



Student Handbook

Australian Healthcare Academy



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Australian Healthcare Academy

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forward

Welcome to the Australian Healthcare Academy! We are really excited to be able to tell you a little bit about our organisation, what we do, how we do it and what to expect.

Investing time and money to further your education is a big step. It is not just about selecting the right program or qualification – it is also important that you select the right training provider.

This Guide has been developed to provide you with the information needed to fully consider all your choices and confidently make the decision that is right for you.

For new and potential students, we would encourage you to read our Consumer Protection Student Policy and Procedure Manual found on our website. This manual has detailed Student policies and procedures that will be a valuable resource to inform your enrolment decision.

If you have questions, or would like to provide us with your feedback please contact one of our friendly staff members by phone 1300 953 276 , email admin@healthcareacademy.com.au or message us on Facebook.

We look forward to answering your questions soon!

Jacqueline Apps

Director of Education and Training/RTO Manager
Australian Healthcare Academy

using the guide

Information contained in this Guide has been divided into five sections. Each section aims to help prospective and current students make informed decisions about their enrolment, understand their rights and responsibilities and learn more about our organisation.

The Guide provides a summary of key information and will direct you to places where you can find additional information such as student related policies and procedures, if needed. Your Course Handbook will tell you all that you need to know about your particular program, what units or subjects you are doing, how to prepare and how you will be assessed.

We recommend that you use both the Course and Student Handbook like a consumer checklist, as you work your way through each document check that all of your questions have been answered and you have all the information you need to make an informed decision. If you come to the end and still have a question or require additional information contact us.

about the Australian Healthcare Academy

The Australian Healthcare Academy is a Training Organisation or RTO, registered with the Australian Skills Quality Authority or ASQA (RTO ID 45164).

We deliver nationally recognised or accredited training and assessment qualifications through the RTO arm of our business. We also offer a range of non-accredited professional development short courses, transition and introductory programs for nurses who are wanting to refresh their skills or move into other areas of nursing.

You will know which program is Nationally recognised by the program information and banners. All nationally recognised training programs are clearly identified by the use of the Nationally Recognised Training logo. Each training product also will have the full unit code and title of the training product listed. Our non-accredited programs are labelled as non-accredited, CPD or Private Courses.

Since 2014 we have been running a variety of programs aimed to improve patient care, build nurse competence and confidence.

Run by nurses for nurses, AHA's practical nursing programs aim to develop your ability to think critically, problem solve and provide care that is of the highest quality. To do this our programs target the knowledge and skills you need to become work ready. To support the clinical side of our training we work with some of Australia's largest healthcare providers such as health care and Healthscope.

Our mission is to produce nurses whose practice is not only excellent but who have a strong commitment to delivering person centred care that makes a positive difference to their patients and families!

student services

NSW Training Facilities

The Australian Healthcare Academy has training facilities that have;

- Classrooms equipped with whiteboards and access to data projectors
- WiFi
- Kitchen facilities with fridge and a microwave.
- Fully equipped nursing laboratory. Some of the equipment used include simulation mannequins, hospital beds, resuscitation trolleys, IV pumps, S4 and S8 drug cupboards and other medical equipment such as ECG machines.
- Whilst our building in St Leonards has disability access, we do not have a bathroom with a disabled toilet.

Facilities closely located to our Training Rooms include public transport, numerous food outlets, supermarkets, post offices, banks, libraries, and medical centres.

There are several parking lots that have early bird parking within a short walk from our Training rooms at - https://www.parkopedia.com.au/parking/st_leonards/?arriving=202004122030&leaving=202004122230

Other States

In Melbourne and Brisbane, we rent training rooms and nursing labs from other training providers. A check to ensure the educational facility meets 9B standards is undertaken before any new venue is used. All rooms used have classrooms equipped with whiteboards and access to data projectors and where needed a fully functioning nursing laboratory – we will tell you where those programs are being run at enquiry.

how we can support your learning

The Australian Healthcare Academy is 100% committed to supporting you through your learning journey. We can provide services related to study support, study skills and assessment support -i.e. more time in the nursing lab, developing study skills, providing reasonable adjustment, competency and assessment support and through the development of a learning and assessment plan that is designed just for you!

We understand that some students may need support outside of our area of expertise (standard training and assessment support e.g. development of foundation skills or academic counselling) in these instances, we have developed referral partnerships with key organisations that can help.

developing an individualised learning and assessment plan

To ensure that we provide our students who may need additional support with a program that meets their needs, we develop a plan just for them. This plan is called an *“Individualised Learning and Assessment Plan”*. The (Plan) is developed by the Educator (Trainer/Assessor) in partnership with the student.

The Plan outlines how training is to be delivered and any adjustments to the assessment process. As each Plan is developed for a specific person it could focus on a range of different things. For example, how documents are printed or distributed the size of font used or the colour of paper used for printed documents.

The aim of the Plan is to develop practical and well thought out strategies to help the person successfully complete their program. Whilst ideally the Plan is developed prior to commencement it can be developed at any time. To ensure the Plan works we obtain feedback throughout the program and adjust the strategy where required.

enrolment and screening

Through the completion of an enrolment form and other routine screening activities, applicants with special needs and additional support requirements are identified and supported. Where applicable, our Program Coordinator will contact the person to discuss what services are available (internally or externally) and identify whether these services would meet their needs.

What will we discuss? This may vary but could include the use of available support services, assistive technology, equipment, resources and possible adjustments to learning and assessment. Where specialised support is needed and consent has been provided, we can refer participants to the relevant specialised service.

take home message

We are dedicated to working and supporting you through each step of your learning journey. If you need additional learning or support, or your training and assessment process needs to be adjusted we will work with you to develop a plan to do just that. Students can speak to one of our team at 1300 953 276 or email us on admin@healthcareacademy.com.au if they have any questions or require further assistance.

our staff

We are committed to providing a high-quality education service that meets the expectations and compliance requirements of industry, government and our regulatory body.

Our recruitment, induction and performance management processes ensure that our staff have the qualifications, skill and knowledge to deliver qualifications that are industry relevant, educationally sound and focussed on best practice.

