



Student Handbook 2011

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Outlined below is information that the student may require for your training. If the students have any queries, please contact our helpful staff.

Code of Practice

Every industry has its own codes of conduct and practice. For more information to see what your profession expects from the student please refer to Health Skills Australia Pty Ltd (HSA) policy and procedures which can be found online 'HSA student' tab.

Course Accreditation

All Health Skills Australia Pty Ltd qualifications are fully accredited. At the successful completion of training, students are issued with a statement of attainment detailing the unit(s) of competence that have been achieved. The units of competence and qualifications delivered by HSA come from the Nationally Endorsed Training Packages.

Entry Requirements

Some qualifications and courses may have specific entry requirements like level of education achieved, VETASSESS score or pre-requisite course. HSA can advise on these requirements at the time of enrolment. A deposit is required to be paid at time of offer to secure your place. Upon enrolment an invoice for any course fees and payments will be issued.

Provision for language, literacy and numeracy (LLN) assessment

As part of the selection process to any course of study the prospective student's language, literacy and numeracy skills will be assessed.

Assessment may include

- Recognition of any other English language formal educational programs, including Year 11 and Year 12
- VTAC Pi (personal information)
- Completion of pre-training review questionnaires
- Pre-training review interview & one-on-one discussions
- Participation in class discussions, activities, team work and group work exercises
- Any written assessment tasks
- VETASSESS
- IELTS Score

RPL, RCC, Credit Transfer

Students are able to apply for **Recognition of Prior Learning, (RPL)/ Recognition of Current Competence (RCC)**. RPL is a process through which experience in the workplace, in voluntary work, in social or domestic activities, through informal or formal training or other life experiences, can be accessed via a recognised process. This information is used to prove your competence in selected units of competence. This evidence must be current for the student's application to be approved.

Credit Transfer (CT) is learning achieved through formal education and training. In this process the initial unit of competence is equivalent unit of competence. The student can produce a 'Statement of Attainment' as evidence that the student has in the past completed and passed the assessment requirements of the identical unit of competence.

Why apply for RPL?

The advantages of applying for RPL/RCC are:

- The student can establish whether your experience is similar to that required by the course.
- If the student has already achieved some of the learning outcomes this could mean a reduced course load
- RPL/RCC process recognises areas of current competence

How does it work?

If a student thinks they might be eligible, they should talk to the Course Coordinator about:

- how the process works
- how your experiences may support your application.

The student needs to:

- Enrol in the Unit/s
- Pay the Enrolment Fee.
- Pay the RPL/RCC Application Fee of \$50.00, (GST inclusive) per unit of competency
- Fill in the application form provided with this information.
- It is advisable to apply 4 weeks prior to the commencement of a unit. This will allow for the option that, if the application is unsuccessful, the student can then choose to either participate in the unit or withdraw.
- On the form the student records the details of your experiences and matches them up with the learning outcomes. The Course Coordinator can provide the student with a copy of these.
- Listed below is a range of evidence that may be used in support of your application for RPL/RCC. This list should be used as a guide only:
 - Certificate of achievement
 - Reference/letters of support - work/social
 - Evidence of committee work
 - Demonstration of skill
 - Record of academic results
 - Samples of work (folio)
 - Materials/tools worked with
 - Referee/industry representatives
 - Video
 - Audio cassettes
 - Photos published works E.g. operational manuals
 - Reading lists
 - Letters/memos written at work
 - Speeches written
 - Scrap books
 - Position Description/s
 - Budgets
 - Magazine/newspaper articles about work
 - Rosters/timesheets
 - Duty statements/job specifications
 - Curriculum Vitae
 - Community Industry Awards
- Download the form and attach any supporting documents then give the original documents to the Course Coordinator.

Getting RPL/RCC Results

After the application has been assessed, the student will be notified within 7 days of the decision.

Assessment

A variety of methods are utilised to assess students.

