



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

# Student Handbook

## **Student Handbook**

Version 4.4

Date: 15/12/2017

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## Contact

### **ABORIGINAL HEALTH COUNCIL OF SOUTH AUSTRALIA**

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**EMAIL** [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au)

**HOURS** 9am to 5pm, Monday to Friday

**WEB** [www.ahcsa.org.au](http://www.ahcsa.org.au)

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# Welcome

## Acknowledgement

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.

## Introduction to AHCSA

Welcome to the Aboriginal Health Council of South Australia Ltd. (AHCSA).

AHCSA is the peak body representing Aboriginal health and substance misuse services in South Australia at a State and National level. AHCSA operates a Registered Training Organisation (RTO) which offers a range of qualifications and industry-specific courses to meet the needs of industry in relation to training and professional development.

The RTO is committed to building the professional capability and capacity of the Aboriginal workforce. We achieve this by ensuring the RTO and its Educators are at the forefront of National accreditation training standards and training and assessment methodologies, ensuring our students receive and attain their best learning outcomes.

The Registered Training Organisation contributes to the following AHCSA Constitutional Objectives (CO4):

- Development of a well-qualified and trained Aboriginal Health sector workforce
- Building the capacity of members to create a strong and enduring Aboriginal community controlled health sector
- Contribute to improving the capacity of mainstream health services to respond appropriately to the health needs of the Aboriginal community of SA.

At the Aboriginal Health Council of South Australia we are committed to ensuring students reach outstanding success in their relevant field in the Health Sector. We aspire to provide excellence as an RTO by providing career relevant, nationally recognised training and outstanding student support.

We engage with the community, industry and partnering organisations to ensure we continually deliver relevant and industry-focused courses.

A qualified Educator will deliver and assess each training session and make arrangements to work with you throughout your learning to ensure learning outcomes are achieved. Aboriginal Health Educators are available to assist with all segments of your training and assessment where required.

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# Application and Enrolment

**IMPORTANT:** PLEASE BE ADVISED THAT IF YOU WOULD LIKE TO UNDERTAKE ANY OF OUR NATIONALLY ACCREDITED COURSES YOU MUST IDENTIFY AS ABORIGINAL AND/OR TORRES STRAIT ISLANDER.

## Application Process

### *Training Terminology*

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

### *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.

### *How to Apply*

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 [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au), or by phone during office hours on (08) 8273 7200.

### *Application Periods*

AHCSA offers set Application Periods each calendar year.

Applications will open on 1 October each year for Study Block 1 intake the following calendar-year.

AHCSA may offer a second intake, mid-year. Should a mid-year intake be offered, Applications in this instance will open 1 April for a Study Block 2 intake.

Application periods 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.

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

### *Expression of Interest*

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 above. 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 [student.enquiries@ahcsa.org.au](mailto:student.enquiries@ahcsa.org.au) or on (08) 8273 7200.

Once complete, the Expression of Interest Form can be submitted via email, fax (08) 8273 7299, 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 option.

### *Application Form*

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.

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 please 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.

## *Successful and Unsuccessful Applicants*

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 their notification of their application outcome. This Offer Pack will include the following documentation:

- Letter of Offer
- Course Overview
- Student Handbook
- Class Schedule
- Recognition Information and Application Form
- Work Placement Information Sheet
- Immunisation Paperwork
- Unique Student Identifier Information
- Student Travel and Accommodation Information Sheet (if applicable)
- Student Travel Request Form (if applicable)

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's 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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## *Unique Student Identifier*

Since 1 January 2015, students undertaking nationally recognised training delivered by a registered training organisation are required to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

All Students at AHCSA will be provided the opportunity to create a USI as part of the Induction process, however if Student's already have a USI they simply need to bring this with them to their first day of training.

A USI gives a student access to their online USI account. The USI is made up of ten numbers and letters. It will look something like this:

- 3AW88YH9U5

A USI account will contain all nationally recognised training records and results from 1 January 2015 onwards. Student results from 2015 will be available in your USI account in 2016 and so on.

When applying for a job or enrolling in further study, individuals will often need to provide their training records and results. One of the main benefits of the USI is that individuals will have easy access to their training records and results throughout their lives.

Individuals can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

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Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

### How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

### Steps to create your USI

The following steps show how you can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**IMPORTANT:** To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

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**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.

Please go to the USI website if you would like additional information - [www.usi.gov.au](http://www.usi.gov.au)

## Fees and Charges

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.

