



***Learner/Student Handbook***



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## HEALTH COURSES AUSTRALIA

### OVERVIEW

Health Courses Australia Registered training organisation (RTO) which has its base at Robina, on the Gold Coast of Queensland, Australia, where learners of training programs and also other learners may enjoy its provision of support and assistance. Health Courses Australia offers courses through online training, with face to face workshops for practical training.

### PHILOSOPHY

The principal purpose of Health Courses Australia is to provide education/training, and Health Courses Australia has the clearly demonstrated capacity to provide education/training of a high standard.

**PROGRAM OF STUDY** - Health Courses Australia offers:

### Qualifications

Code	Title	Extent									
CHC30208	Certificate III in Aged Care	Deliver and assess									
CHC40108	Certificate IV in Aged Care	Deliver and assess									
HLT32607	Certificate III in Pathology	Deliver and assess									
HLT41807	Certificate IV in Pathology	Deliver and assess									

### Units of competency

Code	Title	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
AURS241608A (*)	Carry out cash and/or credit/funds transfer transactions	Deliver and assess								
BSBCMM201A (*)	Communicate in the workplace	Deliver and assess								
BSBCUS201A (*)	Deliver a service to customers	Deliver and assess								
BSBCUS301A (*)	Deliver and monitor a service to customers	Deliver and assess								
BSBCUS401A (*)	Coordinate implementation of customer service strategies	Deliver and assess								
BSBFLM303C (*)	Contribute to effective workplace relationships	Deliver and assess								
BSBINM201A (*)	Process and maintain workplace information	Deliver and assess								
BSBINM301A (*)	Organise workplace information	Deliver and assess								
BSBINN201A (*)	Contribute to workplace innovation	Deliver and assess								
BSBINN301A (*)	Promote innovation in a team environment	Deliver and assess								
BSBMED301B (*)	Interpret and apply medical terminology appropriately	Deliver and assess								
BSBMGT401A (*)	Show leadership in the workplace	Deliver and assess								
BSBMGT403A (*)	Implement continuous improvement	Deliver and assess								

BSBWOR203A (*)	Work effectively with others	Deliver and assess																		
BSBWOR204A (*)	Use business technology	Deliver and assess																		
BSBWOR301A (*)	Organise personal work priorities and development	Deliver and assess																		
BSBWOR401A (*)	Establish effective workplace relationships	Deliver and assess																		
BSBWOR402A (*)	Promote team effectiveness	Deliver and assess																		
CHCAC316C (*)	Provide food services	Deliver and assess																		
CHCAC317A (*)	Support older people to maintain their independence	Deliver and assess																		
CHCAC318B (*)	Work effectively with older people	Deliver and assess																		
CHCAC319A (*)	Provide support to people living with dementia	Deliver and assess																		
CHCAC410A (*)	Collect technical data to support client health care plan	Deliver and assess																		
CHCAC412A (*)	Provide services to older people with complex needs	Deliver and assess																		
CHCAC416A (*)	Facilitate support responsive to the specific nature of dementia	Deliver and assess																		
CHCAC417A (*)	Implement interventions with older people at risk of falls	Deliver and assess																		
CHCAD401D (*)	Advocate for clients	Deliver and assess																		
CHCADMIN302D (*)	Provide administrative support	Deliver and assess																		
CHCADMIN403D (*)	Undertake administrative work	Deliver and assess																		
CHCAOD402B (*)	Work effectively in the alcohol and other drugs sector	Deliver and assess																		
CHCCH427A (*)	Work effectively with people experiencing or at risk of homelessness	Deliver and assess																		
CHCCH522A (*)	Undertake outreach work	Deliver and assess																		
CHCCM404A (*)	Undertake case management for clients with complex needs	Deliver and assess																		
CHCCOM403A (*)	Use targeted communication skills to build relationships	Deliver and assess																		
CHCCS305B (*)	Assist clients with medication	Deliver and assess																		
CHCCS311C (*)	Deliver and monitor services to clients	Deliver and assess																		
CHCCS400B (*)	Work within a relevant legal and ethical framework	Deliver and assess																		
CHCCS411B (*)	Work effectively in the community sector	Deliver and assess																		
CHCCS417A (*)	Provide support and care relating to suicide bereavement	Deliver and assess																		
CHCCS422A (*)	Respond holistically to client issues and refer appropriately	Deliver and assess																		
CHCCS424A (*)	Administer and monitor medications	Deliver and assess																		
CHCCS425A (*)	Support health professional	Deliver and assess																		
CHCCS426A (*)	Provide support and care relating to loss and grief	Deliver and assess																		
CHCCS427A (*)	Facilitate adult learning and development	Deliver and assess																		