There is an on-the-job component to be assessed by a workplace supervisor for those undertaking a traineeship.

Some courses, like nursing, require assessment of a student's ability to apply skills and knowledge in a workplace setting. Clinical placements can take place in aged, mental health and acute care settings.

Students may be required to attend formal assessment of practical skills in the laboratory setting.

Assessment of theory in the form of essays, assignments using case studies and scenarios, exams/tests either online or hand written, and in class presentations.

All written work requires an "Assessment Front Sheet" to be completed and attached to the work when submitted. This is mandatory and the 'Assessment Front Sheet' can be downloaded from the HSA online learning and assessment centre.

It is the student's responsibility to ensure they keep a copy of all work submitted.

Should a student be assessed Not Yet Competent (NYC) an opportunity will be made to be re-assessed at the earliest time that is mutually convenient. If the student is not deemed competent the student may need to re-enrol in the unit. This re-enrolment is at an additional cost to be advised at time of application.

Extensions must be applied for at least 3 days prior to the due date using an 'Application for Extension' form which is available from the office or can be downloaded from the HSA website. Please [click here](#) to download the form. These applications must be applied for and approved in writing.

Mandatory Workplace Checks

Some courses require a 'Police Check' and a 'Working with Children' (WWC), to be eligible to attend clinical placement. Students should submit their applications within the first three weeks of course.

Police check: it is now mandatory to be within 12 months of issue date at time of each placement; WWC compulsory for all students (if they choose 'volunteer', there is a nominal charge as student) or the student can pay \$77 and valid for 5 years.

Successful completion of the clinical component of the course is a requirement and will affect your ability to attain the qualification/registration. If the student has any disclosable outcomes the student will need to make an appointment to see the Clinical Coordinator to discuss the next steps.

Vocational Outcomes

Completion of VET qualification improves the full-time employment opportunities for graduates as compared to individuals who do not undertake post-school qualifications. Then for those working full time, it increases their wage, occupation and permanent employment outcomes.

The full-time employment outcomes achieved by individuals who complete a VET qualification are significantly higher than their relevant comparison groups immediately after the groups enter the labour market. The VET qualifications appear to smooth the transition to full-time employment for graduates. Over time, differences between the employment outcomes of VET graduates and the comparison groups narrow, as the outcomes of the comparison groups improve.- Longer-term outcomes for individuals completing vocational education and training qualifications, Chris Ryan, Report to NCVER, 15 March 2002

Refunds

Short Courses

Refunds will not be issued once training has commenced. Should a student fail to notify HSA of their inability to attend (no less than three working days prior to the commencement of the course) the full fee will apply. If HSA has received three working days notice an administration fee of \$100 (plus GST if applicable) per course will apply. The student is entitled to transfer to another date at no additional fee if a place is available.

Where a student withdraws while fees are in arrears, the balance due to HSA will be payable within 7 days of the date of withdrawal.

Protection of Fees

Fees received are banked on a regular basis and are secured.

Complaints or Appeals

Steps to take in lodging a complaint or appeals:

1. If appropriate, try and speak directly to the person with whom the student have an issue and sort out the issue informally. It is understood this may not always be possible or desirable, if so proceed to step 2
2. Request a complaint form from the Training Manager.
3. Fill out the Complaint form in as much detail as possible. It is important to have as much information as possible
4. Submit the form to the Training Manager.
5. The Training Manager will contact the student with 2 working days of receipt of the form to arrange an interview with the student.
6. The Training Manager will attempt to resolve the complaint and will recommend appropriate action.
7. Referral to and external mediation process may be appropriate

If the student is a trainee and is dissatisfied with the outcome of the resolution process the student may take their complaint to an independent arbitrator or Apprenticeship Hot Line.

Apprenticeship Hot Line:

ph: 1300 722 603
fax: (03) 9637 3564
email: appshotline@edumail.vic.gov.au

The independent arbitrator is a person experienced in the VET sector and in training and assessment issues. He or she will review your complaint or appeal and come to a judgment which will be binding on both yourself and HSA.

