7299, post, or hand delivery to the AHCSA office.

Once an Expression of Interest Form is received, the prospective student will be placed on the Expression of Interest register for the relevant course and will be contacted once applications open for that course. Prospective students will also be informed of other upcoming training opportunities at AHCSA, unless they have chosen to opt out of this.

*What is an application form and when do I fill this out?*

During Application Open periods, prospective students can submit an Application Form. Applicants are asked to ensure they attach all relevant supporting documentation with their application to inform the selection process, including a Resume, previous qualifications and a Job and Person Specification for their current role, if applicable.

Once AHCSA receives the Application Form, applicants will receive a notification of receipt via email advising of the expected timeframe for the outcome of their application.

AHCSA will identify if the Applicant meets the relevant selection criteria, including:

- Age restrictions;
- Availability of training course;
- Pre-entry requirements (if applicable) as stated in the course outline;
- Target Group requirements of course (if applicable);
- Employment Status (if applicable);
- Ability and willingness to complete pre-placement screening, immunisation, compliance and work placement obligations (if required).

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AHCSA requests that all applicants advise of any special requirements to ensure that necessary adjustment can be made in the development of a class timetable or training strategy, including learning aids or needs to be supported by AHCSA educators or support staff.

#### *What if I am successful?*

Following the close of the Application Period and once all applications have been assessed, Applicants will be notified via post and email on the outcome of their application.

Successful applicants will be sent an Offer Pack with notification of their application outcome. This Offer Pack will include the following documentation:

- Letter of Offer
- Student Handbook
- Enrolment Overview
- Immunisation Paperwork
- Unique Student Identifier Information
- Abstudy Application
- Training Invoice Summary

The letter of offer within the Offer Pack will include a request to contact AHCSA to confirm acceptance of the training place within a required timeframe. Successful applicants are encouraged to review all information provided in their Offer Pack prior to confirming acceptance of their training place.

The information provided in the Offer Pack will give Applicants an overview of AHCSA's expectations of students when undertaking study, provide information guidelines for travel and accommodation, training terms and conditions and student rights and obligations.

If you do not receive this information within the given timeframe, please contact one of the Education, Training and Workforce Team members via email at [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au) or by phone on (08) 8273 7200 to discuss.

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### *Venue details*

AHCSA is located within the Adelaide CBD at 220 Franklin Street.

Parking around the venue is limited to on-street parking with time restrictions of between 15 minutes to 2 hours. On-street car-parking is heavily monitored by Adelaide City Council and breach of parking restrictions can incur costly fines. Students will not be permitted to leave the classroom to move their vehicles outside of set scheduled break times and are encouraged to find alternative options. Off-street paid car-parking can be accessed at the student's own cost or students can travel via public transport.

The venue is fully accessible and disabled car-parking is available. Students requiring access to disabled car-parking should inform AHCSA prior to their training workshop where possible.

## Student Support and Access

### *Support needs and assistance*

This section describes our commitment and services available to ensure that the training and assessment we provide is accessible to students with a range of backgrounds and abilities.

### *Tutorial support*

Students can obtain help with understanding course notes or manuals, study skills and assessments, by emailing or phoning the Education Support Officer or their educator. This will be provided where the educator has available time during business hours or by the Education Support Officer.

### *Special learning needs*

AHCSA encourages people who believe their disability may affect their full participation to contact us as soon as possible after deciding to apply for a place in our course so we can discuss any adjustments or additional support that may be necessary.

### *Hearing difficulties*

Assisted learning technology is available to help students who experience hearing loss. Please indicate on your application and enrolment form and an appropriate member of RTO Staff will discuss the listening device with you.

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In accordance with the Equal Opportunity Act 1984 (SA) access to services will not be limited by gender, sexual preference, marital status, disability, religion, culture, racial origins, political preference, pregnancy or age, except in the case of courses designed for specific target groups. All learning materials, teaching and assessment will be culturally appropriate. Processes for creating learning materials will include sign-off for cultural appropriateness.

Other support services will be available for students and will include:

- Language, literacy and numeracy support
- Educational support such as access to the educator or Education Support Officer at negotiated times outside of class
- Access to counselling including with members of the Cultural Advisory Team
- Reasonable adjustments will be made for students with special needs and may include:
  - Alternative assessment methods
  - Learning and assessment aids such as large print, magnifying reading glasses, the use of a scribe or interpreter
  - Extra time to complete a course or assessment
  - The use of assistive technology

## Rights and Responsibilities

### *Student responsibilities*

It is the student's responsibility to:

- Attend and participate fully in all training delivery, demonstrating a commitment to learning;
- Switch off or set mobile phone to silent/vibrate if expecting an urgent call;
- Complete all assessment tasks by the due date;
- Advise the educator if they are going to be away from class;
- To comply with the AHCSA Student Code of Conduct as explained at induction;
- Maintain a duty of care to others and themselves; and
- Abide by work health and safety rules and obligations as set down by AHCSA.

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### *Student rights*

A student has the right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour;
- Be treated fairly and with respect by other students and staff;
- Be reassured that their personal records are kept confidential unless permission is granted to pass on information;
- Be informed about their proposed course and study.

*Students can expect AHCSA educators/assessors to:*

- Be professional, reliable and practical in performing their duties;
- Treat people in a fair and non-discriminatory way;
- Comply with the AHCSA Access and Equity Policy.

### *Exclusion from course participation*

AHCSA may have the right to exclude a student from participating in training or assessment if:

- They intentionally behave in a manner that bullies, harasses, intimidates or endangers the safety of other students, educators, assessors, or other AHCSA staff members;
- They are disruptive, abusive or violent during their time at AHCSA;
- Are believed to be impaired by any controlled or uncontrolled substance in the learning environment.

In the event that a student is excluded from participation, the AHCSA educator will inform the RTO Manager for further discussion on how to proceed with their course. Once a decision is made it will be noted and the student's employer will be formally notified.

## Complaints

AHCSA has a policy to deal with all complaints. All complaints are recorded, acknowledged and dealt with fairly, efficiently and effectively.

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Students and clients are encouraged to initially address their issue of concern (complaint) to the person with whom they have a grievance or to the person who has responsibility for the area to which the grievance relates (for example the teacher in a classroom context, the administration officer in an administration context).

Where the issue is a significant issue or suspected breach of code of conduct or relates to inappropriate or unethical behaviour that cannot be directly addressed with the person concerned then the complaint should be made to the immediate supervisor of the person(s) concerned or to their supervisor where the supervisor is also implicated.

