



all health
training

All Health Training

TOID 22066

STUDENT HANDBOOK



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

Welcome to All Health Training

All Health Training (AHT) is a Registered Training Organisation established to assist individuals wishing to be involved in the health industry specialising in Individual Support, Disability, Pathology, Ageing Support and Health Services Assistance.

Our training and assessment meets regulatory standards, is delivered by experts in the industry, is appropriate for each individual's needs and is delivered in a learning environment conducive to student success.

AHT recognises that students have different learning styles, needs and vocational expectations. AHT courses are designed to include a variety of learning strategies to:

- Meet adult learning principles
- 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 training package
- Assist all students to achieve course competencies and acquire professional qualifications

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

“MAKING YOU THE FUTURE OF HEALTH CARE”

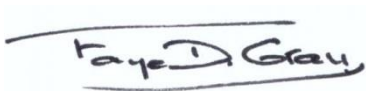
AHT is committed to equal opportunity and promotes a learning environment that is free from discrimination, harassment and bias, where individuals are treated with fairness, respect, equality and dignity.

Objectives:

- Provide a range of courses and workshops within the health care industry
- 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 AHT
- 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 us.

On behalf of our team we wish you an enjoyable and productive time during your studies with AHT.



Faye Gray
CEO



Simon Gray
Director



Zoe Crowder
Operations Manager

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A statement regarding Covid-19 global pandemic

The Corona virus Covid -19 has had an impact on every business across the globe, and we at All Health Training are no different. Our classroom environment has been changed, placement has been impacted, as have our protocols for when students visit our premises.

We are not sure when business will “return to normal” or even what that means anymore! But during this time, we are outlining our plans, processes, and protocols to ensure we remain open and transparent about trainer and student safety.

Face to face meetings

- All students or visitors must sign in via QR Code to all our premises
- Social distancing measures are in place and we respectfully request these be adhered to
- Antibacterial hand gel is available for our visitors & students to use

Face to Face classes

New protocols are being put in place for Face to Face classes which reflect procedures applied in workplaces and to ensure students are confident that all measures are being implemented for the health and safety of staff and students.

Students are advised NOT to come to class if you are experiencing any cold or flu symptoms. If you cannot attend the class, your trainer will provide you with work to read/research and complete before your return to class the following week so you do not get behind.

- Social distancing measures are also in place in the classroom, the kitchen & the student breakout areas and we respectfully request these be adhered to
- Cleaning of our premises, work space and simulation room
- Student temperature will be taken using an infra-red thermometer and must be in the “normal” range of 36.1°C - 37.2°C to attend the session
- Antibacterial hand gel is available for our students to use

Virtual Classrooms

When Victoria is in lockdown and following Victorian Govt directives, face to face classes will move to “virtual classrooms” which allows delivery of content to continue remotely using Microsoft Teams. Microsoft Teams allows us to introduce synchronous learning engagements, providing opportunities for students to participate in engagements with their trainers and classmates at an established time and to allow for interactions in real time.

Students are asked about their digital literacy and access to appropriate technology as part of the enrolment process, however, as we enter the virtual classroom students should ensure they have the following requirements at a minimum:

- Computer or laptop with sufficient hard drive space
- Sound card & speakers
- Camera
- Ability to download Microsoft Teams
- Internet browser/Search engine such as Firefox, Chrome, Safari
- Printer at home or access to locally
- Hard wired internet or wifi – must be reliable internet access
- Sufficient data allowance

Placement

Employers in all sectors have been challenged with the impact of Covid-19 on their business and in the health and community sectors this has impacted hospitals, aged care, pathology and disability workforces and their practises. As a result, placement may be impacted and trust that our students will understand this is outside of our control and work with us to ensure your placement is completed.

Student mental health

Self-isolation and other restrictions to everyday practices can be particularly stressful and isolating. Please stay in regular contact with family, friends and AHT, and make sure you prioritise your mental health. If anyone is dealing with declining mental health – please take care of yourself. Here is a couple of links for some information.