Student Rights and Responsibilities

The student has the right to:

- experience quality training
- question and have their questions answered
- a clean, friendly and supportive environment
- enter into discussions enthusiastically
- adequate breaks from training
- access to appropriate aids for learning

The student has the responsibility to:

- be punctual and regular in attendance.
- behave in a manner that respects your fellow students and HSA staff
- dress in a manner appropriate to the training being undertaken
- be patient with other students/candidates
- have a positive attitude towards their training
- avoid private conversations while someone is speaking.
- charge computers for note taking outside class times
- turn mobile phones off in classes

Student Progress

Student participation in, and progress through the course is observed for signs of the student who may not be coping with the demands of study. The following are some of the key areas that are monitored like your grades and attendance:

- 80% attendance is required and forms part of your overall assessment
- Late submission of work without request for exemption is considered to have failed the first attempt and is now considered resubmission of the work
- 2 failed attempts of any one assessment task
- A number of failed first assessments

Students who are identified as being at risk of not completing the course are discussed at the **Student Progress Committee** meeting to consider the issues and find solutions if able.

RTOs Rights and Responsibilities

The RTO has the responsibility to:

- Maintain information on assessment in accordance with the Privacy Act.
- Employ qualified assessors with relevant industry experience.
- produce delivery and assessment resources
- maintain all RTO student records
- provide an inclusive supportive environment for student learning

Establish procedures to:

- Conduct program training assessments that promote the principles of VET assessment i.e. Fair, Flexible, Valid, Reliable
- Appeal processes for assessment or RPL outcomes
- Issue Statements of Attainment/certificates to successful student
- Provide an accessible RPL processes
- Provide copies of policy and procedure upon request

The RTO has the right to:

- Enforce all RTO policies and procedures

Termination of Training

The RTO has the right to terminate training under the following circumstances.

- The student/candidate attends class or presents to the clinical work environment under the influence of drugs or alcohol.
- Where the student puts him or herself, and others, at risk while training is being conducted.
- The student's behaviour is inappropriate and disrupts the ability of others to learn.

Student Welfare Support Services

HSA recognises that people learn in different ways and at different rates. If a Trainer recognises that a student is having difficulty the Training Manager will provide support to the student & trainer in finding solutions. Any person who wishes to undertake a course who has a non English speaking background is able to access translation services and software.

Three free confidential counselling sessions are available to all students. See the Training Manager for more information.

Access and Equity

HSA encourages people who consider themselves to have a disability or are from any disadvantaged group in society to apply for entry to any course offered.

Prospective students who consider themselves to be in this group are advised to contact the Training Manager on 03 9633 0190 or email on Julie.Clifford@navitas.com to discuss their enrolment and any special requirements or issues.

Smoking

HSA is dedicated to improving health outcomes for all, including our students. Smoking contributes to many diseases and passive smoking can cause disease in non-smokers. Therefore, smoking is not permitted in any classroom or HSA facility and is not permitted within 10 metres of any HSA facility.

Intellectual Property

Teaching materials and other documentation are the property of HSA or the copyright owner. Students are not permitted to use, distribute, copy or disseminate in any form any HSA intellectual property without the express permission of HSA via the Training Manager.

Privacy Policy

Student information is collected on the Enrolment Form for the purpose of training, registration, assessment results, certification and other related matters.

Students are asked to approve the use of this information by contracted trainers/ assessors and organisations associated in the delivery of training by signing the enrolment form.

Access to records

Upon application in writing, students have access to:

- View marked assessment workbooks;
- Summary of all their own results.

Students requiring access to their records or information are required to email their request to

Tanina.Davenport@navitas.com

Copyright, Academic Acknowledgement, Collusion and Plagiarism

Definition:

Plagiarism is the reproduction without acknowledgement of another person's words, work or expressed* thoughts from any source. The definition of words, works and thoughts includes such representations as diagrams, drawings, sketches, pictures, objects, text, lecture handouts, artistic works and other such expressions of ideas, but hereafter the term 'work' is used to embrace all of these.