Complaints are to be lodged formally using the AHCSA RTO Complaints Form available on request. The Form is also accessible on the AHCSA RTO website and in your Student information provided at orientation.

Complaints can be received in regard to the following matters:

- a) the RTO, its trainers, assessors or other staff
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff, including accommodation and travel providers
- c) a learner of the RTO.

AHCSA will at all times ensure that:

- 1. the principles of natural justice and procedural fairness are adopted at every stage of the complaint process  
the complaints process and forms are publicly available
- 2. set out the procedure for making a complaint or requesting an appeal  
complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable with an aim to turn all complaints around at least to an initial investigation and response within 20 days
- 3. there is a review by an appropriate party independent of the RTO and the complainant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint.

The complaint process will be managed and actioned by the RTO Manager or the CEO where the complaint relates to the RTO Manager. Upon receipt, the complaint is recorded in the Complaints Register and actioned. Once the complaint is registered the complaint is then investigated using fair and due process and implementing natural justice principles.

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Once investigated the results of the investigation are recorded in the Complaints Register and any actions for improvement are recorded in the Continuous Improvement Register.

All complaints are treated and dealt with in a confidential manner and with impartiality. Initial action and an initial response is initiated within 20 days of receipt of the complaint.

Where the RTO Manager or CEO finds that there may be a case to answer or there are sufficient grounds for a complaint to be investigated, then the RTO Manager/CEO must ensure that the matter is adjudicated impartially and in a timely manner, seeking out all relevant information and acting ethically, frankly, fairly, sensitively and transparently.

The outcome of the complaint should then be relayed to the complainant and all relevant parties. Corrective action should be taken when required and continuous improvement processes implemented and recorded in the Continuous Improvement register as necessary.

Where the matter cannot be resolved to the satisfaction of either party then either party has the right to request an independent mediator for mediation and resolution.

Where a matter needs to be investigated then the person(s) to which the complaint relates must be given an opportunity to formally (in writing or in person) present her/his case. The appropriate delegate will document a written response of the outcomes and/or decisions from the investigation/mediation process and will provide the reasons for arriving at the decision/outcomes.

This complaints process does not negate or over-ride the right of the student to complain to any appropriate regulatory authority such as ASQA, The Human Rights Commissioner or the Anti-Discrimination Board.

In the event that the complaint will take more than 60 calendar days to process and finalise the complaint, then AHCSA will:

- a) inform the complainant in writing, including reasons why more than 60 calendar days are required
- b) regularly updates the complainant on the progress of the matter.

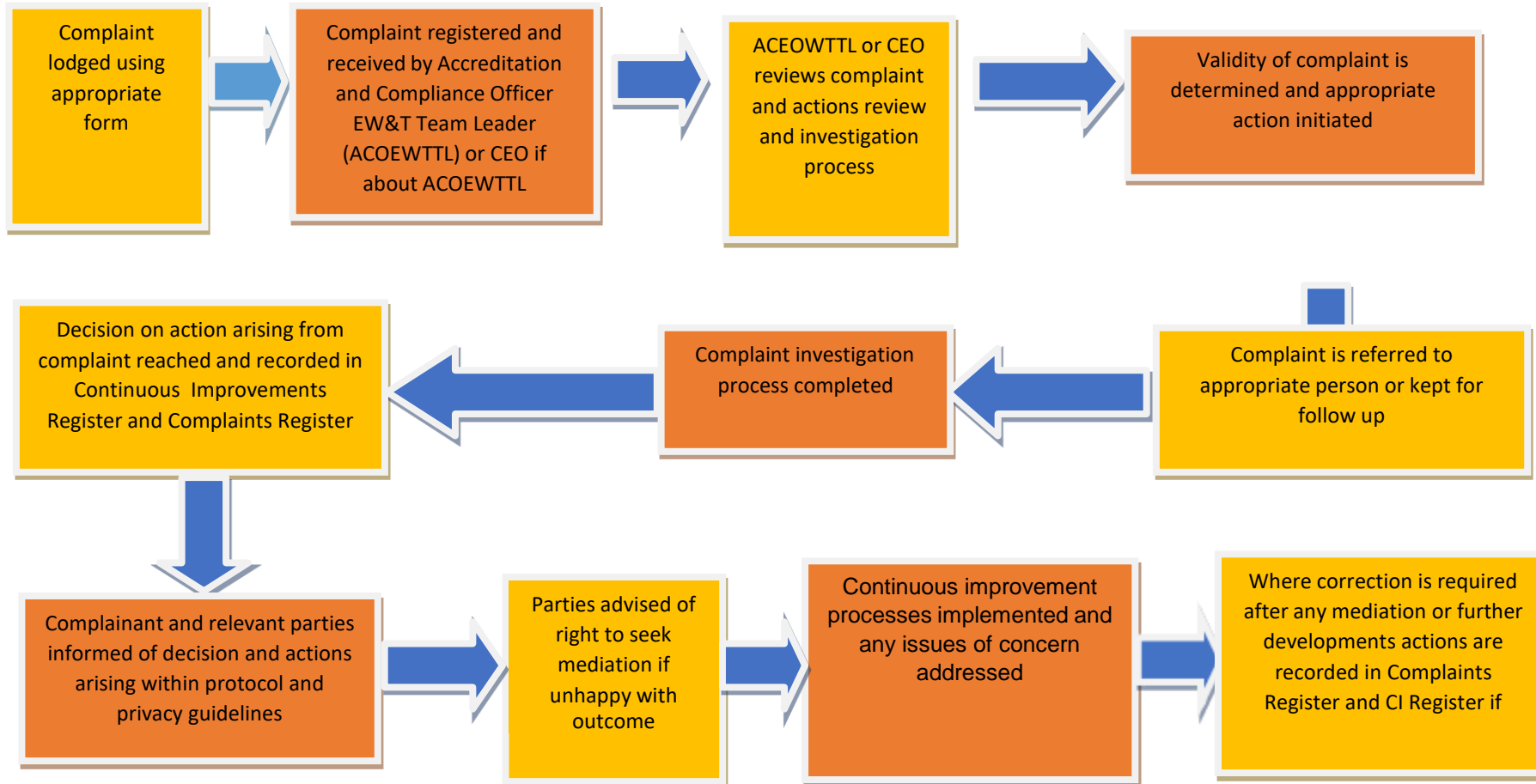
AHCSA securely maintains records of all complaints and their outcomes.