Our Educators (Trainers and assessors) hold the Certificate IV in Training and Assessment (TAE40116 or its equivalent) or a diploma or

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higher-level qualification in adult education (e.g., TAE50111 Diploma of Vocational Education and Training or TAEDES50211 Diploma of Training Design and Development or their successor).

Only Educators who have industry relevant qualifications, current experience in completing the tasks required by the qualification and or program and extensive knowledge in industry (as outlined in the relevant training package and demonstrated at the qualification and unit of competency level), are employed and authorised to deliver/assess nationally recognised training.

We require our Educators to undertake a variety of activities in their industry specific area to maintain and develop industry currency. Examples of activities that our Trainers/Assessors may participate in include but are not limited to;

- Regular exposure to industry workplaces and participation in work related tasks (e.g. working in industry on a volunteer, casual or part time basis).
- Participation in industry relevant professional development activities.
- Participation in networks and/or attend industry related conferences.
- Completion of accredited and/or non-accredited training.
- Self –directed learning activities – e.g. reading journal or online articles.
- Participation in validation/moderation activities.

Our Trainers/assessors are also expected to participate in professional development activities related to the delivery of vocational training and assessment. By participating in a variety of professional development activities each year they maintain, upgrade and continuously develop their training and assessment capability.

our programs

All our programs are developed, reviewed, validated and evaluated systematically to ensure that they are of highest quality, meet the requirements of the relevant training package and ensure graduates have the skills and

knowledge required to work effectively in industry.

To do this we engage with our industry partners asking key questions about the tasks that workers are required to complete, what they are expected to know and what strategies we should use to best assess their skills and knowledge in a practical and relevant way. We ask industry to provide us with feedback on our programs and assessment tools to confirm that they are current, industry relevant and build/assess the skills needed to get a job or work in the qualification related job role.

In accordance with our Quality Assurance Policy and Procedure all products listed on our scope of registration are reviewed by a person independent of the design process who has extensive experience in instructional design, and who holds the Certificate IV in Training and Assessment (TAE40116, or its equivalent or higher). In addition to the independent review a panel of industry and education specialist regularly review the process and assessment judgements made by our Educators checking that our processes, systems and tools and templates are compliant with the Standards for Registered Training Organisations (RTOs) 2015, meet the requirements of each unit of competence and are educationally sound.

resources

As a student, you will be provided with a Course Guide which will give you an overview of your program so you know what to expect, and for those who like to prepare in advance, the information needed to do just that.

You will also be supplied with the information and learning and assessment resources relevant to your program. Resources are customised for each program. For example, some programs will use online training and assessment resources, whilst others may have hard or electronic subject work booklets or textbooks. Your Course Guide will explain what resources your program uses. If you are unsure of what resources are provided for your program please contact the Program Coordinator on 1300 953 276 for more information. .

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student selection

Our enrolment and selection process is undertaken in a manner which is fair, transparent and non-discriminatory (regardless of religion, gender, disability, sexuality, sexual preference, culture or ethnic background).

General principles that underpin this process are as follows;

- We comply with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Enrolments are screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Student selection is based on;
 - The prospective student's application being fully completed including a USI.
 - Program/course eligibility and pre-requisite requirements being met.
 - Fees paid in accordance with our 'Fees and Refund Policy and Procedure'
 - Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Students are able to make a complaint or appeal an enrolment decision according to our "Complaint and Appeals Policy and Procedure".
- Refunds where required are provided in accordance with our 'Fees and Refund Policy and Procedure'.

For more information or to obtain a copy our "Student Selection and Enrolment Policy and Procedure" contact us at

admin@healthcareacademy.com.au.

unique student identifier

For those enrolling in nationally recognised training you will need a USI. Your Unique Student Identifier (USI) is a reference number which creates an online record of all qualifications or nationally recognised training that you have completed in Australia.

Your USI will give you access to an online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

Your USI will enable you to access your records and results achieved after 2015 online, anytime and anywhere.

All students enrolling in a nationally recognised qualification or course must provide a copy of their USI as part of the enrolment process.

Getting a USI is free and easy and can be done in under 15 minutes.

You can apply directly at <http://www.usi.gov.au/create-your-usi/> or if you do not have a USI and are unable to go online to apply for one we can do this on your behalf.

If you would like us to apply for a USI on your behalf all tick this option on the enrolment form and read the [Australian Government Privacy Notice](#).

We are not able to issue your certificate, record of results or statement of attainment without a verified USI. You will need to provide consent on your enrolment form so that we can verify your USI as part of your enrolment process.

For more information, please visit: usi.gov.au or contact us to obtain a copy of [Students and the USI – A Fact Sheet for Students](#) or alternatively you can speak to one team on 1300953276 email us on admin@healthcareacademy.com.au

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changes to agreed services

Students will be notified as soon as reasonably practicable if any changes occur to the following:

- Program dates, locations and other educational services
- support services identified
- any change in ownership
- any changes to, or new, third-party arrangements for the delivery of training and/or assessment ;
- a 'third party' is any party that provides services on behalf of the RTO services means training, assessment, related educational and support services and student recruitment services.

changes to the qualification you are studying

Nationally Recognised Training and Assessment

From time to time, qualifications and units of competency (units) are changed due to emerging industry requirements. When qualifications or units are upgraded, the 'old' qualification/unit is called 'superseded'.

If your qualification or some of your units of competency become superseded during the time you are studying, we will offer and encourage you to transfer to the new qualification/unit (once the new qualification/unit is on the Australian Healthcare scope of registration). This process is called 'transitioning.'

Course Cancellation

Whilst the Australian Healthcare Academy endeavours to run all scheduled training programs at times these programs may be cancelled or put on hold. In these instances, you will be offered the opportunity to have your fees fully refunded and/or your enrolment wait listed to the next scheduled program. We will keep you updated on your enrolment via SMS or email.

deferment and withdrawal

Australian Healthcare Academy understands that throughout your enrolment, problems or issues may arise that may impact on your ability to keep up with the workload of your program, attend class or complete your assessment tasks on time. If this is the case, we are committed to helping you explore and find possible solutions that may help you complete your program.