### *Fee Information and Acceptance*

AHCSA will maintain a Fee Schedule for any and all training activities that incur a fee. The Fee Schedule will be available on AHCSA's website at all times. The Fee Schedule is also included as an Appendix item within this Handbook (see Appendix 5), however to ensure access to the most recent version it is recommended that the website version is referenced.

Training activities which incur a fee will have all fees and associated charges (i.e. material costs) clearly listed on any marketing materials (soft and hard copy). Prior to application the Student is responsible for reviewing this information. Upon successful application, prior to enrolment, AHCSA will provide written advice to the student of the outcome of their application and include details of specific fees and charges payable.

At Enrolment, Students will be asked to formally acknowledge and accept the associated fees and charges of the training activity by signing the Enrolment Form provided to them.

### *Fee Collection and Invoicing*

Invoices will be issued upon commencement of training and will be due for payment within 30 days. Details of how to make payment of fees and specific due dates will be clearly stated on each invoice.

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## *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.

## *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.

Students who wish to apply for a refund must complete the Refund Request Form which can be downloaded from AHCSA's website or obtained by contacting a member of the Education, Training and Workforce Team. Students must provide details of agreed services which have not been provided and reasoning for the refund request. The refund request will then be considered by the Education, Training and Workforce Manager. If approved, the Student will be notified and a refund will be processed within seven days of approval. If the refund request is rejected the Student will be notified in writing within seven days of the decision.

If a Student's refund request is rejected the Student has the right to appeal the decision. To appeal a rejected refund request, the Student must complete a Complaints, Compliments and Appeals Form. Once received the appeal will be processed in line with the Complaints, Compliments and Appeals Policy referenced in the Policy Summary section of this document.

## *Fee Exemption*

AHCSA offers a select number of concession places in some qualifications. In order to be eligible to apply for a concession place, applicants must be unemployed and in receipt of a Centrelink benefit (including Parenting Payment, New Start Allowance, Youth Allowance, Disability Support Pension, Carer Allowance). Applicants must submit a document to prove they are in receipt of a fortnightly Centrelink Benefit together with their application form to be considered for a concession training place. Documentation demonstrating receipt of a Centrelink Benefit can include a current Payment Statement (no older than 30 days) or a letter from Centrelink confirming the applicant is receiving a benefit. Please note, fee exemptions are not automatic for applicants in receipt of a Centrelink Benefit and AHCSA reserves the right to make the final decision on whether to award a fee-free training place.

## **Enrolment and Induction**

On the first day of your course there will be an orientation to AHCSA's building and facilities, workplace health and safety requirements, and some administrative tasks.

At the beginning of each training workshop you will be provided with the course workbooks and assessment requirements for the units of competency being delivered.

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## 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. RPL can apply to one or more units of competency or even a whole course. What this will mean for you if it is granted is that you do not have to repeat material you already know and you may be able to progress quickly to other unit of competencies.

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 AHCSAs website and at Appendix 5 of this Handbook (Please note, to ensure access to the most recent version it is recommended that the website version is referenced).

We are obligated to recognise the AQF Qualifications and Statements of Attainment issued to students by other registered training organisations. This means that if you achieve competency in unit of competencies of a course we are required to accept these as valid and reliable. You 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 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.

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.

# Student Services

## 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 Learner Portal. Once an Applicant accepts their training place with AHCSA, they will be set-up with a Student account on the aXcelerate Learner Portal. Log-in details and instructions on using the system will be sent to new Student's via email.

Through the Learner 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 the Learner Portal, which then automatically updates AHCSA's records. Administrative forms including Travel Forms, Student Handbook and various Policies can also be accessed within the Learner Portal.

## Student Travel

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

AHCSA will take reasonable measures to ensure that accommodation is safe. Students will be asked to abide by the 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.

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

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. These rates are determined by each student’s individual circumstances and are assessed accordingly. 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.

Students must provide bank account details on the Travel Application 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 Manager.

### *Travel Terms and Conditions*

- All students with access to an Airport with flights available to their training location are required to fly.
- If students do not have access to an airport or there are no flights to your travel location, you 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.
- The AHCSA Student Travel Request Form allows for the student to specify their preferred travel method, dates and times. AHCSA RTO staff will book these preferred options if they are suitable, available and approved by the RTO Manager.
- If specific bus or flight information is not provided on the form then AHCSA staff will select this.

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- 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 Manager 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 Manager;
- 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 one week prior to their study date. This will then be assessed on a case-by-case basis by the RTO Manager.
- 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.