Plagiarism comprises not only direct copying of aspects of another person's work but also the reproduction, even if slightly rewritten or adapted, of someone else's ideas. In both cases, someone else's work is presented as the student's own.

Collusion is when students have collaborated or shared work that is not considered to be part of the approved assessment.

Students requiring access to their records or information are required to email their request to Julie.Clifford@navitas.com

It is a fundamental principle of academic endeavour to acknowledge the academic work of others when developing material for assessment or publication, in order that:

- the precedence of others' work is acknowledged,
- the work is linked with other groups of authors, and other intellectual and research traditions, and
- the reader may become aware of omissions in the work referred to by the author.

In all academic work submitted for assessment, students must:

- comply with the appropriate acknowledgement and referencing standards of their course, as detailed in the course outline or assignment specification, 'APA style' is the referencing style stipulated by HSA. Please click [here](#) for more details about APA style referencing.
- submit for assessment their own individual and unassisted work, except as otherwise permitted.

Plagiarism or collusion is not acceptable and disciplinary action may result.

* see the [Copyright Act](#)

Common Forms of Plagiarism:

1. Downloading an assignment from an online source and submitting it as your own work.
2. Buying, stealing or borrowing an assignment and submitting it as your own work.
3. Copying a section of a book or an article and submitting it as your own work.
4. Quoting from a source 'word for word', without using quotation marks is plagiarism.
5. Copying, cutting and pasting text from an electronic source and submitting it as your own work.
6. Using the words of someone else and presenting them as your own.
7. Using significant ideas from someone else and presenting them as your own. Putting someone else's ideas into your own words and not acknowledging the source of the ideas is plagiarism.
8. Copying the written expressions of someone else without proper acknowledgement. Lifting sentences or paragraphs from someone else, even with proper acknowledgement, gives the impression that the idea or information comes from the source cited, but that the phrasing, the choice of words to express it, is your own contribution.

Resist the temptation to 'cut and paste' text directly from an electronic resource into your assignment. The student should rewrite any information in your own words. When using the internet, cite the source of anything that the student borrows, including material from web pages, email, and newsgroups. These materials are the words and ideas of people who deserve to be given credit.

The internet can be a great source of information and an effective research tool. However, just because electronic information is easily available does not mean it is 'free'. Information the student finds online should be referenced, just like any other source. For referencing purposes, always make a note of the 'address' or URL of web pages and the date the student accessed the material.

If the student is ever tempted to download a paper, please remember that academics are experts in the words and ideas of their discipline. There are strategies and a software package to identify internet plagiarists. Remember, if the student found the paper, so can your lecturer or tutor!

Wikipedia cannot always be not considered an accurate source of information for assignment/assessment work.

Relying too much on other people's material. Avoid repeated use of long quotations. Too many direct quotations (even with quotation marks and with proper acknowledgement) result in your sources speaking for the student, meaning your own contribution is minimal. Use your own words more and rely less on quotations.

Alcohol Policy

Consumption of alcohol is not permitted at HSA facilities. Students who are suspected to be under the influence of alcohol or drugs will not be permitted to attend class.

Pets

Pets are not permitted in any HSA facility. The only exception is a registered guide dog.

Access to Computers

It is a condition of enrolment that students have access to a computer to access the internet. The internet provides a gateway to valuable learning resources, government agencies and to students and teachers. Some mandatory functions can only be done online e.g. a Police Check and online tests. Personal computers are permitted in class rooms for purposes of note taking and access to learning resource material. PC's must be pre-charged before entering the classroom and recharged in breaks if necessary. Cords across the room is considered an OH&S hazard.

Use of computer equipment must comply with HSA computer use Policy and Procedure.

HSA will not accept responsibility for theft, loss or damage of any private equipment.