	requirements in the community sector																		
CHCINF403D (*)	Coordinate information systems	Deliver and assess																	
CHCINF408C (*)	Comply with information requirements of the aged care and community care sectors	Deliver and assess																	
CHCINF505C (*)	Meet statutory and organisation information requirements	Deliver and assess																	
CHCLD315A (*)	Recognise stages of lifespan development	Deliver and assess																	
CHCLLN403A (*)	Identify clients with language, literacy and numeracy needs and respond effectively	Deliver and assess																	
CHCMH301B (*)	Work effectively in mental health	Deliver and assess																	
CHCMH402A (*)	Apply understanding of mental health issues and recovery processes	Deliver and assess																	
CHCMH411A (*)	Work with people with mental health issues	Deliver and assess																	
CHCNET301D (*)	Participate in networks	Deliver and assess																	
CHCNET404A (*)	Facilitate links with other services	Deliver and assess																	
CHCOHC303A (*)	Use basic oral health screening tools	Deliver and assess																	
CHCOHC401A (*)	Inform and encourage clients and groups to understand and achieve good oral health	Deliver and assess																	
CHCOHC402A (*)	Support clients and groups to learn practical aspects of oral health care	Deliver and assess																	
CHCOHC404A (*)	Recognise and respond to signs and symptoms that may indicate oral health issues	Deliver and assess																	
CHCOHC406A (*)	Provide or assist with oral hygiene	Deliver and assess																	
CHCOHC407A (*)	Apply and manage use of basic oral health products	Deliver and assess																	
CHCOHS312B (*)	Follow safety procedures for direct care work	Deliver and assess																	
CHCORG322B (*)	Contribute to implementation of service delivery strategy	Deliver and assess																	
CHCORG406B (*)	Supervise work	Deliver and assess																	
CHCORG423B (*)	Maintain quality service delivery	Deliver and assess																	
CHCPA301B (*)	Deliver care services using a palliative approach	Deliver and assess																	
CHCPA402B (*)	Plan for and provide care services using a palliative approach	Deliver and assess																	
CHCRH401B (*)	Work effectively in the leisure and health industry	Deliver and assess																	
CHCRH402A (*)	Undertake leisure and health programming	Deliver and assess																	
CHCRH404A (*)	Plan, implement and monitor leisure and health programs	Deliver and assess																	
FNSRETA309B (*)	Balance cash holdings	Deliver and assess																	
HLTAP301B (*)	Recognise healthy body systems in a health care context	Deliver and assess																	

HLTAP401B (*)	Confirm physical health status	Deliver and assess																	
HLTCA401C (*)	Perform electrocardiography (ECG)	Deliver and assess																	
HLTCA402C (*)	Perform holter monitoring	Deliver and assess																	
HLTFA301C (*)	Apply first aid	Deliver and assess																	
HLTFA402C (*)	Apply advanced first aid	Deliver and assess																	
HLTHIR301B (*)	Communicate and work effectively in health	Deliver and assess																	
HLTHIR402C (*)	Contribute to organisational effectiveness in the health industry	Deliver and assess																	
HLTHIR403C (*)	Work effectively with culturally diverse clients and co-workers	Deliver and assess																	
HLTHIR404D (*)	Work effectively with Aboriginal and/or Torres Strait Islander people	Deliver and assess																	
HLTHIR405B (*)	Show leadership in health technical work	Deliver and assess																	
HLTHIR506C (*)	Implement and monitor compliance with legal and ethical requirements	Deliver and assess																	
HLTIN301C (*)	Comply with infection control policies and procedures	Deliver and assess																	
HLTOHS300B (*)	Contribute to OHS processes	Deliver and assess																	
HLTOHS401A (*)	Maintain workplace OHS processes	Deliver and assess																	
HLTPAT301C (*)	Receive and prepare pathology specimens	Deliver and assess																	
HLTPAT303C (*)	Transport specimens and blood products	Deliver and assess																	
HLTPAT304C (*)	Collect pathology specimens other than blood	Deliver and assess																	
HLTPAT305C (*)	Operate efficiently within a pathology and specimen collection environment	Deliver and assess																	
HLTPAT306C (*)	Perform blood collection	Deliver and assess																	
HLTPAT308C (*)	Identify and respond to clinical risks associated with pathology specimen collection	Deliver and assess																	
HLTPAT315B (*)	Provide donor care	Deliver and assess																	
HLTPAT316B (*)	Pack and consign blood products	Deliver and assess																	
HLTPAT317B (*)	Operate effectively within a pathology testing environment	Deliver and assess																	
HLTPAT407C (*)	Perform electrocardiography (ECG)	Deliver and assess																	
HLTPAT409C (*)	Perform intravenous cannulation for sample collection	Deliver and assess																	
HLTPAT410C (*)	Collect pathology specimens other than blood for specialised testing	Deliver and assess																	
HLTPAT411C (*)	Perform blood collection for specialised testing	Deliver and assess																	
HLTPAT412C (*)	Collect arterial blood samples	Deliver and assess																	
HLTPAT413C (*)	Assist with pathology procedures	Deliver and assess																	



