



all health
training

ALL HEALTH TRAINING
TOID 22066

STUDENT HANDBOOK



----- *Making you the future of healthcare* -----



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Welcome to All Health Training

All Health Training is a Registered Training Organisation established to assist those wishing to be involved in the health specialising in: Individual Support (Ageing), Disability, Pathology, Allied Health, Ageing Support and Health Services industries with their specialised educational needs.

All Health Training recognises that students come to the course with a range of learning styles, needs and vocational expectations. The learning experiences provided in All Health Training courses are designed to include a variety of learning strategies to:

- Meet adult learning criteria
- Suit individual and group learning styles and needs
- Prepare students for future roles as a member of a professional team
- Focus on the required competencies identified in the curriculum
- Assist all students to achieve course competencies and acquire professional qualifications

Our mission is to provide professional, accredited and accessible training courses in order to increase your knowledge and strengthen your skills

“MAKING YOU THE FUTURE OF HEALTH CARE”

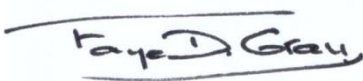
All Health Training is an equal opportunity education and training organisation committed to freedom from discrimination, harassment and bias.

Objectives:

- Provide a range of courses and workshops within the health care field
- Employ professional and appropriately qualified educators with up-to-date industry experience
- Deliver contemporary practical and theoretical training
- Provide ongoing support for past and present students
- Empower all members of the education team at All Health Training
- Promote professional development at all levels
- Deliver accessible education to all clients and customers
- Promote quality training and education in the pursuit of excellence

This Student Handbook has been compiled to ensure you are fully informed about what we offer in our programs. Please read carefully and if you have any queries or concerns speak to your course trainer or course coordinator.

On behalf of our team at AHT I wish you an enjoyable and productive time during your studies with All Health Training.



Faye Gray
CEO

Course Information

Prior to application, we will provide all students with course information, including content, statement of fees and vocational outcomes. Please refer to individual Course Outlines for course details, entry requirements, the enrolment process and related information.

Information/Application for Entry into Courses

Information related to accredited courses on All Health Training's scope of delivery can be accessed via the following methods:-

Web www.allhealthtraining.edu.au
Phone 03 9894 3900
Email admin@allhealthtraining.com.au

All Health Training staff are available to answer any queries related to individual courses, eligibility for State & Federal government funding and tuition fees.

For further information regarding vocational education and training, new apprenticeships and traineeships, training packages, Australian Quality Training Framework and study pathways visit the Victorian Department of Education and Early Childhood Development website - www.skills.vic.gov.au. Other websites that may be useful are www.training.gov.au & www.education.vic.gov.au

Application process

Students can apply online at www.allthealthtraining.edu.au or request a Student Application Form and forward the completed form by post or in person.

Post: PO Box 164 Blackburn South 3130
Office: Level 2, 29 Railway Road, Blackburn South 3130

Once you have applied, All Health Training will contact you with the course commencement dates and send additional documentation to support your application and conduct a Pre Training Review. You are not confirmed on a course until this documentation is returned and payment has been made.

All Health Training reserves the right to cancel any course in the event of insufficient student numbers. Students will have an option to defer to a later intake of the same course, a tutorial style may be offered for small student numbers, or alternatively, a full refund will be made.

Student eligibility for Government Funding



Statement of Fees

All Health Training provide all students with an individual Statement of Fees at application. The Statement of Fees includes the following information for students to review and confirm their agreement to prior to confirming their enrolment:

- Fees for the proposed course of study including tuition, resources and/or placement fee (if applicable)
- Location, course length and mode of training and assessment
- Practical placement arrangements
- The hourly tuition fees relevant to the student
- The approximate value of the government contribution (if applicable)
- Refund policy

AHT Training Plan

All Health Training, within 4 weeks of a training course commencement date, will provide to an enrolled student with an electronic copy of their individual training plan. This document will detail how the course will be delivered including:

- Course start and end dates
- Trainer/Assessor
- Proposed unit start and end dates
- Mode of delivery/assessment
- Any Credit Transfers/RPL that have been approved through AHT's policy and procedures process

On your training plan All Health Training reports Program Unique Supervised Hours (PUSH) which is the total hours All Health Training has scheduled a trainer to engage with a student while they complete a course with us.

National Recognition

Some students find when they look at the units (code and title) of competency (subjects) that are in the course they have selected to study, that they may have some past experience or they may have completed a unit/s in a previous qualification.

Skills Recognition is the term given to a process that measures the student's skills and knowledge from previous study, training, work or life experiences against the outcomes of the course in which they require a qualification. The two categories in which their skills can be recognised are:

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Source: Australian Qualifications Framework Council

In layman's terms, you may have studied elsewhere previously and/or been working in the industry you wish to study and want to be recognised appropriately for this.

Please note, we are not able to assist government funded students with RPL; but we can help you to find an Approved Provider to assist you further.

Credit Transfer (CT)

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Source: Australian Qualifications Framework Council

In layman's terms, this must be an exact unit code match or be deemed equivalent by the Training Package.

When must this be done?

Any student who believes they may be eligible for RPL or CT must apply for this prior to the course commencing. If you apply after the course commences it will not be accepted.

How will it help you?

If your application is successful your fee may be reduced if you are Fee for Service and you will not be required to complete assessments for those units.

How do you apply?