<https://www.vichealth.vic.gov.au/be-healthy/mental-health-coronavirus>

<https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak>

Course Information

Prior to application, we will provide all prospective students with course information, including course 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 nationally recognised courses on AHT's scope of delivery can be accessed via:-

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

AHT student administration team 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

Information sessions

All Health Training conduct Information sessions regularly throughout the year. The information sessions are qualification specific and run with our trainers/assessors so that students get the opportunity to ask any questions they wish to about the industry, the course, etc. Go to www.allhealthtraining.edu.au and further information and book via Eventbrite.

Application process

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

Post: PO Box 519, Blackburn 3130
Head Office: Level 2, 20 Albert Street, Blackburn 3130

Once you have applied, AHT will contact you with the course commencement dates and send additional documentation to support your application. Our student admin team can provide support to students to complete the enrolment process which can be done via phone, email or a face to face appointment at our office. We also conduct a Pre Training Review after the documentation is returned to determine a student's suitability for the course, which may be done by phone or face to face.

AHT 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, flexible learning may be offered for small student numbers, or alternatively, a full refund will be made.

Statement of Fees

AHT 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 prior to confirming their enrolment:

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

The student fees published on our website are subject to change once we have confirmed individual circumstances at enrolment and reviewed documentation which may include Credit Transfer/RPL application, ability to provide a copy of HCC/PCC or proof of Skills First Program eligibility requirements.

AHT Training Plan

Within 4 weeks of a training course commencement date AHT will provide to an enrolled student with their individual training plan which will be emailed to you on the email nominated on your enrolment form.

This document will detail how the course will be delivered including:

- Course start and end dates
- Trainer/Assessor details
- Unit start and end dates
- Mode of delivery/assessment
- Any CT/RPL that have been approved in accordance with AHT's policy and procedures process

Skills Recognition

Some students find when they look at the units in course they have selected to study, that they may have some past experience or 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.

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, you will not be required to complete assessments for those units.

How do you apply?

Discuss your RPL/CT potential with Student Administration who can provide you with additional information or go to our website which also provides you with the process involved.

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?

RPL attracts once off application fee of \$250 and processing fee of \$200 for each unit you are seeking RPL for (e.g. if seeking RPL for 2 units, you will need to pay \$250 + \$200 + \$200 = \$650)

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 granted or denied.

RPL/Credit Transfer Appeal Process

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

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. Any non-compliance in regard to these requirements may lead to exclusion from the course commencement and/or practical placement. Please check this information prior to applying for your course.

All students

- Students are required to be able to access a computer, the internet and have reasonable digital literacy to complete assessments through Microsoft Teams
- 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".
- Working With Children's Check (WWC) – all courses require students to obtain a WWC check. Refer to the course outline and website to confirm if it is the volunteer or employee WWC.

Disability students

- Students who attend placement at an NDIS registered provider will be required to obtain a NDIS Worker Screening Check 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 the form which must be returned to AHT no later than week 4 of the course commencing which may be in the form of a serology report or immunisation records from MyGov.

Cert III in Pathology Collection

- Students must have documented Hep B protection + influenza vaccination

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
- The flu vaccine is strongly recommended

Cert III in Individual Support & Cert IV Ageing Support

- Students must obtain the flu vaccine which is a Federal Government directive regarding requirements for entry into, and visitors to, residential aged care facilities.
- Students must also be able to provide evidence of immunisation protection against Hepatitis B & Varicella (chickenpox)

Cert IV in Disability

- Students must obtain the flu vaccine

Under 18 years of age

Due to restrictions on placement with people under the age of 18 requiring mentors/buddies to have a current Working with Childrens Check, students must be over 18 years of age to commence placement.

Medical Conditions, including pregnancy

If a student develops a medical condition that may affect their ability to complete practicals either in industry or the simulated practical room, the student must provide Medical Clearance from their GP or specialist confirming when they are fit for placement / practicals, and the duties it entails. A Medical Clearance form can be provided on 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.