If you find that you have an issue or a problem that is impacting on your ability to complete your program, we would strongly encourage you to speak to your Trainer or one of our friendly and supportive staff before you decide to disengage from your studies.

Where an immediate solution cannot be found and you are enrolled in **accredited training** you may wish to defer your studies. Deferment may be granted on your request for a period of 6 months (from the date of deferment). Where you wish to defer your enrolment greater than the 6-month period you will be required to pay additional fees and undergo a further review process (this is because some qualifications may not be able to be offered after a certain period). Refunds are not granted unless extenuating circumstances exist.

Students enrolled in non-accredited training can defer program commencement for up to 3 months.

Students can write a letter or email the Administration Assistant on admin@healthcareacademy.com.au to request a deferment of their enrolment. We will notify you in writing of the outcome within 3 days of receipt. All related correspondence will be stored in the organisations student management system.

Where you wish to cancel your enrolment or withdraw from their course you are encouraged to let us know as soon as possible so that we can finalise your enrolment, send out a Statement of Attainment (where units of competence have been assessed as competent

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– nationally recognised training) and where applicable refund fees.

If you are enrolled in a non-accredited unit or program of training, refunds will be issued to students who withdraw >14 days prior to course commencement. Withdrawals made with <14 days before course commencement, will be subject to the terms and conditions of the program. Refunds will only be granted in extenuating circumstances.

There is a 100 % no refund policy on all short course withdrawals made within 48 hours of course commencement.

If you would like to further information on deferment or withdrawal please speak to one of team on 1300953276 or email us on admin@healthcareacademy.com.au.

To download a copy of the Fees and Refund Policy and Procedure visit our [website](#).

protecting the rights of our consumers

We are committed to ensuring that the rights of our consumers are maintained at all times. We do this by;

- Ethical and accurate advertising and marketing.
- Providing you with sufficient information to make an informed enrolment decision.
- Protecting any student's fees paid in advance.
- Safeguarding consumer personal information through our privacy policy and procedure.

If you are want more information on how we protect the rights of our consumers, read our "Consumer Protection Policy and Procedure" found on the footer of our [website](#) .

making a complaint or appeal

We understand that from time to time some students may wish to make a formal complaint about an aspect of service delivery or may choose to appeal an assessment decision or process that they feel is unfair. We welcome such feedback as it provides us with valuable information that can be used to improve the delivery of our service.

lodging a complaint or appeal

informal complaint

You are encouraged to raise your complaint/appeal with the relevant person or speak to your Trainer as soon as a grievance arises. Our Trainers are experienced in resolving issues at an informal level and ensuring that our students have a positive experience. All complaint/appeal information is managed in accordance with the organisations Privacy Policy and Procedure.

formal complaint

If the complaint/appeal remains unresolved you can escalate your complaint or appeal to our Consumer Protection Officer by writing an email or a letter outlining the type and the cause of your grievance. You can send correspondence to the Consumer Protection Officer Email:

Consumerprotection@healthcareacademy.com.au; or Tel: 1300 953276

To ensure the finalisation of results students are asked to lodge an appeal within 28 days of the unfavourable assessment decision being made.

Acknowledgement of Complaint and or Appeal

Within 3 working days of receiving a formal complaint/appeal the Consumer Protection Officer will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

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Investigation/Moderation

A comprehensive investigation that respects the rights and privacy of all involved, subsequently occurs. The principles of procedural fairness and natural justice are adopted at each stage of the complaint process.

In the case of an appeal your assessment task(s) is reviewed by a suitably qualified independent panel (moderation activity) to ensure that the principles of assessment and rules of evidence have been implemented. Recommendations from that activity inform the outcome of your appeal.

Continuous Improvement

Where an investigation or moderation activity identifies opportunities for improvement these are actioned through the organisation's continuous improvement process. Request to see Quality Assurance Policy and Procedure for more information.

Outcome Notification

To ensure a fair and objective process the decision maker is always independent of the decision being reviewed.

Appellants have their result reviewed following the completion of a moderation activity. If the moderation activity concurs with the initial assessment decision the student will be offered a reassessment opportunity however if the moderation activity disagrees with the initial outcome the student's assessment result will be changed.

The complainant/appellant is notified in writing of the outcome of their complaint (outcome notification) within 10 days from the date the complaint was initially received.

Where we consider more than 60 calendar days are required to process and finalise the complaint/appeal we will inform the complainant/appellant in writing as to why this is required and will provide the complainant/appellant regular progress updates on the progress of this matters.

Independent Review

If the complainant/appellant is dissatisfied with the outcome of their complaint/appeal they can ask for their case to be reviewed by an independent party. This review will occur within 14 working days of the date of outcome notification. In these instances, the Australian Healthcare Academy will organise for an independent party to review the complaint and where required mediate resolution. There will be no additional cost to the complainant for the review of the complaint/appeal by an independent party.

If after the independent review the complainant/appellant is still dissatisfied with the outcome of their complaint/appeal they are able to complain to either the Training Ombudsmen in their relevant state or the [Australian Skills Quality Authority](#).

If the cause of the complaint is around the collection, use, disclosure or storage of personal information the consumer can complain to the Office of the Australian Information Commissioner.

Documentation and Record Keeping

All complaints and appeals (informal and formal) are recorded in the organisations Complaints and Appeals Register. The register and all other associated documentation is securely stored (electronically) for a period of 30 years.

Monitoring

The Continuous Improvement and Management Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Chief Executive Officer and the RTO Manager are made aware of all complaints and appeals and the outcomes of those complaints/appeals.

For more information or to download a copy of our "*Complaints and Appeals Policy and Procedure*" you are encouraged to visit our [website](#) .

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confidentiality and privacy of personal information

We are bound by a number of regulatory instruments relating to the collection, handling, storage and use of student data. This includes, but is not limited to, course enrolments, course results, personal information and information required for administrative purposes. Registered Training Organisations (RTO) are required, by law, to collect personal student data relating to enrolments and qualifications for the purposes of ensuring compliance with regulatory instruments; and for reporting to the National Vocational Education and Training Regulator.