Discuss your RPL/Credit Transfer potential with Student Administration. You will need to supply any Statement of Attainment for relevant qualifications for CT's, and additional information to support your application, e.g. previous work experience, training, education, etc for RPL.

Interview

You will be requested to attend an interview at All Health Training which would be organised after receipt of your application and supporting evidence.

Your request will either be:

Granted: Application accepted and prior learning recognised.

Request denied: Your prior learning has not been recognised as relevant to the course.

What does it cost?

There is a cost of \$150 per unit for Recognition of Prior Learning. Credit Transfer does not attract a fee.

How will you know if your Application has been successful?

You will be advised by email that RPL/Credit Transfer has been recognised.

RPL/Credit Transfer Appeal Process

If you are dissatisfied with the outcome of the CT/RPL process please first discuss your reasons with our student administrator who will ensure the file is reviewed by our CEO.

Entry requirements

Course entry requirements

Each course has different course entry requirements which we outline in the Course Outline, Statement of Fees and on our website. Please check this information prior to applying for your course.

All students

- Students are required to be able to access a computer which will allow use of a USB in order to complete assessments and read information for units of competency.
- Police checks are required prior to commencing practical placement which we will organise on our students' behalf. If a student has a Disclosable Court Outcome registered against their name, we are unable to assist with placement as industry will not accept students without a clear record. This requirement is not negotiable. Please note, in Victoria this includes any offence that may have occurred up to 10 years ago and will show offences that state they are "without conviction".

Practical Placement

- Students will be required to wear an All Health Training polo shirt and name badge (both provided) on placement. In addition, long black pants & black closed in shoes will be required which students will either need to provide or purchase at their own cost.

Immunisation

All students completing a qualification that has an immunisation requirement for placement must at their own cost attend a GP and obtain confirmation of their immunisation status. AHT will provide all students with this document. The student and the Doctor MUST complete this form.

Cert III in Pathology Collection

- The student must have documented Hep B protection which students must undertake at their own cost and provide to AHT by week 5 of the course in preparation for placement

Cert III in Health Services Assistance

- Students must be able to provide evidence of immunisation protection against the following: Hepatitis B, Tuberculosis, Pertussis, Varicella, Diphtheria, Measles, Tetanus, Mumps and Rubella, in order to undertake practical work placement.

Certificate III in Allied Health Assistance

- Students must be able to provide evidence of immunisation protection against the following: Hepatitis B, Tuberculosis, Pertussis, Varicella, Diphtheria, Measles, Tetanus, Mumps and Rubella, in order to undertake practical work placement. If you are completing practical placement in a hospital setting during winter you will also need the flu vaccination.
- Students will be required to complete a Working with Children's Check.

Under 18 years of age

Due to restrictions on placement with people under the age of 18, All Health Training do not allow students of this age to commence courses with us. Students must be 18 or over at course commencement.

Medical Conditions, including pregnancy

If a student develops a medical condition that may affect their ability to complete practical placement either in industry or the simulated practical room, the student must provide a letter from their GP or specialist confirming when they are fit for placement / practicals, and the duties it entails. A description outlining the duties required will be supplied upon request.

Pregnancy is an exciting time, and under no circumstances do we ever want to put undue risk to the mother or baby. As such, we request a letter from the student's GP or obstetrician confirming that the student is fit for placement / practicals and the duties entailed.

Unique Student Identifier (USI)

A government initiative has introduced the Unique Student Identifier (USI). The USI provides students with an online account of all training records and results. Students can apply for a USI by accessing the government website www.usi.gov.au and following the simple steps, taking no more than several minutes to complete.

Students cannot commence a course at All Health Training without providing a valid USI. Furthermore, certificates and Statements of Attainments cannot be supplied to students who have not supplied a USI. For more information access the website or contact All Health Training.

Police Checks

Police checks are required prior to commencing practical placement which we organise on our student's behalf.

If a student has a Disclosable Court Outcome registered against their name, we are unable to assist with placement as industry will not accept students without a clear record. This requirement is non-negotiable and is a specific request from our partnerships. Please note, in Victoria, this includes any offence that may have occurred up to 10 years ago and will show offences that state they are "without conviction".

All information provided to us by the student for their Police Record Check is kept secure and protected by implementing safeguards to prevent loss, unauthorised access, use, modification, disclosure or other misuse. All Police Record Checks are retained by All Health Training for a period not exceeding three months from the date of application.

All our trainers are required to have a current Police Check & Working with Children's Check.

Literacy, Language, Numeracy (LLN) and Foundation Skills (ASCF) Requirements

Students must have an adequate level of Language, Literacy and Numeracy skills (LLN). Students are able to assess their LLN skills by completing the LLN assessment as part of the application process. For additional information and support contact the Reading Writing Hotline at www.readingwritinghotline.edu.au

The Australian Core Skills Framework (ACSF) describes the core skills of learning, reading, writing, oral communication and numeracy across five levels of performance. The framework is primarily used by language, literacy and numeracy (LLN) practitioners for reporting on core skill levels of a learner. However, the ACSF can also be used in other contexts, such as in the workplace and in training specifications to accurately and consistently describe core skill requirements

Student fees

Payments

A payment plan can be arranged on application. If you wish to pay your course fees off over the duration of the course the only option for payment method is Ezidebit, where funds will be deducted on nominated dates and nominated amounts that you stipulate. Funds can be deducted from your cheque, saving or credit card account and must be paid in full prior to week 14 of the course.