If after commencement of a course, a student experiences a medical or health issue (including pregnancy) that prevents them from completing practicals or placement, whilst every attempt will be made to provide time / support / reasonable adjustment, it may result in the withdrawal from the course if continued progress cannot be demonstrated.

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".

Students can complete the theory component of the course but will be provided with a Statement of Attainment only for those units not assessed in the workplace.

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 AHT for a period not exceeding six months from the date of application.

All our trainers are required to have a clear and current Police Check.

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 AHT 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 AHT.

Working with Children's Checks (WWC)

WWC checks are required prior to commencing practical placement which the student must organise as we are unable to do so on your behalf. Refer to the course outline and website to confirm if it is the volunteer or employee WWC.

If you do not obtain the WWC check or your check comes back with a Negative Notice you will not be able to commence practical placement. You can still complete the theory for the course but will be withdrawn from all units linked to placement and will obtain a Statement of Attainment only. If you wish to reapply at a later date to complete the course this would be a new enrolment and the student fees would be payable again.

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

NDIS Worker Screening Check – Disability students only

Cert IV Disability students will be required to be obtained at your own cost and prior to commencement of practical placement the "NDIS Workers Screening Check". This is a requirement for disability students who complete placement at an NDIS registered provider.

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

Students must have an adequate level of Language, Literacy and Numeracy skills (LLN) to commence the course at AHT. Students are requested to complete the LLN assessment as part of the application process. Should a student's LLN not be sufficient to commence the course, the student will be referred to external support for further assistance. Should we identify that a student may require LLN strategies to assist them during the course, we will discuss and document these with the student and follow up to ensure honest attempts are being made by the student and adapt/change if necessary throughout the student journey.

Students can contact the Reading Writing Hotline at www.readingwritinghotline.edu.au for additional information and support.

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.

Marketing & Advertising

All Health Training ensure that all marketing activities are conducted with integrity, accuracy and professionalism; avoiding vague, misleading or ambiguous statements and information. All information outlined must be accurate, professional and written in clear, concise English. We believe that by doing this we enable students to make informed choices about their education provider.

All Health Training do not, under any circumstances, pay, provide or offer, either directly or indirectly, incentives to undertake training at AHT, whether to a prospective student or to any other person (such as an employer).

All Health Training are an independent training company and pride ourselves on not having any third-party arrangements or partnerships with any party.

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 12 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, AHT 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.

AHT 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 AHT without the following course deposit payments being made:

- \$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

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.

Difficulty paying fees?

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

1. Our Student Support Officer 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.
2. 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 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 by SMS and response sought.
2. We will follow-up should we receive no response.
3. If this fails, an email from AHT will be sent to remind students of their obligation and may include suspension from class attendance until the matter is rectified. 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 we then 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 in 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 AHT 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

Government Funded Students Refund Policy

- If a student withdraws, by written notice, prior to the course commencement, All Health Training will retain the \$250 non-refundable registration fee + any resource fees that may be applicable (eg. national police check completed)
- If a student withdraws, by written notice, after the commencement date of the course, no refund is payable to the student.
- Resource fees are non-refundable on withdrawal at any time after course commencement.
- A placement fee will be fully refunded if placement has not commenced.
- Please note – if you commenced this course under the Victorian Government “Skills First Program”, regardless of the fact that you have not completed the course, this does constitute a commencement and has impacted your future training options and possibly your eligibility for further Victorian government subsidised training.

Fee for Service Students Refund Policy

- If a student withdraws, by written notice, prior to the course commencement, All Health Training will retain the \$250 non-refundable registration fee + any resource fees that may be applicable (eg. national police check completed)
- If a student withdraws, from the commencement date of the course to up to 14 days, All Health Training will retain the \$250 non-refundable registration fee + 50% tuition fees + resources
- After 14 days from commencement date of the course, no refund is provided
- Resource fees are non-refundable on withdrawal at any time after course commencement.
- A placement fee will be fully refunded if placement has not commenced

All students

- If a student is on an Ezi-Debit payment plan, the Ezi-Debit will not be terminated until the payment of fees have been made as per the refund policy stated above
- 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.