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

All personal and medical appointments must be outside of scheduled study hours. Appointments during study time will be calculated, recorded on the attendance sheet and withheld from the next training block travel allowance.

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 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.

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## Parking

No on-site parking is available to students at the AHCSA Adelaide premises. Street parking has a one hour limit and is regularly monitored by Adelaide City Council. Students will not be permitted to leave the classroom outside of scheduled breaks to move their vehicles and so are encouraged to find alternative options. Disabled car-parking is available on-site. Students who hold a disability parking permit should speak to AHCSA RTO Staff to make arrangements for parking during study workshops prior to attendance.



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### *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, or this amount will be deducted from his travel allowance for his next training workshop if approved by AHCSA.

### *Example 2*

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 a new Travel and Accommodation Form to request the flight change, and the change is approved by the AHCSA Education and Training Team Manager.

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.

## *Flights and Mileage Allowance*

All 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 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 Manager will consider the situation and make a decision 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.

### **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.

### **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.

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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.

If this occurs, a meeting will be held with the Student, their Educator, the Education Support Officer and the RTO Manager in order to reassess 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.

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 may be requested 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.

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It is the responsibility of the student to:

- Follow-up on work missed during absences from class
- Request 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 parenting
- Transport
- 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.

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## *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.

*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 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.

## *Withdrawal from Course*

Students whose attendance falls below the 80% required rate will be at risk of being withdrawn for their study program. The student will be notified in writing and a meeting will be held with their Educator and the RTO Manager (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).

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## Language, Literacy and Numeracy Assistance

Language, literacy and numeracy (LLN) requirements in the assessment process match the language, literacy and numeracy requirements of the competency being assessed.

You will be required to complete a literacy and numeracy assessment on Day 1. This process assists us to determine what level of support you may require.

AHCSA acknowledges that students may experience language, literacy and numeracy barriers and is committed to identifying and assisting those students in compliance with the **Training and Skills Development Act 2008**

AHCSA recognises that some students may have limited Language, Literacy and Numeracy skills due to a number of reasons.

Students who are at risk through learning difficulties will be identified during the student application process and where appropriate linked to educational support services. This may include language, literacy or numeracy support, tutoring, counselling and other supports.

AHCSA has the responsibility to ensure that:

- Language, Literacy and Numeracy needs are identified and developed within the course materials and assessment tools by qualified Trainers and Assessors
- RTO Staff will endeavour to ascertain students LLN information prior to course commencement and;
- In the event that a Trainer and/or Assessor identifies students with LLN difficulties, they implement appropriate strategies to assist them with their learning and;
- Students are provided with advice and support services in the provision of LLN assistance services
- The confidentiality of students who require additional support services and appropriate strategies will be respected.
- Students or potential students who have been identified as requiring support with LLN are not discriminated against.

## Concerns and Complaints

Students or Stakeholders who wish to make a complaint or appeal (complaint) can do so by speaking to their Educator or a member of the Education, Training and Workforce Team. These Staff members will listen to the complaint and follow-up according to the Complaints, Compliments and Appeals Policy. Complainants can have a support person of their choice with them throughout this process. A copy of the Complaints, Compliments and Appeals Policy can be found on the aXcelerate Learner Portal or obtained from an RTO staff member.

All complaints will be treated confidentially, and followed-up within 60 days

- Viewpoints of all parties will be heard before a decision is reached.
- Decisions will be based on evidence presented.
- People raising a complaint will not be penalised or otherwise discriminated against, for exercising this right
- Complaints and requests for appeal are acknowledged in writing and finalised as soon as practicable

Where a complaint cannot be resolved by internal negotiations AHCSA acknowledges the complainants right to lodge a complaint with the Australian Skills Quality Authority <http://www.asqa.gov.au/complaints/making-a-complaint.html> or 1300 701 801, or 1800 006 488

## Student Support

If you are considering study at AHCSA, upon completing an application form you will be asked if you require any additional support to successfully complete your studies. If you have informed us that you require additional assistance our Education Support Officer will contact you in order to identify what support you require. If we are not able to provide you with the support you require, information on what services are available and the costs involved will be provided. These costs will be outlined and given to you if you are successful in being selected for your nominated course at the time of the “Letter of Offer” being presented.

### *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 Educator. This will be provided where the Educator has available time during business hours or by the Education Support Officer.

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.

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## *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.