Please note that if a debit or if a payment is returned by your financial institution as unpaid, a failed payment fee will be payable by you to your bank. In addition, after the first dishonour, All Health Training will charge a fee of \$25 per Ezidebit payment that is dishonoured for any reason after that as an administrative charge.

If a payment defaults, the student must rectify the payment before the next scheduled payment. If 2 consecutive payments default, or 3 in total across the agreement, this will result in the total amount being due immediately.

All Health Training will not accept payments of more than \$1,500 prior to a course commencement.

To confirm your enrolment the following fees must be paid prior to commencement. A student cannot commence a course at All Health Training without the following course deposit payments being made:

HLT37215 Cert III in Pathology Collection

- \$500 for a Fee for Service student. \$250 is non-refundable after application
- \$250 for a Government Funded student – non-refundable after application
- \$250 for a Government Funded & HCC or PCC student – non-refundable after application

All other courses

- Minimum payments required prior to the course commencement:
- \$500 for a Fee for Service student. \$100 is non-refundable after application
- \$200 for a Government Funded student – \$100 is non-refundable after application
- \$200 for a Government Funded & HCC or PCC student – \$100 is non-refundable after application

Payments after a student withdraws from a course

Please refer to our Student withdrawal policy. If a student is not liable for further tuition and/or resources, either a refund will be made or your payment plan will be ceased. If a student continues to be liable for tuition and/or resources, no refund will be made and your payment plan will continue until the liability has been paid.

What happens if you are experiencing difficulty paying fees?

If you are experiencing financial hardship and having trouble paying the fees, you have two options you can take:

- Student Support who may be able to assist with a solution that meets our requirements and your unique situation. See Student Support in this handbook for further information. Student Support may be able to offer options on agencies to approach.
- Any concerns or queries about payment of fees and charges may be discussed in confidence with the Operations Manager.

Collection of unpaid fees

We believe that we have a generous and flexible approach to our student's payments plans, and in return we ask that the commitments that are made, are kept.

The following steps will be taken in relation to the collection of unpaid tuition/resource fees:

1. For those who fail to keep up with their commitments, the matter will be brought to your attention promptly and responses sought.
2. Follow-up on a personal basis by phone call or appointment will follow if there is no response. This follow-up will be conducted by an appropriate person in a sensitive, discreet and confidential matter.
3. If this fails, a formal letter from All Health Training will be sent to remind students of their obligation. This letter will include an invitation to discuss the matter with the Operations Manager and a specified timeframe for a response.
4. If this course of action is not successful, we may decide to send a letter seeking payment and outlining the possible actions, including legal action that may occur if payment is not received within the specified timeframe.
5. If the above still does not resolve fee payment then, we may seek the services of a debt collector or issue a letter through a solicitor.
6. As a final step, court proceedings may be initiated.

Please note that if a debit or if a payment is returned by your financial institution as unpaid, a failed payment fee will be payable by you. If a payment defaults, the student must rectify the payment before the next scheduled payment. If 2 consecutive payments default, or 3 in total across the agreement, this will result in the total amount being due immediately.

Dependent upon circumstances, attendance at classes may be denied until payments have resumed, or withdrawal and re-enrolment at a later time including costs in a new course.

Please note: Your financial obligations are accepted at the time of enrolment on return of documentation required to secure a place on a course.

Public Workshops fee policy

Terms & Conditions

- Workshop dates are subject to change due to numbers
- Fee payment is required at time of booking – your booking is not confirmed until payment is made

Rescheduling, Cancellation & Non-Attendance

Please be advised that rescheduling, cancellation and non-informed absence fees may apply.

- If you have paid and enrolled in a workshop such as First Aid or CPR, and are unable to attend, we will allow you to rebook into another workshop date if you advise us 2 business days prior to the workshop date, otherwise your fee will be forfeited. If you do not attend the second booking, the fee is forfeited.
- Should you wish to cancel your booking and provide us with more than 10 business days' notice prior to the workshop date, you are eligible for a 50% refund in fees. If you cancel your course within 10 business days prior to the workshop, your fee is forfeited. If you do not attend and have not informed us, your fee is also forfeited.
- Should All Health Training cancel a workshop due to insufficient student numbers and the next scheduled date is not suitable to the student, you will be eligible for a refund (less resources provided - \$30.00 for CPR & First Aid).

Refund of Fees for Certificate courses

HLT37215 Certificate III in Pathology Collection

Government Funded Students Refund Policy

If a student withdraws, by written notice, from government funded training at any time up until 30 days after the scheduled commencement date of the course, All Heath Training will refund the tuition fees paid in respect of the enrolment (less \$250 non-refundable registration fee), and any other fees and charges paid by or on behalf of the student. After 30 days of the commencement date, no refund is payable to the student. After 30 days, if a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated as the full fee is payable by the student.

Fee for Service Students Refund Policy

- Prior to the commencement of the course a refund will be provided less \$250 non-negotiable registration fee
- From course commencement to 30 days into the course, a fee of 25% on the full cost of the course is payable. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated until the fee is paid by the student.
- After 30 days from commencement date of the course, a fee of 50% on the full cost of the course is payable. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated until the fee is paid by the student.
- After 45 days from commencement date of the course, no refund is provided. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated as the full fee is payable by the student.

