

# Student Handbook



**Aboriginal Health Council**  
of South Australia Ltd.

*our health, our choice, our way*

**RTO 40142**



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The AHCSA RTO Student Handbook is supplied with links to further information via hyperlinks which can be accessed directly when viewing this booklet electronically. Should you wish to access a printed copy of any of the documents referred to throughout this handbook, simply speak to a member of the Education, Training and Workforce Team and one can be provided to you.





The Aboriginal Health Council of South Australia Ltd acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.

## About Us



**Aboriginal Health Council**  
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our health, our choice, our way

The Aboriginal Health Council of South Australia Limited (AHCSA) is a Membership-based peak body with a leadership, advocacy and sector support role, and a commitment to Aboriginal self-determination in health. AHCSA's vision is that all Aboriginal people enjoy a high quality of health and wellbeing and our mission is to work in ways that maximise the capacity of the Aboriginal community in determining their health and wellbeing.

AHCSA's Registered Training Organisation (RTO 40142) and training programs are distinctive in the development and delivery of culturally appropriate training, with learning resources that are contextualised using local Aboriginal Community and service examples and scenarios. These aspects enable graduates to leave with knowledge and skills that are relevant to both the health industry and their communities.

AHCSA's RTO delivers training services whilst ensuring we maintain AHCSA's values of cultural diversity, community strength and centering Aboriginal history and knowledge.

## Our Registered Training Organisation



AHCSA delivers Nationally Accredited training and has been registered with the Australia Skills Quality Authority (ASQA) as an RTO since 2004 (RTO 40142).

AHCSA delivers training in Adelaide to students who live across South Australia. Many students are employed by Aboriginal Community Controlled Health Services or Government health services that support their participation in training.

**We aspire to provide excellence as a Registered Training Organisation (RTO) by providing:**

- Career relevant, nationally recognised training
- Outstanding student support

We engage with the community, industry and partnering organisations to ensure we continually deliver relevant and industry-focused programs. A qualified Educator will deliver and assess each training session and make arrangements to work with you throughout your learning to assist with the achievement of learning outcomes.

AHCSA's RTO offers a range of courses from time to time as specified on its [Scope of Registration](#).

## Our Courses



Current courses being offered are listed on our [website](#).

AHCSA prides itself on providing a comfortable learning environment reflective of the organisation's cultural values and connections. To ensure the best learning outcomes for students, class sizes are capped at 12 students and all training programs incorporate a balance of theory and hands-on learning activities.

Training delivered through AHCSA's RTO is driven by ongoing consultation and led by the diverse cultural knowledge and experience of its staff, resulting in culturally compliant learning resources, environment, training staff and venue.

AHCSA's venue in the Adelaide city has modern classroom spaces that allow for variable learning needs and assessment methods. With a state-of-the-art Simulated Learning Environment (SLE) for the practice and assessment of primary health care and clinical skills, AHCSA educators are able to create realistic clinical settings which ensure authenticity when completing scenarios to increase clinical training capacity and efficiency.

## Our Partnerships



AHCSA and the Institute for Urban Indigenous Health (IUIH) have entered into a partnership for the delivery of the Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care qualification (HLT30113) to students residing in South East Queensland.

The partnership is community-orientated, focussed on empowering communities in South East Queensland to take responsibility for their own health.

AHCSA and Cancer Council SA are in partnership for the delivery of the Quitskills Training Program to students across the Country.

Cancer Council SA is an independent, non-government organisation conducting work across various areas of cancer research, cancer prevention, cancer support and advocacy. They provide free smoking cessation training across Australia for those who work with Aboriginal and Torres Strait Islander people.

## Our Travel and Accommodation Policy



The RTO offers an accessible training service by providing Primary Health Care training to students from regional and remote South Australia, offering assistance with travel and accommodation by accessing funding from the Australian Government (eligibility requirements apply).

Further details on AHCSAs Travel Policy can be found [here](#).







**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.**

**Expression of Interest** Applications are accepted in the first instance by filling out an expression of interest (EOI) which can be downloaded [here](#). Alternatively you can call the Education, Training and Workforce Team on 08 8273 7200. A team member can discuss options with you and send out an EOI form.

**Application** During Application Open periods, prospective students can submit a completed Application Form. Applicants are reminded 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.



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

- Age restrictions
- Pre-entry requirements (if applicable) as stated in the Course Guide
- 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.