AHCSA also seeks to identify potential causes of complaints and takes appropriate corrective action to eliminate or mitigate the likelihood of re-occurrence. AHCSA uses its Continuous Improvement Register to assist in achieving this.

The following is a process chart describing the complaints process.

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## Flow Chart for Complaints Process: RTO 2015 Standard 6



# Facilities

## *Workplace health and safety*

All educators, staff and students are to comply with all work health and safety measures, policies and WHS legislation. Entry of all persons other than authorised members on AHCSA property MUST be then signed in at the Reception area and an accompanying visitor's pass provided. Students must observe standard safety practices including the wearing of approved clothing and footwear. Students must inform their educator about any injuries that occur or faults in equipment that they observe or discover while on AHCSA premises or other training premises'. In the event a student is injured while undertaking studies, First aid will be administered by the first aid officer and an incident report noted on file. If the student is considered to require further medical attention then appropriate transport to a medical facility will be arranged.

## *Computers for student use*

Computers will be utilised throughout different units of competency in training. If students require the use of a computer it must be done with the permission of an RTO staff member.

Computers will only be used for education purposes and not for social media applications.

We have a few Pc's available for use by Students during scheduled breaks in the small space adjacent to the front training rooms at AHCSA. This PC can be utilised for non-study related activities such as accessing work documents or personal administrative tasks. The same restrictions apply to the use of this computer and it cannot be used for entertainment purposes such as accessing social media or YouTube.

# Social Media and Copyright

## *Social media policy*

'Social media' describes the online and mobile tools that people use to share opinions, information, experiences, images and video and audio clips and uses websites and applications for social networking. Common sources of social media include, but are not limited to social networking sites such as Facebook, LinkedIn, blogs, Twitter, YouTube and Instagram as well as discussion forums and message boards.

Students in Aboriginal and Torres Strait Islander Health Practice Board of Australia approved courses should be aware of the implications of using social media. Please refer to the AHPRA Social Media Policy to help you understand your obligations when using social media.

<http://www.atsihealthpracticeboard.gov.au/Codes-Guidelines/Social-media-policy.asp>

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### *Plagiarism and copyright*

Plagiarism is taking the ideas or words of others and passing them off as your own.

Plagiarism is a type of theft, it is unethical and illegal.

Copyright law is a legal right given to creators of work (books, journal articles, songs, photos, movies and more). It stops other people from pretending the ideas or work is their own.

Anyone is allowed to use the ideas contained in a work but they **MUST** reference ideas and words that they used from the work.

### *How to reference*

Below is a paragraph taken from a book called 'Health Care and Indigenous Australians: Cultural Safety In Practice' written by Kerry Taylor and Pauline Guerin. It was published in 2010 by Palgrave MacMillan in Sydney. Examples of how to reference using ideas and words are then shown.

"Indigenous Australians may define health from a very different perspective to that of non-Indigenous Australians. From an indigenous perspective, health has little to do with the physical state and much more to do with social and emotional states, but this does not necessarily mean there is no common ground to be found. Health for Indigenous Peoples is commonly accepted as being linked, body to land."

### *Example of referencing when using words (a direct quote)*

Aboriginal cultures place great importance on connection to land, in fact "Health for Indigenous Peoples is commonly accepted as being linked, body to land" (Taylor and Guerin, 2010).

Although the exact wording was used this is not plagiarism because the words used are in quotation marks (") and the authors are acknowledged by writing their surnames and the year of publishing in brackets.

### *Example of referencing when using ideas*

Social and emotional wellbeing is seen as more important to health than physical wellness in Aboriginal cultures (Taylor and Guerin, 2010).

Here an idea has been taken from the paragraph above. Even though the same words are not used, this still needs to be referenced by writing the authors surname and date of publishing in brackets.

### *Reference list*

At the end of assignments a list of any works referenced needs to be included. It must provide enough details for someone to be able to find that work. The format for this is

Surname, first initial, year published, name of the work, publisher, publisher location

The book above would look like this:

Taylor, K and Guerin, P, 2010, Health Care and Indigenous Australians: cultural safety in practice, Palgrave MacMillan, Sydney

Or a work on the internet would look like this:

ABC 2009, Rudd says 'no' to Australia Day Date Change, Accessed 21 June 2009, <[www.aiatsis.gov.au/asp/map](http://www.aiatsis.gov.au/asp/map)>

### *Not sure if you have plagiarised?*

Ask your educator to look at your work, or take the plagiarism quiz written by the University of New South Wales, you can find it at: <https://student.unsw.edu.au/plagiarism-quiz>

You can also watch this short clip on referencing to the APA guidelines to get a better idea of how to reference – The video is available [here](#)

## Participation and Attendance

### *Attendance*

Attendance in class ensures knowledge and important information is communicated to students. Group activities allow for interaction with others, links knowledge to what students already know and recognises different styles of learning. Scenarios in the simulated learning environment (SLE) allow students to apply new learnings by performing clinical assessments in a “safe” place.

Students at AHCSA are required to attend a minimum of 80% of their scheduled training activities in order to complete their training program. If, at any point during their enrolment in a training program, a student's attendance has fallen below the 80% target (and it is clear that, even if the student were to attend every study activity until the end of their program, 80% attendance would not be reached), the student will be notified in writing.

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If this occurs, a meeting will be held with the student, their educator, the Education Support Officer and the RTO Manager in order to re-assess commitment to study and decide on the future of their enrolment with AHCSA. If a student is undertaking study as part of their employment, their supervisor/manager will also be involved in these discussions.

If decision is made for the student to continue their study with AHCSA, a study plan will be put into place so the student has the opportunity to demonstrate satisfactory attendance. Failure to comply with the study plan will result in withdrawal from study with AHCSA due to non-attendance. AHCSA's RTO reserves the right to request the student restart their study at the next intake if it is deemed that it will be difficult for the student to catch up within a reasonable timeframe. Re-enrolling into a training program may incur additional fees and charges.

In addition to the above clause, policy for student attendance at study workshops to allow continued participation applies as follows:

- Students who miss one day from their scheduled workshop will be required to make up for missed work. This may involve the educator delegating outside of class work to be completed. If the training is to be made up in class, it may be deemed necessary that the student repeat the workshop at a later date.
- Students who miss more than one day in their scheduled workshop (whether through illness, special circumstances or unexplained reasons) will not continue that workshop. If the student is receiving travel assistance for their attendance at training with AHCSA, they will be required to return home. Students will be required to repeat the workshop, given the significant amount of work that needs to be undertaken. Students will be required to attend the relevant workshop next time it is available, which may not be until the following calendar year.