CHC33015 Certificate III in Individual Support

HLT33015 - Certificate III in Allied Health Assistance

HLT33115 Certificate III in Health Services Assistance

CHC43015 Certificate IV in Ageing Support

CHC43115 Certificate IV in Disability

Government Funded Students Refund Policy

If a student withdraws, by written notice, from government funded training at any time up until 30 days after the scheduled commencement date of the course, All Heath Training will refund the tuition fees paid in respect of the enrolment (less \$100 non-refundable registration fee + \$100 administration fee), and any other fees and charges paid by or on behalf of the student. After 30 days of the commencement date, no refund is payable to the student. After 30 days, if a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated as the full fee is payable by the student.

Fee for Service Students Refund Policy

- Prior to the commencement of the course a refund will be provided less \$100 non-negotiable registration fee
- From course commencement to 30 days into the course, a fee of 25% on the full cost of the course is payable. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated until the fee is paid by the student.
- After 30 days from commencement date of the course, a fee of 50% on the full cost of the course is payable. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated until the fee is paid by the student.
- After 45 days from commencement date of the course, no refund is provided. If a student is on an Ezi-Debit payment plan, this Ezi-Debit will not be terminated as the full fee is payable by the student.

Definitions:

- The withdrawal date is taken as the date of return of the withdrawal form
- The timeframe is calculated in the number of days from the first date of class commencement to the withdrawal date, regardless of public holidays, school holidays or weekends

All students

- Where a resource fee is applicable in a course, this is an additional non-refundable amount on withdrawal at any time.
- Where a placement fee is applicable in a course, this will be refunded fully if placement has not commenced
- Requests for refund of fees must be made in writing and will take one month to process. Fees will be refunded by direct debit only and the student must notify the correct account name, BSB & account number. Refer to Student Withdrawal form on our website or call the office and the form can be emailed to you.

Fees will be refunded in full on default by All Health Training when:

- The course does not start on the agreed commencement date and the new date does not suit the student
- All Health Training cancel a course
- The course ceases to be provided before its completion date

Student cancellation fees

The following cancellation fees are applicable for students:

1. **HLT37215 Certificate III in Pathology Collection**

As part of the Cert III in Pathology Collection we are proud to offer our students the opportunity to complete some extra blood sessions. These sessions do not replace the requirement to do bloods on your training day or to make up for missed classes; they are provided to students at no additional cost in order for you to obtain more practical experience. Bookings are essential and 48 hours' notice **MUST** be given if you are unable to attend your scheduled session. If you fail to give 48 hours' notice, students must pay an additional cost of \$40.00.

2. **HLTAID003 Provide First Aid & HLTAID001 Provide CPR**

Any qualification that has Provide First Aid or CPR as a unit of competency has a compulsory practical session to demonstrate the skills and knowledge acquired through the theory. Students who are absent without notice are charged a special public course rate of \$60 or can obtain it elsewhere, but must have the Certificate to us by Session 5 of their course timetable.

3. **Pathology Practical placement visits**

During practical placement, an All Health Training assessor will visit you to conduct a workplace assessment. If you are absent and do not provide us with at least 48 hours' notice, students will be invoiced \$200 per visit. This fee covers the cost for the assessor to visit the workplace on another occasion by mutual agreement and may require additional placement hours.

4. **Individual Support, Health Services Assistance, Allied Health, Disability & Ageing Support Practical placement visits**

During practical placement, an All Health Training assessor will visit you twice. If you are absent and do not provide us with at least 48 hours notice, students will be invoiced \$100 per visit. This fee covers the cost for the assessor to visit the workplace on another occasion by mutual agreement and may require additional placement hours.

5. Flexible Program Practical Session

Students must be able to commit to a minimum of 4 (four) compulsory practical sessions throughout the course. Students who are absent and do not provide at least 48 hours' notice, will be charged a fee of \$60 to reschedule.

General student information

Student Code of Conduct

Education is a positive experience that empowers the individual and raises self-esteem. To enable all students achieve the best experience at All Health Training we require students to abide by our Student Code of Conduct as follows:

- Each person's rights are respected
- Every student has the right to be heard and taken seriously
- Every student has the right to open and honest communication
- Every student has the responsibility to be prompt and not disrupt the learning environment
- Every student has the responsibility to complete assessments as per each course timetable
- Every student has the responsibility to ensure that their assessments are their own work and they are not copied or plagiarised. Refer to Academic Dishonesty in this Student Handbook for further information and consequences.
- Every student has the responsibility for his or her own behaviour
- When attending placements, students must behave in a manner that reflects the organisations' philosophy, mission and vision
- All Health Training reserves the right to immediately refuse training and withdraw a student who is disruptive, aggressive to students or trainers, behaving inappropriately or under the influence of drugs and/or alcohol, misuses course equipment and resources intentionally, bullies or intimidates other students, trainers or support personnel – in person, by phone or social media
- Smoking is not permitted in any of our training rooms
- Students will not consume food during classes, but wait for the designated breaks. Students will assist cleaning up their work area and common kitchen area after each classes
- All Health Training reserves the right to withdraw a student who makes no attempt to fulfil the course requirements and is not progressing appropriately
- Mobile phones must be switched off during classes. Students are not to answer phones/text in the middle of class or leave class to answer phones. This is disruptive to the trainers and fellow students.
- Voice and video recording of any session is not permitted under any circumstances due to privacy laws. Any student found recording a session will be asked to delete it immediately.
- Photos of our facilities, trainers or fellow students cannot be taken without consent

The Code of Conduct ensures that all students are provided with the right opportunity to learn in optimum conditions and that failure to adhere to the guidelines could result in counselling and in extreme circumstances removal from the class and termination of the enrolment.