We provide a suitable, safe learning environment, with appropriate facilities and equipment, and conduct effective training programs using proven training methods and the most up to date information based on current research. Anonymous feedback is obtained from learners of our training programs to ensure that we are meeting your needs.

### **ADMISSION PROCEDURE**

Enrolments are accepted in order of application through an online enrolment process. The Refund Policy and the Complaints and Appeals Policy are available online in the Student Handbook and students are required to read these and the Student Handbook prior to confirmation of enrolment.

On application, and again when they confirm their enrolment, Health Courses Australia will discuss people's needs and provide information to assist them in choosing the training program most appropriate to their needs and situation.

### **REFUND OF FEES**

Notification of withdrawal from a course must be received in writing within 3 days of enrolment\*, in order to qualify for a full refund (less postage, handling and administration costs – minimum AUD \$50). No refund is available if withdrawal is sort after course commencement (i.e., course materials have been accessed by the student) and the total course cost or the total cost owing will be charged.

### **LEGISLATION**

We are subject to a variety of legislation related to training and assessment. This legislation is continually being update d and, therefore, the following websites are provided so that Learners may keep up with any amendments or changes.

#### **Vocational Education, Training and Employment Act, 2000, Reprinted as in force 20 Dec 2010**

This legislation governs the system for the effective and efficient provision of high quality vocational education and training and in particular encourages the generation of employment opportunities. The legislation provides pathways for all young people, and has a number of regulations and guidelines, the appropriate ones of which are encompassed in our quality system. For more information, access the following website:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

#### **Privacy legislation**

This act, the *Privacy Act 1988*, makes provision to protect the privacy of individuals and to give effect to the right of persons not to be subjected to arbitrary or unlawful interference with their privacy, family, home or correspondence. This means that you as Learners, are protected by this privacy legislation. Your Learner records are protected, and cannot be supplied to others without your consent. A procedure exists within our organisation for you to provide approval for release of information should you so desire. However, no information will be provided without your consent. For more information, access the following website:

[http://www.privacy.gov.au/publications/privacy88\\_030504.pdf](http://www.privacy.gov.au/publications/privacy88_030504.pdf)

#### **Anti discrimination**

This legislation, *the Anti-Discrimination Act, 1991* promotes equality of opportunity for everyone, protecting them from unfair discrimination and from sexual harassment, as well as other certain associated objectionable forms of conduct.

In particular, the legislation is aimed at protecting the rights of the four target groups such as women; people with a disability; people for non-English speaking backgrounds and people of Aborigine or Torres Strait Island origin.

It is not acceptable for any members of staff, or Learners to engage in any forms of sexual harassment, and any incidents of this type of behaviour should be reported to, and will be dealt with by the Chairman. For further information, access the following Website:

[http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrA91\\_06D\\_030401.pdf](http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrA91_06D_030401.pdf)

### **Workplace Harassment, Victimization and Bullying**

The *Workplace Health and Safety Act, 1995*, and in particular, *Prevention of Workplace Harassment Advisory Standard 2004* states that workplace harassment, victimisation and bullying cover a wide range of behaviours ranging from subtle intimidation to more obvious aggressive tactics, including which result in offence, intimidation and humiliation or threatens workers. There are a number of behaviours of workplace harassment, victimisation and bullying which are not appropriate and not acceptable and such behaviours should be reported to the Chairman who will act upon these immediately. For further information, access:

<http://www.dir.qld.gov.au/workplace/subjects/harassment/whatisharassment>

### **Workplace Health and Safety Act 1995, reprinted as in force on 1 Sept 2010**

This legislation, The *Workplace Health and Safety Act, 1995*, applies to all workplaces and work activities in Queensland, and is one which all staff need to be aware of. The purpose of this Act is to prevent a person's death, injury or illness being caused by a workplace. There is a responsibility by both employers and employees to ensure the workplace is safe and any hazards or unsafe practices are identified and acted upon. Any incidents or issues should be reported to the Chairman if identified by staff. This policy and procedure is also encompassed in our Quality System. For further information, access the following website:

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkplHSA95.pdf>

### **The Australian Quality Training Framework (AQTF), 2010**

You are about to consider becoming a learner in the process that can result in achieving a nationally accredited qualification.

This qualification can only be delivered to you by an organisation that has met the required national set of essential conditions and standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system. AQTF 2010 is the current version of the framework, effective from 1 July 2010.

These essential conditions and standards ensure you are provided with the highest quality training and assessment, and also that your provider meets these essential conditions and standards in supplying you with your qualification.

### **The Australian Qualifications Framework**

This is a framework which sets out all nationally agreed education and training qualifications in Australia. The vocational education and training sector delivers eight qualifications under this framework, ie Certificate I to Vocational Graduate Diploma. As stated in this handbook, you will see the qualifications offered by us, and their equivalent level under AQF. For more information, access the following website:

<http://www.aqf.edu.au/>

## **ACCESS AND EQUITY**

Health Courses Australia is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training where we can to those who are at a disadvantage, even seeking assistance for learners from relevant agencies or government departments.

Health Courses Australia meets the needs of individuals and the community through the integration of access and equity guidelines, and will apply equity principles to ensure equality of opportunity without discrimination by ensuring that our selection criteria is non-discriminatory, providing fair access to training for disadvantaged people.

We liaise with agencies and Government Departments when appropriate – e.g. for Austudy, literacy and numeracy support, migrant education and disability support in order to assist any of our Learners who may require assistance, in a non-interventionist manner.

## LANGUAGE, LITERACY AND NUMERACY SUPPORT

Health Courses Australia is committed to providing guidance or support to those learners who have any identified issues in relation to language, literacy or numeracy support.

Should a Learner require support, in a confidential interview information can be provided on access to appropriate support which is available. All information in relation to a learner's LLN skills is strictly confidential. More information can be obtained by visiting the following website –

[www.centrelink.gov.au/internet/internet.nsf/services/literacy\\_numeracy.htm](http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm)

## ANTI-DISCRIMINATION AND HARASSMENT

Under the above Acts, *the Anti-Discrimination Act, 1991* and *the Workplace Health and Safety Act, 1995*, Sexual harassment and anti-discrimination is against the law. Sexual harassment is any form of unwelcome sexual attention that is intimidating, humiliating or offensive. What constitutes sexual harassment to one person may be acceptable to another. It is every Learner's right to a sexual harassment free environment. Where instances of discrimination or harassment occur, they will be investigated in a confidential manner. If proved, the person responsible will be disciplined. For further information, please visit the following website –

[www.hreoc.gov.au/sex](http://www.hreoc.gov.au/sex) discrimination/sexual\_harrasment (described above)

## LEARNER ORIENTATION

New Learners have an orientation/registration session at the commencement of programs of study. At this time, Learners are given comprehensive information regarding their programs of study, delivery methods, assessment methods and dates and are made familiar with the policies and procedures which will affect you in your study.

## LEARNER GUIDANCE AND WELFARE

Health Courses Australia is committed to providing guidance where possible to assist in meeting your learning needs, by

1. Providing support from trainers/assessors to assist with learning and any queries related to assignments. Access to academic support is provided to students at risk of not making satisfactory course progress. An academic advisor will establish a support program which may include one or more of the following (but not limited to):
  - Accessing tutorials or study groups
  - Receiving individual case management
  - Receiving counseling
  - Receiving mentoring

A record of the intervention measures implemented will be given to the student and a copy kept in the student's file.
2. Referring Students to external support agencies or Government Departments for guidance or assistance during and following training eg:
  - Australian Counselling Service 3420 4127
  - Relationships Australia 1300 364 277
  - Lifeline (Brisbane) 131114
  - The Salvation Army 137258
  - Alcoholics Anonymous 3255 9162
  - Alcohol and Drug Info Service 1800 177 833
  - Drug Arm Australasia 3620 8800
  - Gambling Help line 1800 222 050
  - Language, Literacy and Numeracy Support – Nearest TAFE Institute (fees are charged for this training)
3. The designated staff member, who will be your official point of contact, is Vahini . She will provide advice, at no additional cost , on access to the above services which are designed to assist students in meeting course requirements and maintaining their attendance.