All prospective and current consumer personal information is protected in accordance with the National Privacy Principles. The following principles are applied;

- We only collect personal information for the purposes of application/enrolment.
- Consumers are provided with information on the Unique Student Identifier and are required to sign a declaration/consent authorising the Australian Healthcare Academy to use/verify their USI for the purpose of their enrolment.
- Information is securely stored and only accessed by Staff for the purposes of the individual's enrolment.
- Consumers are provided with information on how their information will be collected, used and stored prior to enrolment.
- Students complete a declaration stating that they consent to their personal information being collected and used by the Australian Healthcare Academy governments and other agencies for the purpose of administration and research.
- Consumer's personal information is not disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

Feedback on our compliance with the privacy policy and procedure can be provided to our consumer protection officer or by making a complaint. **Attention:** Consumer Protection

Officer **Tel:** 1300 953 276 or **Email** Consumerprotection@healthcareacademy.com.au;

For more information, see our "*Privacy Policy and Procedure*" on our [website](#) or visit the [Office of the Australian Information Commissioner](#) .

updating your personal information

As your personal information changes such as your name, banking details (if a direct debit arrangement is in place), address or contact details it is important to let us know as soon as possible. To advise us of a change to your personal information you can speak to one of our team on 1300953276 or email us on admin@healthcareacademy.com.au

work health and safety

We are committed to ensuring the safety and well-being of staff, students and visitors. By actively following the Workplace Health and Safety Act 2011 the organisation takes all reasonable measures to identify, control and eliminate potential hazards and risks. To do this we have processes and systems in place to ensure;

- a safe and clean working environment.
- adequately trained staff who know how to effectively manage emergency situations and identify, control and eliminate potential risk/hazards.
- the identification of potential risk in the completion of assessment tasks and strategies to control and eliminate these risks.
- sufficient equipment (including Personal Protective Equipment) is available and in good working order.
- transparent reporting and documentation of risks, hazards, incidents and accidents.
- robust governance and monitoring.

You also have a role to play in ensuring our environment remains safe and free of hazards.

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Some of the ways you can contribute to workplace safety are:

- ensuring work areas and training location are free from clutter and obstructions that would cause a trip, slip or a fall.
- complying with smoking laws under the Smoke-free Environment Act 2000.
- knowing the emergency and evacuation procedures of your work and training location.
- applying the WHS knowledge acquired in the course of your training to keep your environment safe.
- Wear closed in footwear when practicing in the nursing laboratory or whilst on clinical placement.
- Immediately reporting accidents or incidents. Staff will follow the Procedure for Hazard/Incident Reporting outlined in the Workplace Health, Safety and Environment Policy and Procedures
- If you see an existing or potential hazard;
 - Assess if the hazard can be removed/controlled safely.
 - Act to signal or warn of the hazard to those who may be near.
 - Report the hazard to your trainer or staff member who will arrange any further control of the hazard required.

If you identify a WHS concern you can either speak to your Trainer or email us on admin@healthcareacademy.com.au

first aid

A First Aid kit is located at each training site. We are not permitted to administer medication to any student. All injuries requiring first aid are reported, treated and recorded as outlined in the Procedure for Hazard/Incident Reporting.

emergency procedures

In the Event of Fire

1. Raise the alarm – contact Fire & Rescue (000)
2. Alert other occupants

3. Notify the Chief Warden of the Building and your Trainer
4. Evacuate the immediate area
5. Assemble as directed by the floor wardens and trainers
6. When instructed, evacuate the building.

Evacuation

1. Move to the Assembly Point as directed by floor wardens and trainers
2. When instructed to evacuate, leave by the Fire Stairs/Exits
3. DO NOT USE LIFTS (if applicable)
4. Move quietly and calmly to the Assembly Area
5. Await instructions.

Building Alarms and Other Emergencies

If the building fire alarm rings or if you are advised that there is an emergency in the building:

1. Stay calm
2. Follow the directions of floor wardens and trainers
3. Follow the evacuation procedure if required

drug free environment

Under the Smoke-free Environment Act 2000 smoking is prohibited within all Australian Healthcare Academy premises. We have a legal obligation to enforce this law.

The Smoke-free Environment Act 2000. Section 6A(1)(i) bans smoking within 4 metres of a pedestrian access point to a public building

Students who attend class or clinical placement under the influence of prohibited drugs will be asked to leave the premises and may face disciplinary action and/or mandatory reporting.

bullying, harassment and discrimination

We are committed to ensuring that all students are able to study and complete the requirements

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of their qualification in an environment that is free from bullying, harassment and discrimination. The organisation takes a no tolerance approach to any form of discrimination, bullying and harassment with severe disciplinary measures for students or staff who breach the organisations policy and procedure.

If students feel that they are being bullied, harassed or discriminated against they are encouraged to do the following;

- Speak with the person's whose behaviour is making you distressed or uncomfortable and ask them to stop.
- Tell your Trainer what is/has happened
- Make a formal complaint to the Consumer Protection Officer.
- Make a complaint under Anti-Discrimination Legislation to: Anti-Discrimination Board of NSW
<http://www.antidiscrimination.justice.nsw.gov.au>

Take home message

All students have the right to learn in a positive environment free from harassment and discrimination. If you feel that you have been harassed, discriminated against or bullied it is important that we are made aware of your situation ASAP so that a formal and objective investigation can occur. Where allegations are proven, severe disciplinary measures will be implemented.

fees

The Australian Healthcare Academy charges consumers in accordance with comparable market prices fees for all courses on their scope of registration. Commercial course fees are determined based on the program's duration, delivery method, resource requirements and commercial viability. Where students receive a credit transfer (accredited training), they are not charged for the already completed unit. The RTO Manager in collaboration with the CEO is responsible for determining all fees and charges, which are reviewed annually.

Course fees are inclusive of GST (non-accredited), tuition, learning resources/consumables, administration and enrolment processing fees.

Terms and conditions for each program identify all fees, charges and inclusions.