Access and Equity

All Health Training is an equal opportunity education and training organisation, committed to freedom from discrimination, harassment and bias.

All Health Training acknowledges its obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial and Religious Tolerance Act 2001 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Commonwealth Privacy Act 1988 (Cth)

All students applying for courses will be given every opportunity and assistance to enter into courses of their choice and supported to participate and achieve competency in all curriculum activities.

Using a variety of assessment methods, support will be given to each individual student to attain competency. If competency cannot be demonstrated as being achieved, the student will not be awarded a result of “competent” until they have met all of the curriculum requirements.

All Health Training is committed to offer all students the opportunity to access education and be able to perform at their optimum level in all courses.

Harassment and Discrimination

All Health Training is committed to providing a learning environment free from harassment, bullying and discrimination. Unlawful discrimination covers the following:- age, disability/impairment, gender and lawful sexual activity, marital status, physical appearance, political beliefs, pregnancy, race, religious beliefs.

In accordance with Federal and State legislation, sexual harassment and discrimination on the grounds of age, impairment, industrial activity, lawful sexual activity, marital status, physical features, political belief or activity, pregnancy, race, religious belief or activity, status as a parent, will not be tolerated.

Individuals who feel they are being harassed or discriminated against should document and discuss the situation with All Health Training management.

Occupational Health and Safety

All Health Training is committed to providing a safe and healthy environment for staff, students and visitors in accordance with the Victorian “Occupational Health and Safety Act 2004”. All Health Training is accountable for the implementation of this policy and ensures a safe workplace and training facility is provided and maintained.

Staff, students and visitors are required to conduct themselves in a manner that does not willfully contribute to the creation of hazards and injuries. Where an accident or hazard has been identified, it is the responsibility of all staff and students to report this immediately to All Health Training management by completing an Accident/Incident/Hazard Report Form. When training is being conducted off site or at the client’s facility, the trainer will ensure a safe working environment before training is conducted.

Student safety and well-being is important to All Health Training. As such, we ask our trainers and students to abide by the following guidelines:

- Students should not attend classes (including flexible learners) for more than eight hours in one day
- Students are not required to attend any class (including distance learners) before 8am or after 10pm.
- We advise students & trainers attending our night classes to leave together in a group and look out for each other’s safety. Should a student ever feel unsafe, please bring this to your trainer’s attention so that measures can be taken to maximise our student’s safety.
- For the welfare of other students and staff, students should not attend classes if they have a communicable disease such as: Influenza, Measles, Mumps, Rubella and Chicken Pox. This list is not extensive and if you are not sure what is a communicable disease you should contact reception on 9894 3900.

Dress Code

During the course, students are provided with an All Health Training polo shirt which students are required to wear for each class. Students are expected to have short, clean nails, long hair to be tied back and to have good general hygiene.

On placement, students are required to wear their All Health Training polo shirt and name badge (both provided). In addition, long black pants & black closed in shoes will be required which students will either need to provide or purchase at their own cost. Please refer to each course Dress Code Policy for further information.

Additional polo shirts can be purchased for \$30 via Reception at Blackburn.

Homework

Students are required to complete the written assessments outside of class time, which depending on a student’s underpinning knowledge, may be approximately 6 – 12 hours per week depending on the unit. Assessments are provided in hardcopy but students will require access to a computer for research on the internet, accessing a USB for course materials and weekly emails from the trainer.

Student Withdrawal

If you wish to withdraw from a course for any reason it is essential that you notify All Health Training and complete the Student Withdrawal Form. If your student fees are paid, All Health Training will generate a Statement of Attainment for any units successfully completed.

If a student withdraws from a course it is at our total discretion if we allow the student to re-enrol and commence another course date. This will be determined on a case by case basis. Should this occur twice, no discussion will be entered into as we will not accept the next application.

Should we accept your second application, we treat this as a new application. The application process including documentation must be completed again and the fees associated with that course are payable again (resource fees are not). If there has been a fee increase, the current fee is payable. Fees for the second application would be calculated as follows:

Government Funded Students

No reduction is provided to student fees

Fee for Service Students

Fees would be calculated by applying Credit Transfer to any units you may have successfully completed and making an adjustment to the new fee. This will be sent to the student prior to commencement of the course for approval.

Please read the heading “Refund of Fees for Certificate courses” within this Student Handbook for fees that are applied to your withdrawal.

Office details, transport & parking

Blackburn

Our office is located at Level 2, 29 Railway Road, Blackburn.

Our office hours for administrative purposes are 9am to 5pm Monday to Friday and staff are only available at the Blackburn offices.

If you are coming outside of business hours please use the intercom system on the ground floor and we will “buzz” you in.

Our Blackburn training rooms are located directly opposite the Blackburn railway station and bus stop. If you are coming by car, there is plenty of 2 hour parking on the surrounding streets and near the station. Day classes will take regular breaks to accommodate moving cars.