## LEARNER MISCONDUCT AND DISCIPLINE

Learners are required to observe any lawful direction given by a Health Courses Australia staff member in order to ensure the safety of individuals and the orderly conduct of learning programs delivered by Health Courses Australia. Learners must maintain a high standard of behaviour within the premises of Health Courses Australia and must not indulge in any acts which may result in damage to property or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises of Health Courses Australia. Appropriate action will be taken by Health Courses Australia should this be deemed appropriate, and an appeals process will be available to Learners upon any decision taken by Health Courses Australia.

## **HEALTH AND SAFETY**

There is always the potential for accidents and injury when attending training workshops, so we need to be aware of the need for taking precaution to avoid them. The most serious is in relation to emergency evacuation in the event of fire or other hazards. Your trainer/assessor will advise you of the evacuation procedures in case of an emergency, and we have an Occupational Health and Safety policy for your protection.

All safety precautions are undertaken by Health Courses Australia, and should a safety incident occur, you will be provided with an Incident Report to document the incident and its outcomes.

## **COMPLAINTS AND APPEALS POLICY**

Learners have the right to submit a complaint or appeal, preferably in writing, if they feel they have not been treated fairly in some way. Complaints are welcomed as a means of ensuring that we overcome problems faced by clients, and have the opportunity to improve the operation and delivery of our training programs.

1. A complaint or appeal may be lodged in person or in writing with Health Courses Australia, who will conduct an investigation, assess the situation and take appropriate action.
2. Learners who are dissatisfied with any academic decisions, or procedural issues should submit in writing their complaint or appeal to Health Courses Australia within twenty (20) days of the issue or the assessment.
3. Health Courses Australia will conduct an investigation within ten (10) days of receiving the complaint or appeal in writing, assess the situation and take appropriate action to resolve the situation.
4. If the complaint is related to training, Health Courses Australia will arrange a meeting with you as Learner to discuss the issue and seek to resolve it.
5. If the complaint is related to instruction or assessment, Health Courses Australia will arrange a meeting with the trainer/assessor and the Learner to discuss the issue.
6. Complaints relating to fellow Learners will be handled in the same way, with a meeting between the Learners involved and Director.
7. In the event of a complaint or appeal against Health Courses Australia trainers/assessors involving an alleged breach of civil law, the matter should be reported to take appropriate action, and if not resolved to your satisfaction, referred to the appropriate authority or Government Department.
8. The outcome of the complaint or appeal stating the reasons for the decision will be provided in writing to the person making the complaint or appeal.

We support a Learner's right to lodge complaint, and will not restrict this right in any way. We will do everything possible to address any complaints or appeals in an unbiased, professional manner.

[National Complaints Hotline Phone 1800 000 674](tel:1800000674)

## **APPEALS POLICY**

Learners have the right to appeal against an assessment decision with which they are not satisfied:

1. Appeals should be submitted within 20 days of receiving notification of your results personally or in writing to Health Courses Australia, who will conduct a re-assessment as the trainer/assessor.
2. If the outcome of the appeal does not satisfy the Learner, a further appeal may be made within 20 days of notification of the result, and evidence being provided to an independent arbiter.

- The results of the appeal will be provided to the Learner in writing.

### RECOGNITION OF PRIOR LEARNING (RPL)

An application can be made for RPL when the Learner believes that they have already attained the necessary skills and competencies elsewhere (work, other study etc.).

A comprehensive application for RPL kit is available from Health Courses Australia upon request. If you feel you have the skills, knowledge or experience required to apply for RPL, you will be able to have an interview with Health Courses Australia who will assist you with your application. You will be required to provide documentation to support your application. Your application will be processed and an assessment made as to the success or otherwise of your application. You will be notified in writing of the result. Should your application be successful, your results will be recorded on your Academic Statement.

### ASSESSMENT POLICY

Health Courses Australia has an assessment policy which is available for your information, that ensures Learners and trainers/assessors work together to achieve the training program aims. The following principles will be applied by Health Courses Australia to all assessment:-

- **Validity** – a true test, meeting the standards from the training package as well as industry requirements.
- **Reliability** – ensuring that assessments are conducted consistently with different groups or individuals to reflect a common standard.
- **Flexibility** – adjustments are allowed, taking into account the varying situations and circumstances of learners, but maintaining a consistent standard.
- **Fairness** – making allowances to ensure assessment is equitable and overcoming any disadvantage learners might have in relation to disabilities, language and literacy or capacity to apply what they are learning.