Additional fees are charged for:

- the replacement of any learning resources that are lost or misplaced. As these vary from program to program students are required to view course information for more detailed costings prior to their enrolment.
- re-issuing misplaced or lost awards. A fee of is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
- Students who require reassessment of a task (i.e., following 2 previous unsuccessful submissions) will be charged a minimum fee for a third submission (may be higher depending on the course)
- Where a student requires additional clinical placement hours due to identified issues with their clinical practice and where that student agrees to undertake additional placement hours, the student will be charged an additional fee for each extra day of placement.
- Those on a payment plan who default on a scheduled and agreement payment.

fee protection strategy

The Australian Healthcare Academy in accordance with the Standards for Registered Training Organisations 2015 does not accept payment of more than \$1500.00 from each individual student enrolled in an accredited training program prior to the commencement of their course (no matter how these fees are collected). In cases where fees are greater than \$1500.00 students are placed on a repayment or payment plan over the term of their enrolment. To ensure consumers rights and fees are protected, a statistically relevant and random sample size is audited by the RTO Manager quarterly.

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The Australian Healthcare Academy guarantees to honour its commitment of all fees outlined in marketing material and to provide high quality education services to its students once the student has paid and commenced training and assessment.

Payment Plans

Payment plans offer a way for students to pay their course fees over a time period of up to 12 months. For example; a student who is enrolled in a 10-week program may pay \$200.00 per week over a 10-week period until the total fee of \$2000.00 has been paid. Alternatively, the same student could pay \$1500.00 upfront and pay the remaining \$500 over a 10-week course in \$50.00 increments.

Payment plans are subject to the following;

- Students enrolled in accredited programs whose fees are greater than \$1500 **must** enter into a payment plan.
- The Australian Healthcare Academy uses a third-party provider to manage its payment plans, information on that provider is available via a link from the AHA website.
- Terms and conditions of the payment plan are provided prior to enrolment and within each course application
- The Australian Healthcare Academy and its payment plan provider do not require the student to pay an administration fee for the setting up of the plan.
- Payment plans are generally commenced after the student has commenced their training program and initial fees have been paid.
- Students remain liable to pay for their payment plan **AFTER** the refund period has passed.
- Students entering into a payment plan are in a legally binding contract and are bound to that contract's terms and conditions until all fees due up to the date of termination have been received.
- Students can make either weekly, fortnightly or monthly contributions

through the direct debiting of their bank account.

- Payment terms and conditions maybe changed where there is mutual consent between the Australian Healthcare Academy and the student.
- Under a payment plan contract, it is the student's responsibility to ensure that on the due date, sufficient funds are available in the nominated account to meet the direct debit payment – additional monies are charged to the student where a payment(s) default – see fees and charges on the AHA website for more information.
- Where students remain in default of payment, they are referred to debt collection and additional charges will incur – An outstanding debt fee of \$50.00 plus an amount equal to 25% of the full outstanding balance in accordance with the contract.

Payment Terms

Payment terms are agreed upon prior to course commencement and are outlined in the students Tax Invoice and Payment Plan Terms and Conditions. The Tax invoice identifies the fees to be paid and the dates where payments are scheduled.

Students are required to pay all fees on tax invoices issued within a period of 30 days or as per Payment Plan instructions unless otherwise agreed . Failure to pay scheduled fees may lead to a discontinuation of training, the delay in the issuance of an award and additional charges.

The Australian Healthcare Academy uses the assistance of debt collection agencies to retrieve outstanding fees greater than 120 days. Where training discontinuation or a delay in the issuing of an award is likely students will be informed of their rights and responsibilities. The Australian Healthcare Academy retains all evidence of fees collected and all attempts to recover outstanding fees in the students file and on the Student Management System.

Payment of fees

You can pay your fees by using any one of the below methods;

Section 2 | responsibilities and expectations

- 1 Call us on 1300 953 276, have your credit card ready and we can process your transaction over the phone
- 2 Visit us at 8/30 Atchison Street St Leonards to make your payment in person
- 3 Directly transfer monies into our bank account. Ensure your Surname and initial is entered on Payee details. Once processed send us through a copy of the payment receipt.

Australian Healthcare Academy PTY LTD - St George Bank

BSB: 114-879

ACC: 471 139 586

Any questions do not hesitate to give us a call on 1300 953 276 or email us on admin@healthcareacademy.com.au

refunds

A full refund will be provided under the following circumstances;

- Where a student has overpaid their program fees the additional amount will be refunded in its entirety (e.g., if a student pays \$150.00 for a course but the course costs \$100.00, \$50.00 will be refunded)
- The course has been postponed or cancelled.
- The RTO closes.
- The student provides notification of their intention to withdraw greater than 15 days prior to course commencement.
- The RTO manager feels that the student would be unreasonably disadvantaged due to unexpected extenuating circumstance and where deferment of enrolment is not a suitable option.

An administration fee of \$100.00 is applicable on cancellation of enrolment. For accredited Training Programs whose fees are less than \$250.00 and where the student withdraws from their course within 5 working days of the scheduled course commencement date an administration fee of 25% of the course fee be charged.

A partial refund of up to 75% of the fees paid will be granted where the student withdraws less than 14 days prior to course commencement

(non-accredited programs or those which attract fees greater than \$250.00).

If a student has not paid the total fee upfront but has agreed to pay the remainder of their fees by using a payment plan and where that student withdraws less than 14 days prior to course commencement they are still required to pay 25% of the total course fee – the balance of the total amount is subsequently waived. For example, *a student enrolls in a program that costs \$5000 and withdraws 7 days before course commencement they will be liable to pay an administration fee of \$1250.00.*

Partial refunds on receipt of acceptable evidence (e.g., medical certificates) maybe considered for students who have withdrawn from training and assessment due to extenuating circumstances such as illness.

Where students withdraw after training has commenced, the Australian Healthcare Academy will provide a refund proportionate to the fees charged for the remaining units (accredited programs). Students enrolments that are cancelled due to misconduct are not entitled to a refund.

No refund of fees will be granted for students who have commenced training and assessment and/or have been issued with learning resources where extenuating circumstances do not exist.

Where a student commences a course but withdraws voluntarily prior to completion or are deemed not yet competent they are not entitled to a refund for the remaining units.