## *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 needs.

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

## *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 you are expecting an urgent call;
- Complete all assessment tasks by the due date;
- Advise the Educator if you are going to be away from class;
- To comply with the Code of conduct as explained to you at induction;
- Maintain your duty of care to others and yourself; and
- Abide by Work Health and Safety rules and obligations as set down by AHCSA.

## *Smoking*

AHCSA is committed to a smoke-free environment, meaning that smoking of cigarettes, including e-cigarettes is banned.

Included in the defined environment is:

- The area immediately adjacent to any entrance of the buildings;
- Within 15 metres either side and in front of the AHCSA buildings and property;
- The entire organisation's car parking spaces;
- Directly in front of neighbouring businesses that are retail and food service.

This policy applies both during and after work and study hours, wherever a student is representing AHCSA.

AHCSA is committed to environmental health and safety and smokers are encouraged to dispose of their own cigarettes in accordance with littering laws and in a respectful and responsible manner. The nearest Adelaide City Council Butt Bins are located on the corner of Shannon Place and Franklin Street and 225 Waymouth Street, Adelaide.

Please be mindful of AHCSA's neighbouring business, private property and residential areas and their right to be protected from environmental tobacco smoke.

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## *Student Rights*

As a Student you have a 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 your personal records are kept confidential unless permission is granted to pass on information;
- Be informed about your proposed course and study;

## *Students can expect our 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 you from participating in training or assessment if you:

- Intentionally behave in a manner that bullies, harasses, intimidates or endangers the safety of other Students, Educators, Assessors, or other AHCSA staff members;
- Are disruptive, abusive or violent during your time at AHCSA;
- Are believed to be impaired by any controlled or uncontrolled substance in the learning environment.

In the event that you are excluded from participation, your Educator will inform the Education, Training and Workforce Team Manager for further discussion on how to proceed with your course. Once a decision is made it will be noted and your Employer will be formally notified.

## *Reasonable adjustment*

To ensure flexibility and fairness in learning and assessment, AHCSA makes reasonable adjustments to courses and units of competency to ensure that all Students are accommodated. This ensures that no unnecessary barriers exist that could affect your ability to demonstrate competence.

AHCSA provides support services to help you achieve your educational and career goals. This includes qualified staff and community support workers, who are available for personal and vocational guidance.

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It is important that Students are adequately supported through the assessment process. Students are provided with:

- Adequate time to practice and acquire skills and knowledge prior to their assessment
- Feedback on their progress throughout their course
- Equal opportunity to demonstrate their competence/skills and knowledge
- Appropriate levels of learning support as required
- Feedback on assessment results
- Support in addressing skills or knowledge gaps identified in the assessment

Reasonable adjustment will be made for students with a specific learning need which, if not met, might put them at an unfair disadvantage. Reasonable adjustments are made to ensure that students are not presented with artificial barriers, such as those resulting from a physical disability, to demonstrating achievement in the course of study.

Reasonable adjustment may include the use of educational support or alternative methods of assessment.

Students with special needs must inform an RTO staff member of the nature of their need on the Student Application Form or as soon as possible thereafter; so that suitable adjustments may be made to course materials, class facilities and assessment events, as appropriate.

### *Workplace mentor*

You may wish to nominate a mentor from your organisation to work with you. A mentor is a person you can trust and who is able to support you in aspects of the course.

The role of a mentor is to:

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

If you wish to access mentor support while working in your location, please discuss it with the Educators they will assist you in identifying an appropriate person and helping you to decide the kind of support acceptable to you.

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## Useful Contacts

|  |  |
|--|--|
| Traineeship and Apprenticeship Services      | 1800 673 097   |
| Australian Skills Quality Authority (ASQA)   | 1300 701 801   |
| The Reading Writing Hotline                  | 1300 655 506   |
| Office of the Training Advocate              | 1800 006 488   |
| Equal Opportunity Commission                 | (08) 8207 1977   |
| Abstudy                                      | <a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>         |
| Department of Education and Training         | <a href="http://www.education.gov.au">www.education.gov.au</a>                 |
| Australian Council for Adult Literacy        | <a href="http://www.acal.edu.au">www.acal.edu.au</a>                           |
| SPELD SA                                     | <a href="http://www.speld.sa.gov.au">www.speld.sa.gov.au</a><br>(08) 8431 1655 |
| Australian Human Rights Commission           | <a href="http://www.humanrights.gov.au">www.humanrights.gov.au</a>             |
| Australian Council of Social Service (ACOSS) | <a href="http://www.acoss.org.au">www.acoss.org.au</a>                         |
| National Disability Services                 | <a href="http://www.nds.org.au">http://www.nds.org.au</a>                      |

## 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, the 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.

## *Assessment Extensions*

If you require an extension for your assessment you must complete an Assessment Extension Form and forward it to the Education Support Officer with your reason. A new date will be negotiated and recorded. If this is not adhered to then this will result in a 1st attempt recorded. Assessment Extension Forms can be obtained on the aXcelerate Learner Portal or from a member of the Education, Training and Workforce Team.