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

Fees will be refunded in full on default by AHT when:

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

Additional fees that may be applicable

The following fees are applicable for students:

1. HLT37215 Certificate III in Pathology Collection

AHT offer our students the opportunity to complete extra bleed sessions during the course if they wish to. Bookings are essential. Students must bring a “patient” and bookings are \$25 for 30 minutes. 48 hours’ notice MUST be given if you are unable to attend your scheduled session. If you fail to give 48 hours’ notice, students will be required to pay the fee regardless.

2. HLTAID003 Provide First Aid

Any qualification that has Provide First Aid 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 for HLTAID003.

3. Practical placement visits

During practical placement, an AHT 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 per visit that needs to be coordinated. This fee covers the cost for the assessor to visit the workplace on another occasion by mutual agreement and may require additional placement hours.

Pathology Collection = \$200 per visit

Individual Support, Health Services Assistance, Disability & Ageing Support = \$100 per visit

4. Practical Placement – failure to attend

Should a student be booked in and accept placement and they fail to attend or complete the placement as scheduled, an additional placement fee will apply to secure a second placement opportunity, regardless of the reason.

Pathology Collection = \$850

Individual Support, Health Services Assistance, Disability & Ageing Support = \$300

5. Practical placement – failure to attend orientation

Should a student miss the orientation at placement for any reason whatsoever, the student will incur an additional fee of \$200 for our administration time to resolve the issue with the student and employer.

Missing orientation may require the placement dates to be forfeited and organised for another date (see fees for failure to attend).

6. Practical placement – alternative employer requested by student

All Health Training coordinate the placement for all of our students at employers that we believe will provide our students with a great placement experience. However, we do acknowledge that some students who have enrolled into a course at All Health Training may currently have a contact in the industry and would like to complete their placement with this organisation rather than one determined by AHT. Should a student wish to organise their own placement at an alternative employer must be aware that this is not automatic and the Training Package requirements need to be able to be met. We can discuss this further with you, however, the student must inform AHT of their intention at the Pre Training Review and confirm details within 6 weeks of course commencement on a form that will be provided to you.

7. **Fit2Work – manual processing fee**

All students are provided with the opportunity to complete their Fit2Work police check after receipt of their application forms. Students are provided a link and instructions to complete independently. When a student wishes for All Health Training to manually complete the Police Check on their behalf, an additional administration fee of \$50 is charged to cover some of our time to complete this when a student cannot, or will not.

8. **Practical placement – employer outside 25kms of training venue**

Some students travel great distances to come to All Health Training as their provider of choice but prefer placement be located closer to home. Should a student be placed with an employer of AHT's choice, but outside 25kms of the training venue, an additional fee will be applied to cover the costs of the assessment visit/s.

All qualifications - if located outside 25km radius of your training venue = travel cost of \$0.68/km + \$25/hour for travel time from training venue

9. **Flexible Program - Practical Session**

Students must be able to commit to a minimum of 8 (eight) 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 \$40 to reschedule. Future practical bookings will not be accepted until the payment is made. In the instance of a medical emergency and only where a medical certificate is supplied within 48 hours of missing the practical, the fee would be waived if another session is booked immediately.

10. **Payment of student fees**

All Health Training believe that we are generous in our payment terms and allow the student flexibility of either weekly or fortnightly payments that suit their individual schedule.

Ezidebit

- No establishment fee applicable
- Choice of payment from:
 - direct from bank account – no transaction fee
 - credit card - % charged by Ezidebit per transaction fee
- Missed payment or dishonour fee = \$25 per dishonour
- Administration fee to change terms once established = \$40 per change

Ezidebit Waivers (must be approved by Operations Manager prior to course commencement)

- Establishment fee \$40
- Scheduled payment not met by student = \$25 per transaction
- Administration fee to change terms once established = \$40 per change

11. **Reprint of Certificate/Statement of Attainment**

If a student requests a reprint of a Certificate or Statement of Attainment, a fee of \$25 will be charged. Please allow up to 10 business days for processing and posting.