A student who is running late, or cannot attend a study activity, is required to contact AHCSA RTO Staff as soon as possible to advise of their absence.

It is the responsibility of the student to:

- Follow-up on work missed during absences from class
- Request an opportunity for catch-up if available, and obtain information on training and assessment information presented in class sessions in their absence
- Inform their employer of their absence from a study activity (employers will be provided with attendance records by RTO staff)
- Arrive on time or, if running late, contact an RTO staff member to advise of expected arrival time
- Remain in the relevant study activity for the duration, not exiting the classroom outside of allocated break times (i.e. to take phone calls, smoking breaks, moving vehicles etc.)

If a student feels that their progress through their training may be hindered by compassionate or compelling circumstances, they are encouraged to contact an RTO staff member to discuss their options.

Students will not be discriminated against for circumstances beyond their control. Special circumstances will be negotiated professionally and on an individual basis with the student and appropriate member(s) of RTO staff.

Compassionate or compelling circumstances could include any of the following:

- Sole supporting parent
- Family commitments
- Medical considerations
- Sorry business

Where students are undertaking studies as part of their employment, these negotiations will also involve their supervisor/manager.

#### *Late Arrival*

If a student is running late for a study activity, they are required to contact the educator and/or supervisor (work placement) to advise of their expected arrival time. If a student is late by more than 30 minutes for a study activity, they will be marked absent for that whole activity. Any student who arrives at AHCSA for study over 30 minutes late without prior notification to an AHCSA Education, Training and Workforce staff member will not be able to commence training for that day. This is to minimise disruption for other class members.

#### *Monitoring attendance*

Attendance is monitored for all enrolments in study activities within the RTO. Students are required to complete their individual timesheet forms which are then co-signed by their educator. If a student records an incorrect time on their timesheet, the educator has the right to change the record to the correct time arrived/departed.

If a student leaves a study activity without advising the educator/supervisor after being marked present on their attendance timesheet, the educator/supervisor has the right to change the student's attendance status to absent for that study activity.

An absence agreed to be a reasonable compassionate or compelling circumstance is not counted towards the student's total absences when calculating attendance.

100% attendance is calculated on the total required face-to-face hours required for each study program.

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*For example, a Certificate IV level qualification may have 10 face-to-face workshops made up of 5 days each, 7.5 hours per day. 100% attendance for that qualification would be: (5 days x 7.5 hours) x 10 workshops = 375 hours. Therefore, 80% attendance would be 300 hours.*

#### *Repayment of travel expenses and allowances*

Students who do not attend training for any or all of the days that they receive travel allowance for will be required to refund all or part of this amount to AHCSA as per the policy on *Travel Terms and Conditions*.

#### *Reporting student attendance to employers*

Educators are required to maintain a register for each class scheduled, this is for compliance and also to meet work health and safety requirements in the event of an emergency evacuation. AHCSA will provide a copy of a student's attendance record to their employer at the completion of each workshop; it is not considered a breach of privacy to give information to a supporting employer about an employee's absence from training.

#### *Meetings and out of training hours activities*

All personal and medical appointments must be outside of scheduled study hours. Students must not book doctors or other appointments during study hours. Students are expected to attend all classes.

#### *Access to administration staff*

Any students wishing or needing to meet with RTO administration staff are required to do so outside of classroom hours, before or after training or during scheduled breaks. Administration staff can be reached via email at any time.

#### *Withdrawal from course*

Students whose attendance falls below the 80% required rate will be at risk of being withdrawn from their study program. The student will be notified in writing and a meeting will be held with their educator and the RTO Co-ordinator (and their employer, if applicable) to reassess their commitment to study and decide on the future of their enrolment with AHCSA.

If an RTO staff member has tried to contact a student and has had no response after 60 days, the student will be withdrawn and provided a Statement of Attainment for any units of competency successfully completed (if applicable).



# Assessments

All of our training and assessment occurs during face to face arrangements, in some cases for distance or remote students this can be set up as via teleconference as an example or an alternative method to be negotiated with the student to meet their requirements. Recognition of Prior Learning (RPL) is a unique process for each student and will be discussed prior to any training or assessment delivery to identify potential unit of competencies that RPL may be granted.

## *What are assessments?*

Assessment involves gathering evidence and making judgments on whether a person has achieved the competencies of a unit of competency/course. All students who successfully complete their assessments and all other course requirements will be issued with the appropriate Testamur or Statement of Attainment. Assessment is generally continuous i.e. throughout the course, your AHCSA educator will deliver a series of units of competency which contain the assessments required for completion throughout your course. This will identify the assessment method and the due dates for the assessments.

## **Recognition of Prior Learning (RPL) and Credit Transfer**

### *Recognition of prior learning (RPL)*

RPL assessment methods include:

- Interview and verbal questioning
- Meetings with educators
- Submission of documentation such as evidence of previous formal training, work history and job and person specifications, Resume, Employer support letters

Fees associated with RPL can be found on AHCSA's website or by contacting the Education, Training and Workforce Team via email at [students@ahcsa.org.au](mailto:students@ahcsa.org.au) or by phone on (08) 8273 7200.

### *Credit transfer (CT)*

AHCSA RTO like all RTOs are obligated to recognise the AQF Qualifications and Statements of Attainment issued to students by other registered training organisations. This means that if students achieve competency in units of competency that are directly equivalent to a unit being offered in your course of study with AHCSA RTO then we are required to accept these as valid and reliable.

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Students will need to provide the original certification obtained for verification from an RTO staff member or alternatively provide a certified copy.

#### *The RPL/CT process*

Students wishing to apply for Credit Transfer or Recognition of Prior Learning (recognition) for any of their training with AHCSA are encouraged to submit their recognition application as early as possible following acceptance into the course. Successful applicants will receive a Recognition Application Form within their Offer Pack upon acceptance into the course, which details the process for applying for recognition. After this your initial application is assessed and you work in consultation with an AHCSA assessor to undertake any RPL for which you may be eligible. The responsibility is on you as the student to provide the relevant evidence for RPL.

Any enquiries relating to applying for recognition and fee schedule should be directed to the Education, Training and Workforce Team via email at [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au) or by phone on (08) 8273 7200.