## *Notification of Results*

You will receive information about your progress on a regular basis during your course from your Educator when you are attending your training workshops. Your Educator will provide you with detailed feedback along the way which will be written on your Assessment Record Sheets.

Once an assessment item is marked and resulted, you 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*

You have 3 attempts to successfully complete your assessment. In the event that you are marked “Competency Not Achieved” after 3 attempts you will be re-enrolled into that unit of competency when there is suitability. 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 you have 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

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## 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).

## 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 your qualification 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.

To learn through assisting with the care of clients in a variety of health care environments is of key importance in developing the skills and knowledge required to be a caring, confident Aboriginal Health Worker. 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.

AHCSA will take into account 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.**

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## *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 of 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 [www.police.sa.gov.au](http://www.police.sa.gov.au).

## *DCSI Screening Assessments*

The DCSI Screening Unit provides background screening services to a variety of organisations, government and non-government, employers and volunteer co-ordinators. 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. 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 [www.screening.dcsi.sa.gov.au](http://www.screening.dcsi.sa.gov.au) or by calling the Screening Unit directly on 1300 321 592.

## *Immunisation*

Immunisation compliance is the responsibility of the Student. It is recommended that an informed, individual choice is made about this matter. Students should refer to a doctor of their choice for discussion and advice.

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Students will come into contact with a large variety of individuals while attending work placement. Some of these people may have a communicable disease. Immunisation is one of the most effective public health measures for the control of communicable diseases, protecting both the individual and the community as a whole.

For the protection of students and of potential clients, evidence of vaccination status is required prior to attendance at a work placement. This will be in the form of either an Immunisation record or documentation from a doctor.

A Screening Questionnaire and Medical Practitioner Sign-Off Form are provided to assist with the acquisition of this evidence. The Student should complete as much of the Screening Questionnaire and locate as many of the requested supporting documents as they can. Once complete, the Student must arrange to see their doctor, taking along all the documentation, as well as a copy of the Medical Practitioner form. The doctor will assess the information provided and may recommend screening blood tests or vaccination, if required. The doctor will be required to complete the Medical Practitioner form.

The Student must keep a copy of the Medical Practitioner form as this will be accepted as evidence of their immune status for work placement and for future pre-employment purposes.

The Student must then complete the Compliance with Immunisation Policy form. A copy of this form must be provided to AHCSA prior to the commencement of the Student's work placement.

If a student feels that they are unable to comply with the Immunisation Policy, either by choice or medical reasons, they should refer to the Immunisation Refusal Process. Should a Student choose to refuse to comply with the Immunisation Policy they are required to complete an Immunisation Refusal form and provide it to the Education Provider.

Students who refuse to participate in the immunisation program and are not compliant with the Immunisation Policy may not be offered a work placement and therefore will not be eligible to complete their qualification.

## 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 or faults in equipment that occur 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.

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## Computers for Student Use

Computers will be utilised throughout different units of competency in your training. If you 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.

A PC is available for use by Students during scheduled breaks in the small space adjacent the front training rooms at AHCSA. This PC can be utilised for non-study related activities such as accesses 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 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>

## 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.”*

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### *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>

### *Assessments*

All assessments will be given to students at the completion of their training course, this reinforces and supports our Plagiarism and copyright policy.

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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 your 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 Manager, Education and Training
- Where distance prevents attendance in person, the Student must complete a Right to Access and Authorise Records Form, an RTO Staff Member and will make arrangements for file records to be copied and sent to the residential or postal address listed on their Access Request Form.
- Your 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. You are able to access your own personal records at any time by requesting this and an RTO staff member will assist with this if you so choose.

## 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 for all the units of competency contained in the qualification.

In accordance with the Australian Skills Quality Authority, 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.

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 [student.enquiries@ahcsa.org.au](mailto:student.enquiries@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.

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As part of the Induction process, students will be asked to sign a *Permission to Use Photographs* authority form, permitting AHCSA to use photographs taken from training or AHCSA events for promotional materials. Students have the right to decline to provide this permission.