12. **Student file archived**

At the end of each course student files are sent off-site for archiving. Should a student request or we are required to bring your file back to complete a request, a fee of \$150 will apply. This includes our administration costs as well as the third party fees for couriers and file retrieval.

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 AHT we require students to abide by our Student Code of Conduct. 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 some circumstances, withdrawal from the course. The Student Code of Conduct is 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
- AHT 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
- AHT 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
- Students must understand that you are the student attending the course and practical placement. As an adult learner, AHT will not speak with anyone other than you about the course and/or placement and as such, no relative (eg. mother or husband) can call AHT and speak on your behalf. This includes any family member speaking with the Employer while they are on practical placement.
- AHT will organise one (1) placement arrangement. Should they commence placement and placement is terminated due to work performance or other breach, the student will either be automatically withdrawn from the course (depending on severity of behaviour/ breach) or they will be asked to organise their own with appropriate timeframes instigated.
- If any student breaches the student code of conduct, specifically in relation to aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that they will be immediately withdrawn from the course. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

Access and Equity

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

AHT 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 enrol in 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 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.

AHT 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

AHT 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 AHT management.

Occupational Health and Safety

AHT 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”. AHT 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 AHT 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 AHT. 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 us for further information & instructions

Homework

Students are required to complete the written assessments outside of class time, which depending on a student’s underpinning knowledge, may be approximately 8 – 12 hours per week depending on the unit. Assessments are provided in Microsoft Teams, so students will require access to a computer, sufficient data allowances for research on the internet.

Office details, transport & parking

Blackburn Head office

All Health Training Administration office is located at Level 2, 20 Albert Street Blackburn

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

Our Blackburn Head office is approx. 500 meters from the Blackburn railway station and bus stop. If you are coming by car, there is plenty of 2 and 3 hour parking spots on Albert Street

Blackburn Training Rooms

Our Blackburn training rooms are located at Level 2, 29 Railway Road, Blackburn.

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 Training Rooms

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 Training Rooms

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. Secure paid parking is available on site.

Digital Literacy

Students are required to be able to access a computer with internet in order to research, complete assessments and read information for units of competency. Students may consider accessing computers at home, a library, workplace or friend/family member.

We ask all students about their Digital Literacy as part of the Pre Training Review prior to course commencement.

Wi-Fi Access at campuses

Wi-Fi access is available to AHT students at each of our campuses. AHT resources must be properly and efficiently used. Downloading large amounts of data including movies or music is not permitted.

AHT resources are not to be used for inappropriate use eg. pornography, fraud, defamation, breach of copyright, unlawful discrimination or vilification, harassment including sexual harassment, stalking, privacy violations and illegal activities including illegal peer to peer file sharing.

Usage of AHT free student Wi-Fi is monitored. Any student downloading inappropriate content will be immediately suspended.

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 all of our training facilities. 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 AHT 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 AHT 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@aht.edu.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 AHT's marketing material, including but not limited to AHT website, YouTube, brochures, Facebook, Instagram, etc.

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

Marketing Communication

All Health Training will never provide your personal details to any external provider for direct marketing purposes. We may however, use your details to inform you of upcoming courses and/or units of competency that may be of interest, information nights and other events. Should you receive these communications and wish to "opt out" you may do so by following the link at the bottom of the email.

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 & Punctuality

A student is only permitted to miss two (2) classes over the duration of 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.

Students are reminded that classes start promptly at either 9am for day classes or 5pm for night classes. Students are expected to arrive 10 minutes early and stay for the class duration. In addition, students must arrive back from breaks on time. Attendance and punctuality are strong indicators of employability skills and it is a question that an employer will ask us about you when conducting a reference check.