Our policy also includes a requirement that Learners are provided with clear, concise directions for assessment and recording of results.

### COMPETENCY BASED TRAINING (CBT)

To be eligible to pass your qualification, you must satisfactorily complete all the requirements of your unit of competency within a given time. This means that you will be assessed in terms of being able to do the job to industry standards.

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training. Ideally, progress within a competency-based training program is not based on time.

Competency based training or CBT, focuses on what a learner can do as a result of participating in training. At the end of training, a learner needs to be able to demonstrate their competency in a new skill. There will also be situations where a learner doesn't need to do any training before they can demonstrate their competency. They may have learnt how to do the task in any other number of ways. What matters is that they can demonstrate their competency, not that they have taken part in training.

Under Competency Based Training (CBT), there are competency standards. The concept of competency focuses on what is expected of an employee in the workplace rather than on the learning process, and embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is a broad concept that includes all aspects of work performance and not only narrow task skills. Each unit of competency describes the work performed in the workplace.

### WHAT IS A UNIT OF COMPETENCY?

A unit of competency is like a subject or unit of study. It is made up of elements and their associated performance criteria, and required knowledge and skills.

There are a number of units of competency in the training program or training programs you will study.

### **ELEMENTS AND PERFORMANCE CRITERIA**

Competencies are subdivided into elements and elements are further subdivided into performance criteria. You will need to successfully demonstrate the skills contained in both the elements and the performance criteria and required knowledge and skills.

### **HOW WILL I BE ASSESSED?**

All assessment is set out in the overview to each competency or competencies which is provided to you at the commencement of each workshop or class. Once this assessment has been successfully completed, you will receive a result which will count towards your qualification.

### **RESULTS**

Assessments will be marked “competent” or “not yet competent.” Units of competency results will be recorded for you. At the completion of your training program or individual unit your qualification will be issued showing the units of competency in which you have achieved. If you do not complete your training program you will be eligible for a Statement of Attainment for any units of competency achieved.

### **FINAL GRADINGS**

Final gradings for individual competencies following each semester will be made through provision of a written Statement of Attainment issued officially. Final grades in any competency will be made available to individual Learners by way of a Statement of Attainment or, on the completion of all competencies, a qualification award.

### **PHYSICAL RESOURCES WHICH ARE AVAILABLE**

Health Courses Australia has training facilities at Robina, on the Gold Coast, which have the following physical resources used in the delivery of training and assessment workshops

- Training rooms

The following resources are available for the training room:

- Fans and heating (for winter)
- Tables and chairs
- Lounges
- Coffee and tea facilities, milk and sugar
- Relevant equipment for aged care and pathology training workshops

Training rooms are well equipped with comfortable learner seating with a large white-board and training facilities.

If our training programs are offered in alternative locations, these resources will also be available.

### **WITHDRAWAL FROM A TRAINING PROGRAM**

If you wish to withdraw from a training program or a unit of competency this may be negotiated with you and Health Courses Australia.

### **NATIONAL RECOGNITION OF QUALIFICATIONS OR STATEMENTS OF ATTAINMENT ISSUED BY ANOTHER RTO**

Health Courses Australia supports the national policy of this recognition of qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), regardless of the location, provided that the RTO is registered to offer units of competency which exist within the qualification being offered by Health Courses Australia and which may also exist in other Training Packages.

### **ACCESS TO PERSONAL RECORDS**

If a student makes application to obtain access to their personal records they must do so in writing and provide this written application to Health Courses Australia who will ensure the personal records are provided within seven (7) working days from the date of the application. If a student wishes to allow a third party to access their personal records, they must make application in writing on Form 54.1 “Release of Information to a Third Party”. Health Courses Australia will provide the information requested within fourteen (14) days from the receipt of the application.

*We hope you enjoy your time with us!*

**Vahini Panda**  
**Principal Executive Officer**  
**Health Courses Australia**

**Acknowledgement Declaration**

I acknowledge that I have read and fully understand the contents of this Learner/Student Handbook, which outlines the conditions my rights and responsibilities as a learner and that I have also received induction information into my training program.

.....  
Name

.....  
Signature

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Date

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Name of Witness

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Signature of Witness

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Date

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