Following the close of the Application Period and once all applications have been assessed, Applicants will be notified via email on the outcome of their application. Successful applicants will be sent an Offer Pack with notification of their application outcome.

**Enrolment and Induction** On the first day of the course there will be an orientation in regard to what students can expect while studying at AHCSAs RTO. Information regarding AHCSAs building and facilities, workplace health and safety requirements, relevant administrative information and processes and student rights and responsibilities will be provided at the first face to face workshop.

## Work Placements

It is often a requirement of qualifications for work place practice to be completed during the course, outside of the allocated workshop delivery. 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 types of health care settings assists students to

- ▶ inform career choice
- ▶ apply skills learnt in the classroom
- ▶ gain competence in the skills required across various health care settings

The amount of time spent in a particular type of setting may vary according to the course content, the student's progress and placement availability.



Whilst current and previous employment will be taken into consideration when calculating work placement hours, the Educator will make the final decision on the work placement hours required to be undertaken on an individual basis to achieve competency.

AHCSA aims to offer students placement opportunities in locations that are close to their place of residence, however this is not always possible and there is no guarantee that you will be sent to your closest or preferred facility.

- ▶ AHCSA is not able to provide financial assistance to students who are required to travel to attend a work placement.
- ▶ Students who are employed, but not in a position relevant to the qualification, may be required to take additional time away from work to enable them to attend a work placement. This is to be negotiated between the student and their employer.

## Background Screening

All students are required to have a valid criminal history screening prior to commencement of any clinical placement. Evidence of this must be provided to AHCSA, and be available to Placement staff upon request. The following clearances are required:

- ▶ [National Police Check](#)
- ▶ [Working with Children Check](#)

There are fees involved with the abovementioned clearance applications and these fees are the responsibility of the Student.

The processing time for these clearances can be lengthy and it is the responsibility of the Student to ensure these applications are submitted at the earliest opportunity from acceptance of a study place.

## 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](#)

Prior to commencing a work placement all students 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.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby the skills you have acquired from life, work experience, formal or informal training can be formally acknowledged and recognised.

AHCSA is obligated to recognise the AQF Qualifications and Statements of Attainment issued to students by other registered training organisations. This means that if a student achieves competency in unit of competencies of a course we are required to accept these as valid and reliable. Students will need to provide the original certification obtained for verification from an RTO staff member or alternatively provide a certified copy.

Student's wishing to apply for Credit Transfer or Recognition of Prior Learning for any of their training with AHCSA are encouraged to submit their Recognition Application as early as possible following acceptance into a training program.

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



## Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that:

- ▶ Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- ▶ Will give you access to your training records and transcripts
- ▶ Can be accessed online, anytime and anywhere
- ▶ Is free and easy to create and
- ▶ Stays with you for life

All student's undertaking study with AHCSA will be required to provide their USI at enrolment. Further details on the USI and how to register can be found on the [USI website](#).

## Reasonable Adjustment

To ensure flexibility and fairness in learning and assessment, AHCSA makes reasonable adjustments to courses and the assessment of units of competency to ensure that all students are accommodated.

This ensures that no unnecessary barriers exist that could affect a student's ability to demonstrate competence. Reasonable adjustments cannot and do not affect the integrity of the unit's competency requirements. More on reasonable adjustment can be accessed by clicking [here](#).



## Axcelerate

AHCSAs RTO uses a Student Management System called Axcelerate.

## Learner Portal

At enrolment Students are given access to the Learner Portal which provides direct access to the details of their enrolment including workshops, units of competency and assessment items.

The image shows the Axcelerate Learner Portal login interface. It features a white login box with an orange border. At the top, it says 'aXcelerate Learner Portal'. Below this are two input fields: 'Username' with the placeholder text 'Firstname.Lastname' and 'Password' with a masked password 'XXXXXXXXXX'. There is a link 'Forgot your password?' and a large orange 'Log In' button at the bottom.

## Log-In Details

Student log-in details are generally Firstname.Lastname and a password chosen by the Student.

In the event that a Student forgets their log-in details these can be obtained by emailing [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au).



Search Activities, Units of Competency, Activities

Home / Certificate III in Aboriginal and/or Torres Strait Islander Primary Health ...