#### *Assessment extensions*

If a student requires an extension for their assessment they must complete an Assessment Extension Form and forward it to their educator prior to the original due date. A new date will be negotiated and recorded. If the extended due date is not adhered to then this will result in a 1st attempt recorded. Assessment Extension forms can be obtained on the aXcelerate Student Portal or from a member of the Education, Training and Workforce Team.

#### *Notification of results*

Students will receive information about their progress on a regular basis during their course from the educator when attending training workshops. Educators will provide detailed feedback along the way which will be written on each Assessment Record Sheet.

Once an assessment item is marked and resulted, students will be able to download the marked assessment item directly from the aXcelerate Learner Portal straight away. As results are entered into the system, an email is sent to the student advising that the marked assessment item is available for review.

#### *Re-submission of assessments*

Each student has 3 attempts to successfully complete an assessment. In the event that the student is marked "Competency Not Achieved" after 3 attempts they will be re-enrolled into that unit of competency when there is availability. If competency

is achieved through assessment items submitted as second or third attempts there is no penalty applied to the outcome (i.e. a student who achieves competence on the first attempt and a student who achieves competence at the third attempt receive the same outcome).

If a student has submitted an assessment or any work/records as evidence that have referenced a client or colleague's name without ensuring it has been protected it will automatically be marked Not Satisfactory and as a "1st attempt". This is a breach of workplace standards and practice as per the SA Public Health Act 2011 and Privacy Act 1988.

#### *Result types*

#### **CA - Competency Achieved**

The student has been assessed and satisfies all the requirements for the unit of competency

#### **CNA - Competency Not Achieved**

The student has attempted all of the requirements for the assessment and has been assessed "Not Yet Competent" or as not satisfying one or more of the requirements for the unit of competency or accredited module

#### **RPL – Recognition of Prior Learning**

The student has undergone an RPL assessment process and recognition has been granted

#### **CT - Credit Transfer**

Credit transfer is given for a unit of competency or accredited module where a student has previously trained and been deemed formally competent in the same unit either with the same RTO or another RTO (mutual recognition). The unit must be exactly equivalent to the unit being offered for Credit Transfer to occur.

#### *Retention of assessments an ASQA and funding requirement*

A copy of your assessment may be given to you and feedback will be provided. As an RTO AHCSA is required to keep your submitted assessment as evidence of completion and for validation purposes.

#### *Appeals against assessment or recognition application decision*

If a student disagrees with an assessor's decision for any assessment task or Recognition Application then that student has the right to appeal the decision. The student (hereinafter referred to as the Appellant) will need to formally apply for an appeal to be conducted by lodging a completed Complaints, Appeals and Feedback form available on request, in the student information materials, and on the AHCSA RTO Webpage (Assessment Appeal). The Appeals Process is then actioned.

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Appeals against an assessment decision by an AHCSA Assessor will be actioned by an assessment review conducted by a delegated Assessment Moderator or an Assessment Moderation Panel. This delegated assessor or panel will have appropriate technical and assessment expertise to decide. The process will be independent of the initial assessor.

The Assessment Moderator(s) will be assigned and determined by the RTO Manager and/or the Senior Clinical Educator. The Assessment Moderator or Panel will be qualified to assess the area of competence within Training Package Qualification and ASQA guidelines and requirements. To facilitate this an external assessor may be required.

Upon receipt of an Assessment Appeal it is recorded in the Appeals Register. Appropriate action steps are taken to review the Assessment decisions and all parties are informed of the outcome. All relevant parties are informed of the outcome of the appeal. The appeal decision is documented in the Appeals register. In the event of a successful appeal corrective action is taken to adjust student records and results.

Where a matter needs to be investigated then the person(s) to which the complaint relates must be given an opportunity to formally (in writing or in person) present her/his case. The appropriate delegate will document a written response of the outcomes and/or decisions from the investigation/mediation process and will provide the reasons for arriving at the decision/outcomes.

This appeals process does negate or over-ride the right of the student to complain to any appropriate regulatory authority such as ASQA, The Human Rights Commissioner or the Anti-Discrimination Board.

In the event that the appeal will take more than 60 calendar days to process and finalise the appeal, then AHCSA will:

- a) inform the appellant in writing, including reasons why more than 60 calendar days are required
- b) regularly updates the appellant on the progress of the matter.

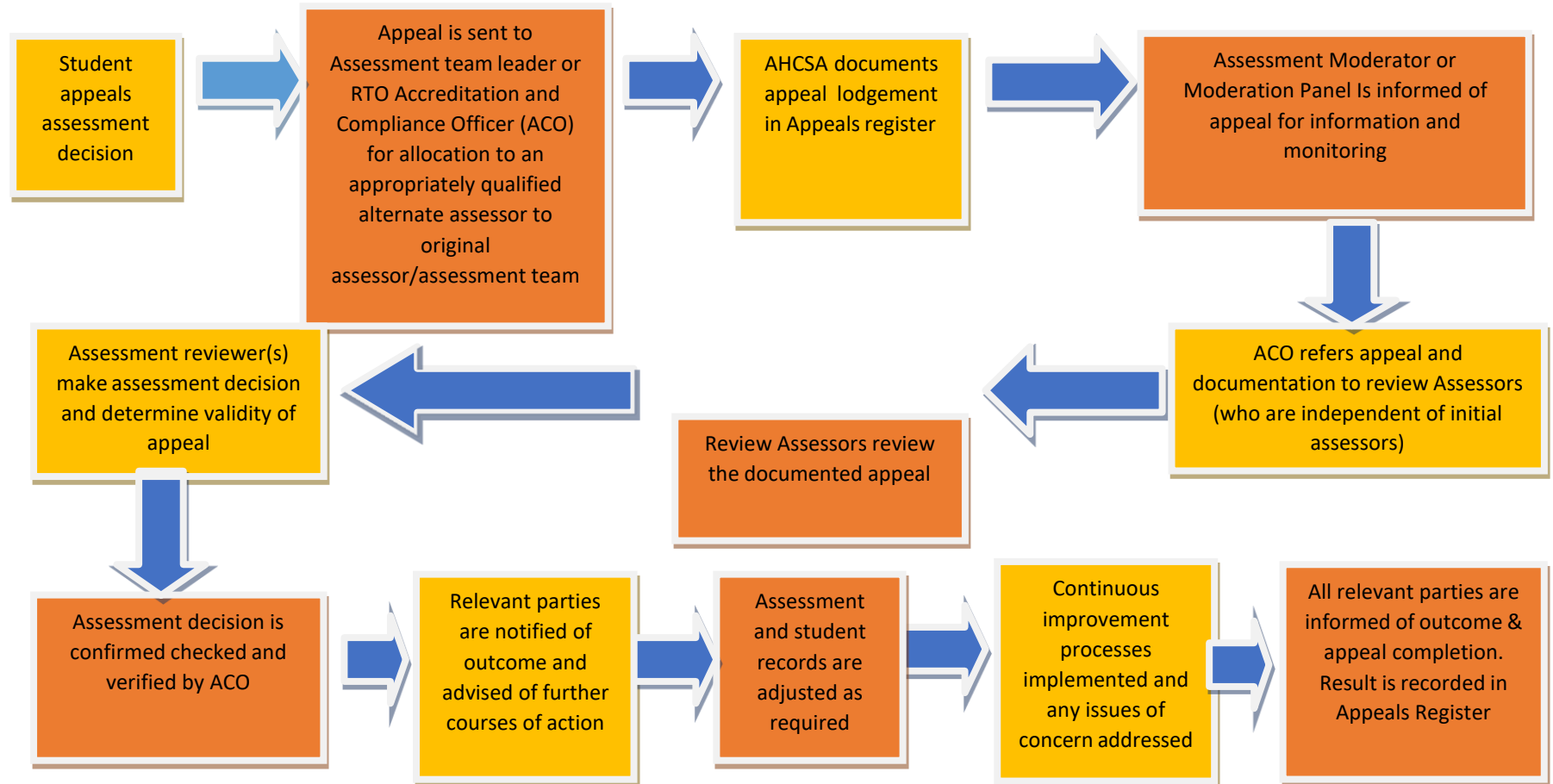
AHCSA securely maintains records of all appeals and their outcomes. AHCSA also seeks to identify potential causes of appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of re-occurrence. AHCSA uses its Continuous Improvement Register to assist in achieving this.