Narre Warren

Our Narre Warren training rooms are located on the second floor, 64 Victor Crescent, Narre Warren. No administration staff are located at this facility.

There is 2 hour street parking available on Victor Crescent and classes take regular breaks to accommodate moving cars. Many buses stop at Fountain Gate shopping centre, which is about a 5 minute walk away. Narre Warren train station is approximately 10 minute walk to the office.

Preston

Our Preston training facility is located on the third floor of the Bell Centre Corporate 1 building with access via 84 Hotham Street or via 215 Bell Street. No administration staff are located at this facility.

For Preston training room you can arrive:

By Train: Bell Station on the South Morang line. Approximately 3 -4 minute walk along Bell Street heading east.

By Tram: Route 86. Towards the city disembark at Stop 45 / Bell Street – Plenty Road. From the city disembark at Stop 44 Osbourne Street and continue east on Osbourne Street and then left into Hotham Street. Alternatively disembark at Stop 45 if this is more convenient.

By Bus: Preston area and in particular Bell Street is serviced by multiple bus routes.

By Car: Street parking is available in the surrounding precinct with no meters or permit restrictions. Secure paid parking is available on site with the first 2 hours free of charge. After 2 hours fees apply with a daily maximum fee of \$7.00.

Security

Trainers will review security arrangements at applicable venues at Induction. We strongly advise students for safety reasons if you are undertaking a night class to walk with a buddy to the carpark, bus or train station and not walk alone at night. Students will be reminded of security arrangements at the conclusion of evening classes.

Security cameras are installed at our Blackburn, Narre Warren & Preston training rooms. These have been activated to ensure both student and trainer safety remains paramount.

General Safety, Emergency Rules and Procedures

At Induction, trainers will review General safety and Emergency procedures and students will be made aware of evacuation plan locations and meeting points. In the event of a fire or other life-threatening emergency, the trainer will direct evacuation. In such an event, students should take any valuables which can be secured immediately without danger, and walk directly out of the building in an orderly manner, via the nearest safe exit. Proceed to the indicated emergency assembly area as directed in the fire and safety policy of the building, which is a designated area within a safe distance from the building, and wait for the trainer to check the roll and give further instructions. Under no circumstances may you re-enter the building until you are directed to do so by the trainer.

In situations where there is potential for cross-infection all standard precautions for infection control must be implemented.

Emergency Contact

All students are to provide an emergency contact name and number when they enrol in an All Health Training course. The purpose of the Emergency Contact is to provide staff members with the necessary contact information in a timely manner should they need it in the event of a medical emergency involving a student. Emergency contact lists (providing a student's emergency contact name and number) for all classes will be provided to trainers so they have access to necessary contact information on hand regardless of their location and delivery time of a course. This contact list will be provided to the trainer at the commencement of the course. The content of this list will remain private and confidential.

Change of Address/Personal Details

It is important to advise All Health Training if you have changed your personal details in any way. Please ask for a Student Change of Personal Details Form (available on the website) and complete all details immediately and forward to admin@allhealthtraining.com.au so that your details can be amended. This is important so we are able to contact you at any time regarding any course changes. If you wish to change your name, original documentation needs to be sighted i.e. marriage certificate/deed poll details for the purposes of issuing certificates and statements of attainment.

Student Photos

As a student your photo/image and/ or testimonial may be used in All Health Training's marketing material, including but not limited to All Health Training website, YouTube, brochures, Facebook, Instagram, etc.

No photo's will be released without an individual's consent and will be required to complete All Health Training Photo/Video consent form.

Copyright

Please be aware that the student resources supplied by All Health Training comply with copyright laws. As such, these resources are not to be reproduced by a student or trainer without prior written approval by management.

Student wishing to change class day &/or location

If you wish to change to a different class (eg, day of the week, time of class or location) you need to discuss this with your trainer or student administration. This must be done within the same intake without any "down period" of non-attendance. For example, if you enrolled in a February class at Blackburn and wish to transfer to the February class at Narre Warren and there is no non-attendance period, this constitutes a Transfer. If however, you are wishing to move from the February intake to an April intake, this is a withdrawal and re-enrolment with associated fees and documentation required.

Moving classes is not guaranteed and is subject to availability and confirmation of where the proposed class is up to in the timetable. There is a form available on our website to complete or alternatively, student administration will email you the form to complete and sign requesting the change.

Changing classes incurs a cost of \$250 administration fee which must be paid prior to moving classes. This fee is non-refundable.

Student Attendance

A student is only permitted to miss two (2) classes over the duration of the course. Should a student miss more than the 2 classes, has consistently arrived late or left early or is not completing assessments in a timely manner, you will be required to discuss this with an All Health Training staff member and may result in All Health Training withdrawing you from the course.

If a student is unable to attend a class, they must either contact their trainer or the Blackburn office. “Informed Absence” is where a student has spoken to the trainer in advance of the class to advise they are unable to attend. “Absence” is where no contact, or contact only on the day has been made.

Students are not able to “make up” classes on another day or at another location.

First Aid & CPR Attendance Policy

HLTAID003 Provide first aid & HLTAID001 Provide CPR includes two components in order for students to achieve competency. Both the theory and practical components must be completed successfully before you can be deemed competent for this unit.