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 your trainer and may result in AHT withdrawing you from the course.

Continuing engagement/progress

It is a requirement of studying with All Health Training that students actively engage in their course by showing progress every 30 days. This may be in the form of completing/returning a Unit Commencement Activity, pre-placement activity or continuous engagement activity, submission of a written Assessment Booklet, attendance at a class or practical session, or attending placement.

Failure to show evidence of progress every 30 days may result in withdrawal from the course unless students communicate effectively on any issues that may be affecting their ability to do so.

If after commencement of a course, a student experiences a medical or health issue (including pregnancy) that prevents them from completing practicals or placement, whilst every attempt will be made to provide time / support / reasonable adjustment, it may result in the withdrawal from the course if continued progress cannot be demonstrated.

Student Withdrawal

If you wish to withdraw from a course for any reason, it is essential that you notify AHT and complete the Student Withdrawal Form. If your student fees are paid, AHT 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.

Copyright

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

First Aid Attendance Policy

HLTAID003 Provide first aid 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
2. Should a student fail to obtain their First Aid certificate by week 5 this may jeopardise the student’s ability to be booked for placement or continue practicals in the simulated environment.

Practical Placement

Our Placement Coordinators will assist our students by organising placement on our students behalf. Practical placement is unpaid work experience in industry.

Please read the course information provided to each student prior to enrolment, regarding placement for each qualification, the timing of when placement may commence and the start/finish hours of placement shifts. Both your Trainer and the Placement Coordinator will provide students with further placement information when the course commences so that students are comfortable and confident starting their placement in industry.

Please note, night shifts are not authorised during placement due to student safety. Shifts on weekends or public holidays are not organised by AHT, however, if the employer and the student come to this mutual agreement, the student must advise the Placement Coordinator of the new arrangements in writing prior to the new shift being conducted so that confirmation from the Employer can be sought and adjustments to the Placement Agreement are made and signed off.

A student can apply to organise their own placement, subject to approval from the Placement Coordinator, however conditions may apply and so may additional fees (see “Additional fees that may be applicable” in this Handbook). If approval is granted a student must sign an agreement confirming their responsibility to provide the coordinator with a “Special Consideration form” which we will provide to you on enrolment.

Students must understand that you are the student attending the course and practical placement. As an adult learner, AHT will not speak with anyone other than you about the course and/or placement and as such, no relative (eg. mother or husband) can call AHT and speak on your behalf. This includes any family member speaking with the Employer while they are on practical placement.

AHT will organise one (1) placement arrangement. Should they commence placement and placement is terminated due to work performance or other breach, the student will either be automatically withdrawn from the course (depending on severity of behaviour/ breach) or they will be asked to organise their own with appropriate timeframes instigated.

If any student breaches the student code of conduct, specifically in relation to aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that they will be immediately withdrawn from the course. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

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, 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.

HLT33115 Cert III in Health Services Assistance

Practical placement is for 80 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
- Complete placement within agreed timeframe at re-enrolment

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 to ensure currency, then placement to be completed within agreed timeframe at re-enrolment

Practical Placement Workbook & expectations

All Health Training provide all students with an AHT polo shirt, name badge and placement workbook prior to commencing placement in industry. The polo shirt and name badge must be worn every day on placement and the placement workbook must be completed daily by both the student (daily reflection and tally of hours) and the mentor/buddy (confirming hours worked per day). In addition, the placement workbook must be available to the assessor on request.

Prior to commencing placement an agreement between AHT, the employer and the student must be signed and returned. Failure to sign and return this form in a timely manner may affect your placement commencement.