Where the matter cannot be resolved to the satisfaction of either party then either party has the right to request an independent mediator for mediation and resolution.

The appeals process is detailed on the following page:

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## Flow Chart for Assessment Appeals Process RTO 2015 Standard 6



# Workplace Practice

## *What is a workplace mentor?*

Students may wish to nominate a mentor from their organisation to work with them. A mentor is a person who can be trusted and who is able to provide support in aspects of the course. The role of a mentor is to:

- support a student in meeting course outcomes
- nurture a student's intellectual and personal growth
- provide resources to meet learning needs
- relate working experiences to competencies while at work
- provide support and encouragement for a student's studies, supervise their application of theory into practice, and generally give them feedback on their progress.

If a student wishes to access mentor support while working in their location they should discuss it with AHCSA educators and they will assist the student in identifying an appropriate person and helping to decide the kind of support appropriate for them.

## **Work Placement**

### *Overview of work placements*

Work placement provides an important opportunity for Aboriginal and/or Torres Strait Islander Primary Health Care students to apply skills and theory in real life situations, in a variety of health care environments. Experiencing Aboriginal health work in different primary health care settings is important for professional development. It helps inform career choice and enables students to apply and gain competence in the many different skills required across various health care sites.

### *Work placement requirements*

It is a mandatory requirement of Primary Health Care qualifications that a minimum number of hours are spent in an approved health care environment. Work placements provide Aboriginal and/or Torres Strait Islander Primary Health Care students with the opportunity to apply the skills and theory they have learnt in the class room and Simulated Learning Environment, in a real life context. Work place practice is of key importance in developing the skills and knowledge required to be a caring, confident Aboriginal Health Worker or Aboriginal Health Practitioner. The amount of time spent in a particular type of setting may vary according to the training organisation's program, the student's current progress and placement availability.

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AHCSA will consider where the students live and their mode of transport, to try and send them to the most appropriate and convenient location. However, there is no guarantee that you will be sent to your closest or preferred facility. Work Placement dates will be scheduled by AHCSA and allocated to students based on placements available.

**Students are required to attend the dates advised by AHCSA.**

*Pre-placement requirements*

To be able to commence a work placement all students will be required to present current child-related, aged-care and vulnerable person-related employment screening assessments from the Department for Communities and Social Inclusion (DCSI), as well as a National Police Check from the South Australian Police.

**This is a requirement of most work placement providers as a result of government legislation and policy.**

Please note that there are fees involved with these applications and these fees will be the responsibility of each individual to cover. It is also important to consider the time that it will take to receive these back once you have submitted your application – if you have not received your screening assessments you will not be able to commence your placement. Students should attempt to obtain a clearance as soon as possible upon acceptance into the study program.

*Police record check*

A Police Record Check is also called a National Police Certificate. Information on how to apply for a Police Record Check can be found at <https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks>.

*Working with Children Check*

The DCSI Screening Unit provides background screening services to a variety of organisations, government and non-government, employers and volunteer coordinators. Screening is a key element of a strategy for creating and maintaining child-safe organisations and safe environments for other vulnerable people. The DCSI Screening Unit conducts 5 types of screening assessment. Students will be required to have a clearance for child-related and vulnerable person employment prior to commencing a work placement.

As students are applying for a DCSI screening assessment for the purposes of undertaking unpaid work placement, the application can be submitted as a volunteer, which incurs a reduced fee.

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Please note, when applying as a volunteer, individuals are able to apply for all 5 types of screening assessments for a flat fee, so students may wish to take advantage of this opportunity to obtain all screening assessments for use in future employment endeavours.

Further information on this process can be found on the DCSI Screening website <https://screening.sa.gov.au/home> or by calling the Screening Unit directly on 1300 321 592.

### *Immunisation*

Students on work placement have an increased risk of acquiring some vaccine preventable diseases (VPDs) and of transmitting these diseases to other health care workers, employees, clients, family members and visitors in the health service. AHCSA has a responsibility and duty of care to minimise the transmission of VPD by students undertaking a work placement. AHCSA's Immunisation Policy aligns with the 2017 Immunisation for Health Workers in South Australia Policy Directive.

#### [The Immunisation for Health Care Workers in South Australia Policy Directive](#)

All students prior to commencing a work placement are required to know their immune status for selected VPDs with documented evidence (Immunisation Screening Form and Certificate of Compliance) sighted by Clinical Educator. Costs associated with obtaining the necessary screening are the responsibility of the student.

Students who refuse to participate in screening and/or vaccination, or fail to provide confirmation of immune status, will not be offered a clinical placement at an ACCHO or SA Health service and therefore may not be eligible to undertake a study program at AHCSA.