Non Attendance for Practical session

1. Options for student if absent/sick on day of practical:
 - a. If you are sick with a Dr's certificate, you can book into next public course at Blackburn location only, FREE of additional charge.
 - b. Students absent without notice you are charged special public course rate of \$60 or can obtain it elsewhere, but must have the Certificate to us by Session 5 of their timetable.
 - c. In both instances above your trainer will contact you directly, so please ensure that you are responding
2. Should a student fail to obtain their First Aid or CPR certificate, either through All Health Training or by Credit Transfer from another institution by week 5 this may jeopardise the student's ability to be booked for placement or continue practicals in the simulated environment.

Practical Placement

Where practical placement is a requirement of a course our Placement Coordinators will assist our students in organising.

A student can apply under the 'extenuating circumstances' rule to organise their own placement, subject to an interview and approval from the Placement Coordinator. If approval is granted a student must sign an agreement confirming their responsibility to provide the coordinator with the following:

- contact details for the facility and supervisor
- two suitable dates for all parties involved for an onsite assessment by the AHT Assessor

HLT37215 Certificate III in Pathology Collection

Practical placement is for 35 hours and will be commenced at the end of the course, and should be finished no later than 3 months after the course concludes.

CHC33015 Cert III in Individual Support

HLT33115 Cert III in Health Services Assistance

HLT33015 Cert III in Allied Health Assistance

CHC43015 Cert IV in Ageing Support

CHC43115 Cert IV in Disability

Practical placement is for 120 hours and can be commenced during the course, and must be finished no later than 1 month after the course concludes.

All students

If a student completes the classroom component of the course but does not complete the practical placement, the student is withdrawn from those units which are assessed in the workplace.

Re-enrolment for units of competency with practical placement component:

Option 1: 0 - 6 months after course completion

- Re-enrol
- Pay for applicable units of competency to be completed
- Complete practical aspects of the unit of competency in placement as the contract agreement states.

Option 2: 6+ months after course completion

- Re-enrol
- Pay for applicable units of competency
- Complete all theory and practical aspects of the unit of competency in placement as the contract states to ensure currency.

Course Information

The course structure and content is available for all students to view on our website. Course materials and timetables will be handed out at the commencement of each course.

The courses are presented in a variety of learning modes, including:

- Lectures
- Assessments
- Self-paced learning
- Research
- Practical, hands-on

Skills required for effective learning include: note taking, reading, researching texts and other publications, referencing, computer and Internet use for research purposes. The ability to study and reinforce learning is an important success factor in completing the course.

AHT/Student contact & communication

Your trainer and the staff at Head Office, including the Placement Coordinator will be contacting you during the course by email, phone and SMS. It is imperative that you respond in a timely manner. If your email or mobile phone number changes you must advise us immediately.

Submission of work

Timeframe

Assessments must be handed in by the due date as indicated on your timetable and by your trainer. If you are attending a class your assessment will be due at the start of the class. At the conclusion of the course, students have one (1) month to complete any outstanding assessments or practical placement (if required in your course). After this date, we will be forced to deem the student Not Yet Competent in the qualification and issue a statement of attainment for units completed competently.

Resubmits

Students are given two (2) opportunities to resubmit assessments that a Trainer/Assessor has deemed Not Satisfactory. Students will be given extra tuition if required at the trainers' discretion. If after two resubmits, the assessment is still Not Satisfactory, the student would be deemed Not Yet Competent in that unit of competency and would need to re-enrol in the unit at a later time at the students own cost.

Format

Assessments must be neat and presented appropriately. Please do not use pencil; an ink pen must be used. Do not use display books - display books make it time consuming and difficult for assessors to mark work.

It is the responsibility of all students to keep a copy of their assessment in case the original is lost or damaged.

Extensions

Extensions for assessment must be applied for in writing to your trainer. Applications are considered on a case by case basis. The student will be advised in writing if extension has been granted or not.

Academic dishonesty and collusion

Academic dishonesty is “the act of appropriating the literary composition of another author, or excerpts, ideas or passages there from and passing the material off as one’s own creation”. This includes work that has been copied entirely or partly from other sources without acknowledgement.

If a student is suspected of academic dishonesty a meeting will be called between the Trainer and Student (and the Compliance Manager if required) to determine an outcome. This interview will be documented and signed off by all parties with a copy placed in the students file. The interview will give all parties the opportunity to provide evidence to support their concerns.

Outcomes could include but are not limited to:

- A retraction of concern regarding plagiarism
- A warning
- Re submission of an assessment with a timeframe
- A verbal assessment to determine underpinning knowledge or an observation to determine a skill
- Re enrolling in the unit
- Withdrawal from the course

Students sign a “Student Declaration of Originality” on each Assessment.

Assessment

Assessment is the process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). Each module/competency will be assessed progressively throughout each course. All Health Training will utilise a variety of methods depending on the needs of the student and the requirement of the course. These may include:

- Review of portfolio of evidence
- Written/oral tasks
- Role play
- Class group or individual presentations;
- Quiz in the classroom or simulated workplace; and/or
- Practical placement observation

Statements of Results

Students will receive a certificate on successful completion of the course, provided there are no outstanding fees.

Should you withdraw from the course prior to completing the qualification, you are entitled to a Statement of Attainment, provided there are no outstanding fees.

Certificates are posted within 4 weeks of the course conclusion if all assessments are submitted at that time and meet competency and we have obtained your USI. If you have outstanding assessments or placement, certificates will be posted 4 weeks after submission by the student of all outstanding items if they meet competency.