Students training at AHCSA will have an ID Photograph taken on Induction Day which will 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.

## Compliance and Legislation

Aboriginal Health Council of South Australia takes necessary steps to comply with relevant national, state and territory legislative and regulatory requirements, including the following:

- Training and Skills Development Act 2008(SA)
- Equal Opportunity Act 1984 (SA)
- Racial Vilification Act 1996 (SA)
- Freedom of Information Act 1991
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Equal Opportunity for Women in the Workplace Act 1999
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- National Vocational Education and Training Regulator Act 2011
- Copyright Act 1968
- Freedom of Information Act 1991
- The Privacy Act 1988
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Regulations 2012 (SA)
- The Human Rights and Equal Opportunity Commission Act 1986
- Standards for Training Packages
- Standards for VET Accredited Courses

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- Standards for VET Regulators  
<https://www.legislation.gov.au/Details/F2014L01375>
- Australian Qualifications Framework  
[www.aqf.edu.au](http://www.aqf.edu.au)
- Financial Viability Risk Assessment Requirements  
[www.comlaw.gov.au/Series/F2011L01405](http://www.comlaw.gov.au/Series/F2011L01405)
- Data Provision Requirements  
[www.comlaw.gov.au/Series/F2013L00160](http://www.comlaw.gov.au/Series/F2013L00160)
- The National Code  
[www.comlaw.gov.au/Series/F2007L00646](http://www.comlaw.gov.au/Series/F2007L00646)
- ASQA general directions  
[www.asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html](http://www.asqa.gov.au/news-and-publications/publications/general-directions/general-directions.html)
- Student Identifiers Act  
[www.comlaw.gov.au/Series/C2014A00036](http://www.comlaw.gov.au/Series/C2014A00036)
- Unique Student Identifier scheme  
[www.usi.gov.au](http://www.usi.gov.au)



## *Relevant Legislation*

SafeWork SA

<http://www.safework.sa.gov.au>

Equal Opportunity Commission

<http://www.eoc.sa.gov.au/>

Privacy Commissioner

<http://www.privacy.gov.au/individuals>

Office of the Australian Information Commissioner (OAIC)

[http://www.oaic.gov.au/privacy-portal/about\\_privacy.html](http://www.oaic.gov.au/privacy-portal/about_privacy.html)

Department for Community and Social Inclusion

<http://www.families.sa.gov.au/childsafes>

Australian Health Practitioner Regulation Agency

<http://www.ahpra.gov.au/Legislation-and-Publications.aspx>

# Appendix

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## Appendix 1 - Code of Practice

### *Ethical and accurate marketing relating to our course information*

Specific course brochures and/or flyers will be developed for all of the courses that we currently offer. These are available for each course 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 course 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 with our members to ensure the course content 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 course Educator. They will discuss the evidence requirements you will need to provide and support documentation as required.

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## *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 or another RTO 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 expectations 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 course.

## *Staff responsibilities for Access and Equity issues*

All Education, Training and Workforce Team staff at the Aboriginal Health Council of South Australia 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 courses that we conduct irrespective of gender, culture, linguistic background or disability, as long as they meet the entry requirements of the qualification or training being offered (i.e. pre-requisites).

## *Credit Transfer/ National Recognition*

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

## *Continuous Improvement*

AHCSAs RTO strives to continuously improve quality in its services, through the collection of evaluation surveys from Students, Employers and Educators. This enables AHCSA to capture student and workforce needs and work to update resources and education delivery to ensure this need is met.

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## Appendix 2 - Student Code of Conduct

### *Principles*

This Code of Conduct has been developed to provide clear advice to students undertaking training with the Aboriginal Health Council of South Australia (AHCSA).

### *Respect*

Students are expected to behave ethically and respectfully in all communication with the wider community when representing themselves as a student of AHCSA.

When students are in attendance of training they must act in a way that respects the rights, differences and welfare of all AHCSA students/members specifically refraining from: harassment, abuse, intimidation, improper and inappropriate conversations and/or comments and discrimination towards all other staff or students.

### *Mobile phones*

The use of mobile phones is not permitted in the classroom as it may be disruptive to student learning and the environment. If it is deemed necessary (as agreed by the Educator) for work purposes or under special circumstances then the mobile needs to be switched to silent and the call taken outside of the classroom.

### *Alcohol and Drugs*

Students are not allowed on AHCSA premises or use of the facilities if they are under the influence of any drug or alcohol. The possession, sale or use of illicit drugs is strictly forbidden and appropriate action will be enforced.