A student who is not offered a clinical placement as a result of refusing recommended vaccinations and/or screening may appeal against the decision, and are given the opportunity to reconsider any decision they have made regarding assessment, screening and vaccination.

A student who has a recognised contraindication (temporary or permanent) to vaccination with a specific vaccine or vaccines, or who have been appropriately vaccinated but have not demonstrated protective levels of antibody (hepatitis B non-responders), will not be considered as having refused vaccination. In this instance, an appointment with the Clinical Educator will be made to discuss options.

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# Privacy and Confidentiality

AHCSA is committed to complying with the National Privacy Principles as set out in the Commonwealth of Australia Privacy Act 1988 and any and all following amendments (Privacy Act 1988)

- Stakeholders should be aware that records relating to an individual's training and assessment are required by legislation to be kept for 30 years. In the event that AHCSA ceases operating within the 30 year period the records will be transferred to ASQA or its equivalent government department at the time.
- AHCSA will take reasonable steps to ensure personal information is safe from misuse, loss, or unauthorised access, alteration or disclosure. Information will be destroyed, or identifiers removed, when it is no longer needed for either the primary or approved secondary purpose or the required retention period set by Commonwealth and state legislation.
- AHCSA stores all student records in a secure filing compactor and electronic database, accessible only to authorised staff members.
- AHCSA maintains the information in both the filing compactors and database to ensure our records are complete, accurate, secure and up to date.
- AHCSA regularly backs-up and securely archives all student records. We do not sell our student or client information to third parties, and it is not disclosed without your written consent.
- AHCSA will provide reasonable opportunity for an individual to opt-out of any activity that will make use of their personal information.
- Specific medical information obtained by the student to determine immunisation status will not be kept in student files. As per policy directive, students are required to submit a copy of the Compliance with Immunisation form to AHCSA and take the evidence of this with them on the first day of work placement. AHCSA does not require copies of medical records or specific evidence of immunisation.

AHCSA will make available, on request, our Privacy Statement and Policy. We will also, on request and within reason, inform an individual of:

- What type of personal information we collect and hold;
- For what purpose;
- How it is collected;
- How it is used and disclosed.

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### *Accessing student records*

Students have a right to access the personal information we store about them. If a student finds that the information we hold about them is inaccurate or out of date then we will correct it. It is the student's responsibility to ensure that their personal information is accurate, complete and up to date by informing us of any changes. If students wish to access their information then the following applies:

- Student must attend AHCSA's head office where their records are being held, or must place their request in writing when distance is an issue
- Student must produce adequate photo ID (certified in event of photocopied ID) and advise which course they have been undertaking
- Student will be taken to a private room and their record will be brought to them for perusal
- A staff member from AHCSA shall stay with the student at all times to ensure the integrity of the record
- Student may copy any section of the record they wish, under supervision, however, they may not remove any of the contents
- If a student wishes to dispute any of the contents of their file, they must put their concern in writing and direct it to the RTO co-ordinator/accreditation and compliance manager
- Where distance prevents attendance in person, the student must complete a Right to Access and Authorise Records Form, an RTO staff member will make arrangements for file records to be copied and sent to the residential or postal address listed on their Access Request Form.
- Personal records will not be released to any other person or organisation without proper authority such as completing a Right to Access and Authorise Records Form. Students are able to access their own personal records at any time by requesting this and an RTO staff member will assist with this.

### *Qualification Issuance*

AHCSA will issue a Statement of Attainment for all units of competency successfully completed through training at AHCSA.

Where an entire qualification has been obtained, AHCSA will issue a Testamur showing the qualification name, nationally recognised code, together with a Record of Results (Transcript of units of competency achieved) for all the units of competency contained in the qualification and successfully obtained by the student.

In accordance with the Australian Skills Quality Authority (ASQA), AHCSA will only issue Testamurs and Statements of Attainment to participants who satisfactorily complete the requirements of an accredited course within the RTO's scope of registration.

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Testamurs or Statements of Attainment are issued within 30 days of successfully completing a course.

#### *Replacement Testamur or Statement of Attainment*

If you require a replacement or copy of your Testamur or Statement of Attainment, please contact a member of the Education, Training and Workforce Team either via email at [students@ahcsa.org.au](mailto:students@ahcsa.org.au) or by phone on (08) 8273 7200.

#### *Graduation*

Upon completion of a qualification, students will be eligible to attend the AHCSA Student Graduation.

AHCSA holds a student graduation every two-years and all students who have completed a qualification during that two-year period are invited to attend. Graduations are generally held near the end of the calendar year and will take place in Adelaide.

Please note, travel to Adelaide to attend student graduation is not funded by AHCSA, this is the responsibility of the graduate should they wish to attend.

#### *Photography*

AHCSA produces promotional material featuring clinical photographs and photographs of training delivery. Photographic contributions are welcomed at any time from AHCSA members and affiliates, and associated government departments and agencies.

Please note that AHCSA retains all intellectual property rights to the photographs taken. AHCSA will seek prior approval for any images taken before using them for any promotional posters, flyers and documents. AHCSA Promotional Material is copyrighted; no part may be reproduced by any process, either in whole or part, without proper written approval of AHCSA.

As part of the Enrolment process, students will complete an Enrolment Form, which includes a declaration permitting AHCSA to use photographs taken from training or AHCSA events for promotional materials.

Students training at AHCSA will have a photograph taken for identification purposes (ID) on Induction Day which will then be used to create a student ID card for attendance at work placement. Students will also have video recorded of their observation assessment items for the purpose of assessment validation. This particular video footage will not be used for any purpose other than assessment validation.

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# Student Services: Administration & Travel

## *Student administration*

Student administration duties are undertaken by the Student Services Officer within the Education, Training and Workforce Team. The Student Services Officer is responsible for processing all student data which is recorded on the Student Management System. The Student Services Officer is also responsible for arranging student travel and accommodation requirements for training.

## *Axcelerate*

AHCSA operates an electronic Student Management System called aXcelerate.

Axcelerate is a web-based system which is used to record student information, training data, assessment outcomes and communication with students and employers.

Axcelerate also offers a student portal. Once an applicant accepts their training place with AHCSA, they will be set-up with a student account on the aXcelerate Student Portal. Log-in details and instructions on using the system will be sent to new students via email.