Expectations of Student whilst on placement:

- To undertake the Placement with due care and to the best of their ability, knowing that you are representing All Health Training whilst on placement
- To ensure their attitude every day is positive and comes from a place of learning, professionalism and cultural sensitivity, and willingness to show initiative, be a good communicator, be courteous and show a “can-do” attitude
- To comply with the Dress Code for students on placement
- To comply with all reasonable workplace rules and requirements governing safety and behaviour. A student will be removed from placement immediately if any unsafe practice is identified.
- To be reliable and punctual, and to attend all allocated shifts to complete the required hours of placement. This includes arriving early for every shift ready to commence on time and only taking the allocated time for breaks. Repeated lateness may result in placement being cancelled.
- To aim for 100% attendance during placement. If however, the student is unable to attend a shift due to illness they must inform All Health Training and provide a doctor’s certificate.
- To be available for a continuous block of time to be able to complete placement
- To accept placement locations and dates provided by AHT
- To understand that placement may be cancelled due to changes in employer conditions beyond AHT’s control eg. Influenza outbreak. AHT will contact the student as soon as practicable to advise when and where placement is available
- To follow the directions of the staff of the Employer and ask for clarification when needed
- To comply with the internal rules and regulations of the Employer which govern the daily operation of the Employers business
- To treat all confidential information while performing Placement as confidential and not disclose to any third party except with written consent or as required by law

- Any inappropriate student behaviour on placement will result in suspension of placement whilst the allegations are investigated further and may result in placement being cancelled.
- As an adult learner, that you understand that AHT will not speak with anyone else about placement and as such, no relative (eg. mother or husband) can call AHT and speak on my behalf. This includes any family member speaking with my Employer while I am on practical placement.
- Should placement be terminated due to my work performance or other breach, that a student will either be automatically withdrawn from the course (depending on severity of my behaviour/breach) or they will be asked to organise their own with appropriate timeframes instigated.
- Any aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that I will be immediately withdrawn from the course I am undertaking. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

Who assesses the student on placement?

Students are provided with a workplace mentor or buddy during placement hours to show the student the role of the worker in industry. An assessor from AHT will organise to come and assess the student in the workplace during the dates and hours of practical placement. The assessor will be required to observe the student performing tasks in the workplace environment and will use observation checklists to make a judgement on whether the student has met the required skill level for the qualification/units of competency.

After placement completion

Please make a copy of your placement workbook, then return it to either your Trainer or to Blackburn for your trainer to review. This is an assessment book and without it a determination on competency cannot be made by your trainer.

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:

- Face to face training
- 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.

Simulation environment

All Health Training have invested in simulation work environments at each of our training venues for our students to undertake the practical skill sets required for the job outcome. These learning environments are conducive to student success and allow students to develop and demonstrate skills, and reinforce their knowledge, prior to commencing practical placement.

We believe it is one of our major points of difference in the marketplace when comparing AHT to other education providers and welcome students to tour our training facility at Blackburn so they are confident they have made an informed decision and trusting AHT as your course provider.

AHT/Student contact & communication

Your trainer and staff at Head Office, including the Placement Coordinator will be contacting you throughout the duration of your 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.

What would happen if All Health Training ceased trading?

In the event that All Health Training had to cease trading, AHT have a Policy & Procedure in place to protect our current students who may have commenced a class from being further disadvantaged. This would include, but is not limited to, ensuring Statements of Attainment or Certificates are provided for any completed units/qualifications, possible transfer to another RTO who have the qualification on scope, upload of student data to ensure the USI register is accurate & ensuring our records management is provided as per our requirements under our governing bodies.

It is important for students to note that our students and staff are at the centre of all our decision making and a determination to cease trading would not be taken lightly.

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 written assessments. 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.

There may be occasions when practical placement has not been finished within one month of classes concluding.