Where student's voluntary withdraws from a qualification but has completed all the requirements of a lower-level qualification, they will not receive a refund for the remaining units (accredited programs only).

To apply for a refund Students are required to email the Accounts Officer

Attention: Accounts Officer

E: accounts@healthcareacademy.com.au

All refund requests should clearly outline the students name, number and reason why they have requested a refund. Bank details should also be provided to aid transfer of monies if the request is approved.

Section 2 | responsibilities and expectations

Students will be notified in writing of the outcome of their application within 14 working days of their application receipt. For those students granted a refund, money will be transferred into the nominated bank account within 30 calendar days. Where incorrect bank details have been provided by the student to AHA and the refunded monies have been deposited into the wrong account, the student will not be reimbursed for any further monies related to their refund. To download a copy of the Fees and Refund Policy and Procedure visit our [website](#).

ceasing operations

In the unlikely event that the Australian Healthcare Academy ceases to operate in accordance with the Standards for Registered Training Organisations (RTOs) 2015 we will;

- Notify all students within a reasonable period of time that our training organisation is ceasing to operate and what date this will take effect.
- Provide students with a Statement of Attainment for all units successfully completed.
- Provide students with information on an alternative training provider in which to transfer their enrolment.
- Work with the alternate training provider to transfer student's enrolment providing all relevant documentation to assist in a successful and seamless transition.
- Send all relevant records and awards to the Australian Skills Quality Authority (all records will be stored in accordance with legislative and contractual requirements).

what we expect from you – our code of conduct

The following behaviours are expected of all Australian Healthcare Academy students

- Talk to us
 - if you are having difficulties attending your training sessions, keeping up with your assessment schedule or need

further clarification with completing any tasks related to your program.

- You have special needs or support requirements
- Ensure all assessment evidence is your own work and you have completed the student declaration and privacy disclaimer for each assessment task. Where you have completed the student declaration and privacy disclaimer for each assessment task. Where you have used another person's work you are required to reference that work using standard Harvard Referencing - <http://www.usq.edu.au/library/help/referencing/harvard.htm>. If you have any questions regarding how to reference, we would encourage you to discuss these with your Educator
- Keep a copy of all assessment tasks submitted to your Educator for review.
- Follow safe work practices at all times. if an unsafe situation, broken equipment or a hazard (not related to your workplace) is identified you must tell your Educator or another Staff member so that the situation, hazard or equipment can be fixed or controlled ASAP.
- Treat other students and Staff with courtesy and respect.
- Act in a way that supports the diversity of other students and staff.
- Comply with all relevant State and Commonwealth legislation and regulations including antidiscrimination and harassment legislation. Notify your Educator or the Consumer Protection Officer of any behaviour that is unwelcome, makes you feel unsafe or uncomfortable.
- Contact your Educator to organise and confirm any scheduled appointments related to your program.
- If you are unable to attend a scheduled appointment or a planned observational visit, provide your Educator with ample notice and arrange another date to meet.
- Tell us about any changes to your personal information including your address. This will help us ensure that you receive your qualification in the mail ASAP.

Section 2 | responsibilities and expectations

- Have fun and tell us about your experience!

what you can expect from us

As a Registered Training Organisation (RTO), we are legally required to comply with the Vocational Education and Training (VET) Quality Framework which is made up of the Standards for Registered Training Organisations 2015 and the Australian Qualifications Framework (AQF) for accredited programs.

As an education provider, we are also required to comply with various Commonwealth and State Legislation and Regulations (e.g. National Vocational Education and Training Act 2011, Data Revision Requirements 2012, the Privacy Act 1988, Fit and Proper Person Requirements 2011, Consumer Protection Legislation, WHS legislation and the Student Identifiers Act 2014).

What does this mean? We are committed to complying with all legislative and regulatory requirements, by;

- Ensuring an objective student selection and enrolment process
- Protecting your rights as a consumer
- Ensuring the privacy and confidentiality of your personal information
- Helping you choose the right qualification/subjects to meet your goals, needs and experience level.
- Delivering high quality vocational education that meets the needs of students, clients and industry
- Providing the support, you need to complete your program
- Providing you with a safe learning environment that is free from bullying, harassment and discrimination.
- Providing all consumers with an objective and fair complaints and appeals process.
- Screening all staff to ensure the safety, wellbeing and welfare

Your rights

- To be treated fairly and with respect by trainers, other staff and students
- To learn in an environment free of bullying discrimination and harassment
- To complete your course in a supportive and stimulating learning environment
- To have your training records and personal information stored, kept in confidence and secure
- To receive feedback about assessment outcomes and progress
- To modify your training plan if your circumstances change, in consultation with your trainer and head office staff
- To provide AHA with information regarding recognition of prior learning (RPL) and/or credit transfer (CT) at the commencement and/or during your course
- To defer or withdraw from your studies in writing using the required documentation.

Section 3 | recognition of prior learning

recognition of prior learning (RPL)

Nationally Recognised Training and Assessment

Recognition is a way that you can have your knowledge and skills assessed against a Nationally Recognised Qualification or specific Units of Competency. During your life, you may have;

- Gained extensive experience, knowledge and skills from previous job roles.
- Undertaken community and volunteer work.
- Completed formal or informal training (in the workplace, at a Registered Training Organisation or at a University).
- We are committed to providing you with opportunities to have existing skills and knowledge recognised towards the achievement of a nationally recognised qualification or statement of attainment (note; RPL only relates to nationally recognised training and assessment).

At Australian Healthcare Academy it is possible to gain a full or partial qualification through this process. Recognition of Prior Learning is a great way to avoid studying what you already know and are an easy and straightforward process.

You can apply for RPL for a whole qualification or for particular part of it (individual unit(s) of competence).

Where legislative and regulatory requirements demand a person's competence to be assessed at specific time intervals e.g. "Basic Life Support" RPL will not be offered however an assessment only pathway or recognition of current competence approach may be used.

If you would like to apply for RPL you will be provided with a self-assessment tool and an opportunity to meet with an Australian Healthcare Academy team member to discuss and assess your suitability.