Through the student portal, students can access information on the past and current enrolments with AHCSA, their training schedule, marked assessment documents and assessment outcomes. Students are also able to update their contact information using this portal, which then automatically updates AHCSA's records. Administrative forms including Extension Request Forms, the Student Handbook and various policies can also be accessed within the student portal.

## *Student travel*

AHCSA delivers training in Adelaide to students who live across South Australia.

For eligible students, AHCSA will book travel, accommodation and provide allowance for meal costs to enable students to attend training. All arrangements will strictly be within the limits of the Australian Governments Away From Base (AFB) funding guidelines.

AHCSA will take reasonable measures to ensure that accommodation is safe. Students will be required to abide by the AHCSA Student Code of Conduct, and any house rules while in the accommodation. Accidents, injuries or incidents of concern that occur at the accommodation site must be reported to RTO Staff.

All personal expenses and any travel, accommodation and meal expenses that do not meet AFB guidelines will be paid for by the student, or if their employer has agreed to do so, by their employer.

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Students will be asked to reimburse AHCSA for arrangements made that they did not keep. This may include:

- Flight, bus or train tickets that were judged by the travel provider as a “No Show”
- Travel and accommodation were used, but training was not attended

#### *Non-attendance*

If students cannot attend their scheduled study workshop they must notify AHCSA staff as soon as possible. Students will be liable to pay for travel and accommodation costs if they cancel attendance within 3 working days of scheduled travel.

#### *Travel allowance`*

Students will be paid travel allowance to cover meal costs and incidentals while they are away from home at AHCSA RTO travel allowance rates. Students who do not attend training for any or all of the days that they receive travel allowance for will be required to refund all or part of this amount.

Travel allowance will be provided over two payments. The first payment of a pre-set amount will be processed the Friday prior to a Monday workshop start date. The second payment of remaining funds will be transferred upon arrival to study on Monday. Students must provide bank account details on their enrolment form and travel allowance will be paid into this account.

#### *Travel changes*

Any travel not meeting the above conditions must be paid for by the student (or, if agreed, by their employer). No changes to travel can be made without prior discussion and approval of the RTO Co-ordinator.

#### *Travel terms and conditions*

- All students with access to bus service are required to travel via bus.
- Students without access to a bus service, who have access to an airport with flights available to their training location, are required to travel by plane.
- If students do not have access to a bus service or an airport with appropriate flights, they will have the option to drive. If students drive their own vehicles they will be paid the amount of 50c/km and must provide AHCSA with fuel receipts as proof of vehicle being used for each workshop.
- The AHCSA Student Travel Profile allows for the student to specify their preferred travel method, days and times. AHCSA RTO staff will book these preferred options if they are align with the conditions outlined above, are available and approved by the RTO Co-ordinator.

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- If specific bus or flight information is not provided on the form then AHCSA staff will select this.
- Travel may be the day before study however where an early morning flight is available this will be booked. Students can opt to travel home on the last day of study if they have time to do so after the class finish time. Students are not permitted to commence class late or leave class early in order to travel.
- Students are responsible for paying for costs associated with travel changes they request. All changes must be approved by the Co-ordinator of the AHCSA Education, Training and Workforce Team.
- Students are not permitted to make any of their own travel bookings. Any student who changes their own travel arrangements may be asked to pay all travel costs.
- If students do not attend training for any or all of the days they receive travel allowance for, they will be required to refund all or part of this amount to AHCSA.

#### *Accommodation changes and charges to students*

- No changes to Accommodation can be made without prior discussion and approval of the RTO Co-ordinator;
- Students are responsible for paying all extra costs accrued at the accommodation, for example the mini-bar, car-parking, phone calls, fire alarm activation or damages.
- Students with a medical condition requiring them to have individual accommodation must provide a medical certificate from their doctor stating this, at least ten days prior to their study date. This will then be assessed on a case-by-case basis by the RTO Co-ordinator.
- Students who use the accommodation but do not attend the study are liable for the accommodation costs.

Students will be required to repay travel allowance for any days they do not attend their study.

#### **Accommodation and travel examples**

##### *Example 1*

Robert booked to attend a 1 week training workshop in Adelaide, however he did not attend class on Tuesday or Friday. He will need to pay for his accommodation and repay his travel allowance for those days.

Accommodation \$87.50/night x 2 nights = \$175

Travel Allowance \$58/day x 2 days = \$116

Total Bill = \$291

Robert will be invoiced for \$291

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Suzie's accommodation and travel has been booked to her training workshop. Suzie realises she needs to change her flight to Adelaide because so she can take her mum to a doctors' appointment. Suzie completes contacts AHCSA to request the flight change, and the change is approved by the AHCSA Education and Training Team Co-ordinator.

The original flight cost \$350. The new flight will cost \$420 plus a \$65 change cost. Suzie will need to pay the difference between the new flight and the old flight and the flight change cost.  $(\$420 - \$350) + \$65 = \$135$ .  
\$135 will be deducted from Suzie's travel allowance to cover this cost.

#### *Bus fares, flights and mileage allowance*

All bus fares and flights booked for students will be the cheapest full fare available from that location. Mileage allowance will only be paid to a student if no bus or flight is available, or a medical certificate is provided to support a student's inability to fly. Receipts for purchase of fuel will be required to be provided to AHCSA for students travelling by personal vehicle.

#### *Accommodation*

All students who choose to stay in accommodation provided by AHCSA will be booked into a two-bedroom shared apartment with another student of the same gender. Students will never be asked to share with a student of a different gender.

If a student has a medical condition which restricts them from being able to share accommodation, a medical certificate must be provided and the RTO Co-ordinator will consider the situation and decide on options in the students and AHCSA's interest. It is important to note a medical certificate will not guarantee a private room.

Any additional costs incurred during the students stay at AHCSA provided accommodation will be the responsibility of the student. This includes, but is not limited to, any damages, cleaning costs, fire alarm activation, phone, car-parking or internet charges.

Students can choose to arrange their own accommodation if they prefer. This is done so at the student's own cost. If a student chooses not to stay at AHCSA arranged accommodation they are responsible for all accommodation costs and transport to and from their chosen accommodation site for the duration of their stay.

#### *Taxi Allowance*

Students staying at AHCSA arranged accommodation in Adelaide will be provided with transport from and to the Adelaide airport (if applicable). Transport between Adelaide Airport and AHCSA arranged accommodation will be provided by way of a taxi allowance in the amount of \$20.00 each way. This taxi allowance will be paid to the student with their travel allowance payment.

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