### *Smoking*

AHCSA is committed to a smoke-free environment, meaning that smoking of cigarettes, including e-cigarettes is banned.

Included in the defined environment is:

- The area immediately adjacent to any entrance of the buildings;
- Within 15 metres either side and in front of the AHCSA buildings and property;
- The entire organisation's car parking spaces;
- Directly in front of neighbouring businesses that are retail and food service.

This policy applies both during and after work and study hours, wherever a student is representing AHCSA.

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AHCSA is committed to environmental health and safety and smokers are encouraged to dispose of their own cigarettes in accordance with littering laws and in a respectful and responsible manner. The nearest Adelaide City Council Butt Bins are located on the corner of Shannon Place and Franklin Street and 225 Waymouth Street, Adelaide.

Please be mindful of AHCSA's neighbouring business, private property and residential areas and their right to be protected from environmental tobacco smoke.

### *Clothing*

Students are required to dress in a neat and clean manner which is acceptable to an educational setting. This includes wearing enclosed shoes to nominated unit of competencies where this is a requirement. Clothing should be free from profanity, offensive graphics, slogans and those which advertise alcohol and or cigarettes.

### *Work Health and Safety*

Students are required to sign themselves in; in the morning when entering, and out, on training completion, for Work Health and Safety (WHS) reasons in the event of an emergency evacuation. Upon signing in the student will receive a visitor's pass for the day of training. All students undertaking training with AHCSA will be requested to complete and sign a WHS Induction form on the corresponding day.

### *Information Technology*

When information technology (IT) equipment is in use, please ensure that you treat the equipment with care and return it after use. Please refrain from eating or drinking whilst using all IT related items. Computer usage is for training purposes only and not to be used for any social media applications.

### *Attendance and Timesheets*

It is a requirement that all students attend everyday of their course as per their timetables. Training commences at 9:00am and runs until 4:00pm daily (this time may be altered from time to time depending on the unit of competency and content).

Timesheets are required to be completed when you start class and when class is completed. These times MUST be recorded accurately. In the event of a student recording fraudulent information on the class roll, the Educator will mark the actual times attended and address this with the Student. This may require you to make up time after the class has ended.

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## *Breaks*

Breaks are given throughout the day to refresh and revitalize. It is expected that you return from all breaks on time as stipulated by the Educator. Late return can cause disruption to the class and alter the anticipated finish time.

## *Assessments*

It is an expectation all assessments will be submitted by the due date stipulated by the Educator. If a student is unable to submit the assessment/homework by the due date they are required to contact their Educator or an RTO staff member and complete an Application for Assessment Extension Form.

## *Travel Allowance, Travel and Accommodation*

All travel arrangements such as accommodation, travel allowance and transport discussions must be made outside the classroom with the appropriate RTO staff member. The Educator is not equipped to answer enquiries about travel and accommodation. If a student has a question or requested change to travel arrangements, they must schedule a time to discuss this with the relevant team member.

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## Appendix 3 - Australian Health Practitioner Regulation Agency

The Australian Health Practitioner Regulation Agency (AHPRA) supports the National Boards in their primary role of protecting the public by delivering high-quality health regulation and managing the registration processes for health practitioners and students around Australia.

### *Students*

Under the National Law, all students enrolled in an approved course of study or who are undertaking a period of clinical training must be registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia Board.

In order to be eligible to register as an Aboriginal and/or Torres Strait Islander Health Practitioner, students must have completed the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification with an institution who has had the program accredited under the Health Practitioner Regulation National Law.

If you are enrolled in an approved course of study or clinical training you do not need to apply for registration as a student. AHPRA manages registration matters on behalf of the Aboriginal and Torres Strait Islander Health Practice Board of Australia. AHPRA will work directly with your education provider to obtain details of all students who need to be registered.

AHCSA will register you for the duration of study or clinical training, or until you are no longer enrolled.

### *Graduates*

Students are required to apply for registration 4 to 6 weeks before completing their Approved Program of Study. Applicants must fill out an application form.

Online form can be found at <http://www.ahpra.gov.au/Registration/Graduate-Applications/Apply-Online.aspx>

The student's education provider will advise AHPRA when applicants are eligible to graduate and AHPRA will finalise assessment, confirm registration, publish all new graduates' names on the Register of Practitioners and send out registration certificates.

New graduates are registered with their profession's National Board and eligible to start working as soon as their name is published on the Register of Practitioners.