If you think you have the skills, experience and knowledge to do your qualification via RPL speak to one of our friendly staff members on or

email us on 1300 953 276 or email us on admin@healthcareacademy.com.au

You can download our Recognition of Prior Learning Policy and Procedure from our [website](#).

.credit transfer

Nationally Recognised Training and Assessment

We are committed to ensuring that students do not repeat any unit of competence that they have previously successfully completed. (note; credit transfer only relates to nationally recognised training and assessment).

In accordance with the Standards for Registered Training Organisation RTOs 2015 we accept and provides credit to students for units where they already hold the same or equivalent AQF certificate.

Where a student has completed a unit of competence which has a different title or code from the one where credit is sought, Australian Healthcare Academy will establish equivalency either by confirming equivalence on the National Register of VET or by using mapping documents contained within the training package.

To apply for Credit Transfer, please speak to your Educator or one of our team and complete a Credit Transfer Application Form. This form allows you to provide us with your consent to authenticate your transcripts with the issuing training organisation prior to credit transfer being approved.

Students can only apply for credit transfer for units that are linked to their enrolment and are on our scope of registration. You can apply for credit transfer throughout your enrolment however to remove any unnecessary training and or assessment you are encouraged to apply for credit at enrolment or before training has commenced.

Note: Any nationally recognised units of competence (subjects) you have completed from 2015 will be listed under your USI. To save time verifying your results with your previous

Section 3 | recognition of prior learning

training organisation you can allow us to view your transcript online. To do this log into your USI account and click on the 'Provide your USI' tile, scrolling to the 'Set up access to your USI / Permissions' option. You will need to select 'Add Organisation' and search for Benchmark College. We suggest that you limit the period of time we will be able to view your transcript to the duration of your course.

Students who apply for credit transfer are notified of the outcome of their application within 5 working days. Where it is expected that an application may take longer than expected students are advised of the reason for the delay. Students who are granted credit for a unit(s) of competence are not charged for the credited unit(s).

If you would like to apply for Credit Transfer, please contact us on 1300 953 276 or admin@healthcareacademy.com.au . If you have already commenced your training speak to your Educator for more information

Section 4 | assessment

assessment

Assessment practices are the final stage in confirming that you have the skills and knowledge to undertake a particular task to the standards outlined in the Training package and unit of competence or for non-accredited training that you have met the programs learning objectives..

To do this you will be required to submit a series of assessment tasks to demonstrate that you have the skills and knowledge required by the qualification and for each subject (unit of competence) in your program.

Assessment tasks will vary depending on the delivery method and your program. Examples of common assessment methods include interview style questioning, observation of a particular skill, written questioning, reports from your employer or a supervisor, assignments, projects, role plays and the collection of work samples.

Your Course Guide will tell you what assessment methods will be used for your program. For each assessment task, you will be provided with detailed instructions on how to complete and submit each task and the date the task is due.

To adequately prepare for each assessment task ensure that you have read all of the assessment instructions contained on the task and clarify any areas that you are unsure of or if you have any factors that could influence your ability to successfully complete the task with your Educator. A study plan is another great way to ensure that you have enough time to prepare and/or complete the task by the scheduled date. You can ask your Educator to help you develop a study plan or attend one of our interactive webinar study support sessions.

For each assessment task, you complete (such as projects, work samples etc.) you are required to keep a copy of the task and any associated documentation. The reason for this is that your task will be kept as evidence and will not be returned to you. If mailing your task this will

ensure you have a copy of it just in case it is lost in the mail.

Your Educator and the assessment task itself will explain how your assessment should be submitted.

Assessment tasks should be submitted for review by the scheduled date of assessment. Requests for extension may be granted if prior notice and sufficient reason has been provided.

Understanding your results

To receive a satisfactory result, you will need to have met the following;

- Requirements of the assessment task/ Unit(s) of Competency
- Any regulatory requirements
- The evidence you provide is your own work and can be verified or authenticated.
- That you can demonstrate competency reliably and consistently and to a standard required by the industry
- That the evidence is sufficient to make a judgement

Table 1: Result table

C- Competent	Celebrate - You have successfully completed all tasks and the requirements of the subject.
NYC – Not Yet Competent	Don't worry this result just means that you need a bit more time to build the skills required for this subject. Your Educator will develop a plan to help you build the required skills and knowledge.
S- Satisfactory	This result indicates that you have met the requirements of a task that may have several parts.
NYS- Not Yet Satisfactory	This result indicates that you need to provide additional information or require additional time to complete/develop the skills and knowledge required to complete the components of the task. Your Educator will provide you with detailed feedback so that you are on the right track.

Section 4 | assessment

You will receive detailed feedback, and a result of either 'Satisfactory' or 'Not Satisfactory' for each assessment task. You must receive a Satisfactory result for **each** task required by the subject (unit) to receive a competent result.

If you have any questions in regard to your assessment process you are encouraged to speak to your Educator who will be able to provide you with detailed information.

Assessment outcomes are recorded in our Student Management System and are available for a 30-year period. Assessment evidence is kept for a minimum of 6 months. Assessment evidence is securely destroyed/deleted at the end of the retention period.

failure to attempt an assessment

As there are several different assessment tasks for each subject or unit of competence, students who do not attempt an assessment task without a valid reason will risk a withdrawal result for the unit being assessed. This means that failure to complete an assessment task could jeopardise your ability to complete your qualification.

However, we understand that there may be valid reasons why you may not attempt an assessment task. Students may apply for an alternative assessment or special consideration if, because of illness or other circumstances (not work-related) beyond their control, they;

- Miss a formal assessment
- Attend an assessment but are forced to leave before the allocated time has expired
- Finish an assessment, but believe that their performance was affected
- Have difficulty in completing an assessment task.

To be considered, the students must:

- Inform us as soon as is practicable and no later than two working days after the assessment; or
- Inform their Educator at the time, if they attempted any part of the assessment; and

- Provide external independent evidence of the illness or misadventure in the form of a doctor's certificate from a registered medical practitioner or a Police Report or any other documentation that will support their application.

my rights around assessment

If you receive a 'Not Yet Satisfactory' result you will have the opportunity to fix areas identified in the feedback or provide additional evidence. Your Educator will give you detailed feedback and will develop a plan with you to ensure you understand what needs to be done and by when.