Please advise the office if your address has changed from when you enrolled.

If the certificate is sent to an old address, is lost or a reprint is required, a fee of \$25 will be charged.

Complaints and Appeals Procedure

All Health Training has a procedure for complaints and appeals. If you wish to make a formal complaint, please request the appropriate forms. All complaints and appeals are taken seriously and will be dealt with appropriately in a timely manner and kept confidential.

Please refer to the All Health Training website under “Student Information” for our comprehensive Complaints & Appeals policy. If you do not have access to the internet please call the office to arrange for a hard copy to be posted to you.

Legislative and Regulatory Requirements

All Health Training complies with State & Federal Legislation relating to the delivery of vocational education and training. Information about the relevant legislation can be accessed via the internet, including amendments issued from time to time

OH&S standards and codes of practice

<http://www.safeworkaustralia.gov.au/sites/SWA/Pages/default.aspx>

Equal Opportunity Act

<http://www.humanrightscommission.vic.gov.au>

National Vocational Education and Training Regulator Act 2011

<http://www.comlaw.gov.au/Details/C2011A00012>

Aged Care Act 1997

<http://www.comlaw.gov.au/Details/C2012C00573>

Department of Human Services

<http://www.humanservices.gov.au>

Victorian Department of Education and Early Childhood Development

<http://www.education.vic.gov.au>

Student Support Officer

Returning to study can raise issues that can cause stress and anxiety to an individual.

Issues related to your course or studies should be directed to your trainer in the first instance. Our trainers are available to provide extra tutorial and support as needed. In addition, we have a Student Support Officer who is available at Blackburn offices to assist our students in any area they may require. If you would like to meet with her, please call the office on 9894 3900 and book a time. Support offered might include, but not limited to LLN, Practical placement, access to computers, financial issues.

Any medical problems or personal problems – please see your GP who will refer you to an appropriate Health Specialist. For other personal matters the following list can assist you to find a resource that may help.

Problem	Website	Phone
Alcoholism	www.aa.org.au	1300 222 22
Anxiety	www.beyondblue.org.au	1300 224 636
Asthma	www.asthmaaustralia.org.au	1800 278 462
Centrelink	www.humanservices.gov.au/customer/dhs/centrelink	13 28 50
Consumer credit and	www.financialrights.org.au	1800 007 007
Crime stoppers	www.crimestoppersvic.com.au	1800 333 000
Crisis counselling	www.lifeline.org.au	13 11 14
Depression	www.beyondblue.org.au	1300 224 636
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence	www.safesteps.org.au	1800 015 188
Drug addiction: Narcotics	www.na.org.au	1300 652 820
Eating disorders	www.eatingdisorders.org.au	1300 550 236
Emergency services (police, fire, ambulance)		000
Family planning	www.fpv.org.au	1800 013 952
Gambling helpline	www.gamblershelp.com.au	1800 858 858
Gay & lesbian	www qlife.org.au	1800 184 527
Grief support	www.grief.org.au	1800 642 066
Interpreting & translation service	www.vits.com.au	03 9280 1941
Legal information &	www.legalaid.vic.gov.au	1300 792 387
Mental health advice	www.beyondblue.org.au	1300 224 636
Poison Information	www.austin.org.au/poisons	13 11 26
Pregnancy counselling	www.pregnancysupport.com.au	1300 792 798
Rape Crisis Centre	www.sacl.com.au	1800 806 292
Schizophrenia	www.sane.org	1800 187 263
Smoking - Quitline	www.quitnow.gov.au	13 78 48
Suicide Prevention	www.lifeline.org.au	13 11 14
Victims of crime support	www.victimsofcrime.vic.gov.au	1800 819 817
Women's refuge referral	www.safesteps.org.au	1800 015 188

Privacy

All Health Training will maintain confidentiality of student records in line with the requirements of the National Privacy Principles.

Access to Records

Current students can access their own personal information and records during the course at no cost by contacting All Health Training in writing or in person.

On completion of your course, all student files are taken to an off-site secure storage facility. Should you wish to confirm information contained in your student file at this time, a fee of \$50 for the courier will apply. This courier fee covers retrieval and reinstating the file into the system.

Course Evaluations

As part of All Health Training's continuous improvement process we will carry out our own evaluations both during, and at the conclusion of the course. These evaluations will assist us to improve process, delivery, training and content. Results are analysed and tabled for review and outcomes implemented.

In addition, at the final session you will be asked to complete a Learner Questionnaire on behalf of the AQTF. This data is collated at the end of the financial year and the results are posted to the All Health Training website.

Finally, all students in the VET sector may receive an invitation to participate in any of the following:

- A survey from the National Centre for Vocational Education Research (NCVER)
- an invitation to participate in a Victorian Department of Education & Training endorsed project
- receiving an invitation to participate in the Victorian Department of Education & Training annual student outcome survey; and/or
- be contacted by the Victorian Department of Education & Training (or persons authorised by the Department) for audit, review or investigation purposes

These surveys are not compulsory, but do occur from time to time. If you are contacted, All Health Training is our trading name, our company name is **J&F Corporation Pty Ltd**.

Conclusion

All Health Training is committed to the success of each and every student who is enrolled in its training programs. It is our intention to provide a positive learning environment with a high level of individual support to ensure that students are well prepared for their chosen career.