HLT30113  
Certificate III in Aboriginal and/or  
Torres Strait Islander Primary  
Health Care

Activity Overview

Announcements

Workshops

Resources

Learning Materials

Assessments

Modules

WHS In Progress  
Infection Control and Health and Safety

HEALTH CARE In Progress  
Basic Health Care and Medication Support

HLT30113  
Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

0/17  
Units of Competency Complete

23 Feb-31 Dec, 2020  
Activity Dates

Aboriginal Health Council of SA - Adelaide

4 Modules

WHS In Progress  
Infection Control and Health and Safety

HEALTH CARE In Progress  
Basic Health Care and Medication Support



## Language, Literacy and Numeracy Assistance

AHCSA provides training to students who speak many different languages. Language, literacy and numeracy (LLN) requirements in the learning and assessment process must match the language, literacy and numeracy requirements of the competency being assessed.

Students will be required to complete a literacy and numeracy assessment at commencement. This process assists us to determine what level of support you may require. Where a particular course of study requires a specified language, literacy and numeracy level then a pre-assessment will occur prior to enrolment in that course. Depending on the result of this assessment, feedback and alternative study options and pathways where required will be discussed. AHCSA is committed to supporting LLN requirements of all students.

## Student Support

When considering study at AHCSA, upon completing an application form applicants will be asked if they require any additional support to successfully complete their studies. If applicants have informed us that they require additional assistance our Education Support Officer will contact them in order to identify what support is required. If we are not able to provide the support required, information on what services are available and the costs involved will be provided. These costs will be outlined and provided with the "Letter of Offer" being presented. Support may include but is not limited to:

- ▶ Language, literacy and numeracy support
- ▶ Tutorial support
- ▶ Assistance with learning differences or processing information;
- ▶ Assistance or access requirements for people living with a physical, visual and/or hearing impairment.

AHCSA Educators and Education Support staff are also available between face-to-face study workshops. Students can contact their Educators or other RTO staff members by email anytime should they wish to discuss their enrolment, assessment tasks or study progress.

## Access and Equity

AHCSA adheres to the principles of access and equity. Students will be provided with a safe learning environment that is culturally appropriate, free from discrimination, harassment and victimisation, and with reasonable adjustments made to training and assessment if necessary to meet student needs.

## Smoke-Free Environment

AHCSA is committed to a smoke-free environment, meaning that smoking of cigarettes, including e-cigarettes, is banned on the premises and within 15 metres either side and in front of the AHCSA building.







### Training Fees

Some training programs offered by AHCSA have fees associated with them.

Details of fees and charges for a training program will be clearly detailed in any marketing information and can also be obtained at any time by contacting a member of the Education, Training and Workforce Team.

AHCSA will not require or request any student or third party to prepay training activity fees in excess of \$1,500 at any time. For more information on fees [click here](#).

### Government Subsidies

Students who are South Australian residents and wish to enrol in a training program that is subsidised by the South Australian Government will be required to pay a Participant Course Fee.

AHCSA's current fee schedule can be found [here](#) or can be obtained by contacting a member of the Education, Training and Workforce Team.

### Withdrawal and Cooling-Off Period

Students will not be charged for any training activity should they choose to withdraw prior to commencement.

Upon commencement of a training activity students will be issued an invoice for that activity and will be required to pay the full amount. Payment plans can be negotiated on an individual basis by speaking with an RTO staff member.

### Refunds

As invoices are only issued upon commencement of a training activity, refunds will only be issued in the event that AHCSA fails to provide the agreed services. AHCSA does not collect any prepayment of fees for training activities.

For information on AHCSA's refund policy click [here](#).







## Complaints

Persons wishing to make a complaint can do so by speaking to their Educator or a member of the Education, Training and Workforce Team.

An explanation of our complaints process can be accessed by clicking [here](#) and a copy of the complaints form can be downloaded [here](#).

## Appeals

Students can also appeal an assessment decision. The appeals process is outlined [here](#).

## 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)

## Attendance

Attendance to classes 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.

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. AHCSA's Student Attendance Policy can be accessed [here](#).

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

## Frequently Asked Questions

Our Frequently Asked Questions page can provide information on a range of issues such as travel and accommodation when studying, parking, your rights and responsibilities as a student, enrolment procedures and administration matters. Click [here](#) for access.







**Get in Touch to Discuss Your Training Needs Today!**

**Aboriginal Health Council of South Australia Limited**

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