- If this is an AHT scheduling issue with Employers, we will provide the students with an activity to complete every 30 days and extend the timeframe.
- If this is a student issue that has been agreed to by AHT by way of Special Consideration Form, we will provide the students with an activity to complete every 30 days and extend the timeframe.
- If this is a student issue that has not been discussed/agreed to by AHT we will deem the student Not Yet Competent in the qualification and issue a statement of attainment for units completed competently and not required to be assessed on placement

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 requested by emailing your trainer directly prior to the assessment due date. Applications are considered on a case by case basis. The student will be advised 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 to determine an outcome. This meeting will be documented and signed off by both parties with a copy placed in the students file. The meeting will give both 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
- 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 the course. AHT will utilise a variety of methods depending on the needs of the student and the requirement of the course to ensure that assessments are fair, valid, reliable, and reasonable. Students are advised of the assessment requirements for each unit which is outlined in each Assessment Book. The methods of assessment may include:

- Review of portfolio of evidence
- Written/oral tasks
- Role play
- Class group or individual presentations
- Practical assessments in the simulated work environment
- Practical placement observation

What is Flexible Learning?

Flexible learning is about empowering students by undertaking learning in a way which suits the individual. We do this by giving choice for when and where the learners learn, personalising the process to fit with your needs and lifestyle. For example, flexible learning can be a great option for those working in the healthcare industry without a qualification, or caregivers who cannot attend weekly class schedules. Whilst we acknowledge that flexible learning may not be for everyone, AHT offers a flexible learning program which combines practical skills, tutorials and self-paced learning at home.

Benefits of Flexible Learning

- **Continue to Earn While You Learn** – one of the most common reasons our students choose our flexible learning program is due to work commitments. You may work full time and are unable to take time off work to go to classes and by undertaking flexible learning, you are able to do both.
- **Flexible Learning Lets You Study from Anywhere** – Flexible learning is just that, flexible! You can study at home, on the bus or at our Blackburn campus.
- **Study Whenever You Want, Day or Night** - Flexible learning allows a student to study around other commitments at times that suit the individual
- **Trainer access.** Students can connect with a trainer by phone, by email or at practical sessions
- **Allows for work-life-learning balance** – where and when you study is up to you as long as you are progressing with the course and making regular contact with AHT

What Courses offer the Flexible Learning Program?

- Certificate III in Individual Support (Ageing)
- Certificate III in Health Services Assistance
- Certificate IV in Ageing Support
- Certificate IV in Disability

What are some of the Requirements for the Flexible Learning Program?

- Committed and self-motivated to undertaking study via a self-paced delivery mode
- Access to computer, scanner (printer or scannable mobile applications) and internet
- Access to a quiet environment for at home study
- Able to attend a minimum of 8 practical assessment sessions at our Blackburn campus

Common Misconception of Flexible Learning

- Flexible learning is not a fast track option. It is important to understanding this program is designed to work around your daily routine/working life, not to reduce the duration or provide shortcuts to quality training.
- Flexible learning is not “Online Learning”. Correspondence is conducted via email and most students complete their assessments in writing.

Realistic Timeframes & Durations

The average duration for students completing a qualification by flexible learning is:

- between 9 – 12 months for Individual Support, Ageing Support & Disability with a maximum duration of 12 months
- between 12 - 18 months for Health Services Assistance with a maximum duration of 18 months

These program durations are realistic, however if students do not complete the course within the maximum duration, they are issued a Statement of Attainment for any successfully completed units of competency. Students may wish to re-enrol to complete the qualification, but additional fees and re-enrolment processes will apply.

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. The re-issuance of a Certificate or Statement of Attainment may take up to 10 business days to process and post.

Complaints and Appeals Procedure

AHT 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 AHT 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

AHT 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 or may happen at a time when unexpected events occur.

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, please email studentsupport@aht.edu.au and book a time. Support offered might include, but not limited to LLN, access to computers, financial issues.

Any medical problems or personal problems – please see your GP who will refer you to an appropriate Health Specialist. We are not qualified medical practitioners and cannot provide medical advice to you, however we will assist with directions to obtain further information.

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 debt	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 counselling	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 & advice	www.legalaid.vic.gov.au	1300 792 387
Mental health advice	www.beyondblue.org.au	1300 224 636
Poison Information Centre	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

AHT 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 AHT 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 AHT'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 AHT 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, AHT is our trading name, our company name is **J&F Corporation Pty Ltd**.

Conclusion

AHT is committed to the success of each and every student. 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.