If your second attempt indicates that you still need more time to develop and build your skills/knowledge you may need more time in your workplace to develop and gain additional skills. Students may be offered a third attempt at the discretion of the RTO Manager.

Students may make a formal complaint or appeal their assessment decision in accordance with the organisation's complaints and appeals policy and procedure.

referencing or copyright

Referencing is required to acknowledge information from other sources when you are writing. If you fail to reference another person's ideas, theories or data you will be in breach of copyright or may be accused of plagiarism. Examples of sources you will need to reference include textbooks, reference journals, website information and conference notes.

Australian Healthcare Academy requires you to use referencing when quoting another person's ideas, theories or data. It is imperative when submitting all assessment tasks that you do not use another person's ideas, thoughts and data without appropriate referencing.

If you are unclear on how to reference, a resource is available from the National Centre for Vocational Education Research. This resource explains how to reference using the

Section 4 | assessment

Harvard system of referencing. In your web browser type the following :Referencing guide: author/date style - National Centre for Vocational Education Research

If you have any questions regarding how to reference, we encourage you to ask your trainer.

Copying of another students' work is not permitted. Disciplinary action may be taken if you are suspected of using another student's work and could jeopardise your ability to complete your qualification.

All work submitted is required to include a signed a declaration from you to verify that it is a product of your own. Any assignments and assessments **MUST** be your own original work. Failure to do this could result in the assignment/assessment being deemed 'not yet competent' by the assessor, requiring additional work and assessment to be submitted before any Statements of Attainment or Qualifications will be issued.

Section 5 | finish and feedback

providing feedback

We are committed to providing you with a service and product that is of the highest quality, that meets the needs of the individual/ industry and that can respond efficiently and effectively to the marketplace. To do this, we seek feedback on our service and product from consumers, students, employers and industry partners.

Throughout your experience with our organisation you will be encouraged to provide us with honest and constructive feedback. Your feedback is extremely important as it will be used to improve all facets of how we deliver and assess our programs. Your feedback will also be used to improve the level of customer service and support provided to our consumers.

The best way to provide us with your feedback is by completing an online survey, contacting us anytime on 1300 953 276 or emailing us on admin@healthcareacademy.com.au. All students are encouraged to complete an evaluation form on program completion.

We would like to hear from you as to how our programs have influenced your ability to get a job, secure that promotion that you have been dreaming about or have influenced you on a personal level. We look forward to hearing and celebrating your future achievements!

Take home message

It is important that you share your experience with us so that we can meet your needs and expectations and continue to improve upon our program and our service. We look forward to hearing about your experience in the near future!

keeping of your records

Australian Healthcare Academy in accordance with the Standards for Registered Training Organisations (RTOs) securely stores all records related to a student's enrolment for a period of 30 years. Assessment records are kept for a 6-month period unless required by a government contract.

The following principles underpin the organisations privacy policy and procedure and storage of records process;

- The Australian Healthcare Academy takes all reasonable steps required to protect and maintain personal and sensitive information.
- A robust governance framework is used to assess, plan, implement and review the protection of personal information against misuse, loss, inappropriate access, and inappropriate disclosure.
- Prior to the collection of personal and sensitive information the individual is told what information is to be collected and stored, the purpose of collection, if this information is to be disclosed to a third party and/or under what circumstances disclosure may occur.
- Once the individual is well informed consent is obtained for the collection of information.
- Personal and sensitive information is used only for the purpose of its collection and by staff who require the information in order to complete their duties.
- Individuals have access to their information when required and without charge.
- Personal information is stored in either an electronic or hardcopy format.
- Security measures such as unique password requirements and restricted file access are used to maintain and protect students/clients and employee's privacy.
- The Australian Healthcare Academy will only *disclose* personal information to a third party where written consent has been obtained from the individual.
- Where the Australian Healthcare Academy receives unsolicited information, it is either destroyed or de-identified.

See our Privacy Policy and Procedure located on our [website](#).

Section 5 | finish and feedback

issuing your qualification

Nationally Recognised Training and Assessment

At the Australian Healthcare Academy, systematic processes are used to ensure our graduates and the community at large are confident that you meet the requirements of the Australia's Quality Framework.

General principles that underpin how we issue certification documentation are as follows;

- The Australian Healthcare Academy only issues AQF qualifications that are on its scope of registration.
- All accredited training is delivered and assessed in English.
- Quality assurance measures and controls ensure that awards being issued meet the requirements of Australia's national quality framework.
- All graduates receive certification documentation to which they are entitled.
- AQF qualification graduates receive a testamur and a record of results.
- Students who complete part of an AQF qualification receive a statement of attainment.
- Certification is issued to the graduate within 30 calendar days of the student being assessed as having met the requirements of the training package in which they were enrolled (e.g. the date of the final assessment being completed or exiting the course) unless an earlier period is specified in a government contract.
- To avoid delays in issuing certification, the Australian Healthcare Academy ensures that the student's USI is verified prior to attending learning.
- AQF certification documentation is sent directly to the graduate.
- Certification is only issued after the graduate has paid all outstanding fees.
- Certification documentation meets Schedule 5 of the Standards for Registered Training Organisations (RTO's) 2015.

- Graduates can have their certification documentation reprinted/replaced on payment of a certification reprint fee, \$25
- The Australian Healthcare Academy may request certification documentation be returned where there has been evidence of fraud or dishonesty. In these instances, a serious incident report is completed.
- The Australian Healthcare Academy has the issuing organisation authenticates and verifies graduate's certification documentation on request.
- A register of all AQF qualifications that the Australian Healthcare Academy is authorised to issue and all qualifications/statements of attainment that has been issued is kept for a period of 30 years.
- Reports of records of qualifications/statements of attainment issued are provided to the Australian Skills Quality Authority or relevant government department on a regular basis and/or as requested.

Key organisational policies and procedures

It is important for you (the student) to be aware of the organisation's policies and procedures that relate to your studies and the award of your qualification. Contact us if you are unable to find the relevant policy and procedure, you have questions or if you require more detailed information related to your studies.