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## Appendix 4 – Student Attendance Policy

Source: P ETT 31 Student Attendance Policy Version 1.0

### *Policy*

*For the purpose of this policy, the term ‘Study Activity’ refers to any activity undertaken as part of an enrolment within AHCSA’s RTO, including accredited and non-accredited training, full qualifications, skill-set or individual unit of competency enrolments and work placement activities.*

The Aboriginal Health Council of SA’s (AHCSA) Registered Training Organisation (RTO) will provide all students with clear expectations on the attendance required for any study activity. This information is provided by way of a Training Schedule upon acceptance into the study activity, and in the Student Handbook, provided in hard-copy upon acceptance and available online via AHCSA’s website.

Attendance is important because students are more likely to succeed in academics when they attend their study activities consistently. It is difficult for the Educator, and the rest of the class, to build their skills and progress if students are frequently absent.

### **Non-Attendance**

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.

If this occurs, a meeting will be held with the Student, their Educator and the RTO Manager in order to reassess 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 to 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.

In addition to the above clause, strict rules apply for student attendance at study workshops to allow continued participation, as follows:

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- 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 and/or meeting with the Educator to go over missed work at a convenient time. If the training must be made up in class, it may be deemed necessary that the student repeat the block 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 may be requested 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 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. Each case will be judged professionally on an individual basis.

Compassionate or compelling circumstances could include any of the following:

- Sole supporting parenting
- Transport
- Family commitments
- Medical considerations
- Sorry Business

When such circumstances are recognised, then the students study options will be negotiated between their Educator and the RTO Manager. Where students are undertaking studies as part of their employment, these negotiations will also involve their supervisor/manager.

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### **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.

### **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.

*For example, a Certificate III 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 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 an supporting employer about an employee's absence from training.

### **Withdrawal from Course**

Students whose attendance falls below the 80% required rate will be at risk of being withdrawn for their study program. The student will be notified in writing and a meeting will be held with their Educator and the RTO Manager (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 removed from withdrawn and provided a Statement of Attainment for any units of competency successfully completed (if applicable).

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# Appendix 5 – Fee Schedule

Source: Aboriginal Health Council of South Australia Accredited Training Fee Schedule - South Australia V1.0



Aboriginal Health Council of South Australia Limited  
Registered Training Organisation 40142  
220 Franklin Street, Adelaide SA 5000  
Ph: (08) 8273 7200 | Fax: (08) 8273 7299  
Email: student.enquiries@ahcsa.org.au  
Web: www.ahcsa.org.au

## Aboriginal Health Council of South Australia Accredited Training Fee Schedule - South Australia Current as at 18 August 2017, Version 1.0

| National Course Code | Qualification/Unit Title  | Total Nominal Hours(s) | Nominal Hour Rate | Sub-Total Indicative Training and Assessment Fees | RPL Nominal Hour Rate | Materials Fee(s) | Indicative Total Course Cost |
|----------------------|---|------------------------|-------------------|---|-----------------------|------------------|------------------------------|
| HLT30113             | Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care         | 911                    | \$9.00            | \$8,199.00  | \$4.00                | \$138.40         | \$8,337.40                   |
| HLT40113             | Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care          | 1848                   | \$9.00            | \$16,632.00                                       | \$4.00                | \$138.40         | \$16,770.40                  |
| HLT40213             | Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice | 1843                   | \$9.00            | \$16,587.00                                       | \$4.00                | \$138.40         | \$16,725.40                  |
| N/A                  | Aboriginal Maternal and Infant Care Program   | 970                    | \$9.00            | \$8,730.00  | \$4.00                | \$138.40         | \$8,868.40                   |

Nominal Hour and related costs for enrolment or RPL for individual units of competency can be obtained by contacting a member of the Education, Training and Workforce Team.

### Notes:

- (1) Total Nominal Hours is based on core units of competency and pre-determined elective units of competency. Nominal hour range may vary from student to student (i.e. if a student is able to receive Credit Transfer for a unit of competency it will reduce the total nominal hours).
- (2) Materials fees refers to additional costs involved in undertaking the training course. This may include such things as physical resources (i.e. Clinical Log Book) or necessary third-party fees (i.e. Department of Communities and Social Inclusion background screening applications). Materials include: DCSI 557.20, Police Check \$24.20, Clinical Log Book \$60.00. Details of associated material costs will be advised prior to enrolment.

Details on invoicing and payment of fees can be found in AHCSA's RTO Fees and Charges Policy on our website or by contacting a member of the Education, Training and Workforce Team.

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