

Consumer Protection

Student policy and procedure manual

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Version Change Summary

Date of Review	Summary of Changes	Reason for Change	Continuous Improvement Reference No.
10/7/20	Language used to explain refund terms and conditions made clearer within Policy and Procedure document.	Review of policy and procedure following amendment to non-accredited enrolment form.	CIR 2020-40
20/06/2021	Update to refund policy. Addition of wording around short courses.	Provide clarity on refund policy	CIR 2021-10
6/12/21	Updated refund policy additional wording around refund process and student responsibilities when providing bank details	Provide clarity on refund policy	CIR 2021 – 10.1

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 and how we do it! We have designed this manual to give you all the information you need to know your rights and responsibilities and to tell you a little bit about what to expect.

Whilst some consumer related policies and procedures contained in this manual are targeted towards those enrolling in a nationally recognised qualification others such as our Advertising and Marketing, Consumer Protection, Fees and Refund, Privacy and Student Selection Policy and Procedure are relevant to all students.

For new and potential students, we would encourage you to also read our Student Handbook so that you have all the information need to see if we are the right training organisation for you. If you have questions, or would like to provide us with your feedback on our policies and procedures 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 in the near future!

Jacqueline Apps

Director of Education and Training/RTO Manager
Australian Healthcare Academy

About the Australian Healthcare Academy

The Australian Healthcare Academy is a Registered Training Organisation (RTO ID 45164) that delivers accredited and non-accredited training and assessment throughout Australia.

Since 2014 we have been supporting our students apply their learning and skills to real-life situations through a range of transition and introductory practice programs.

Our organisation's purpose is to make a positive difference. Run by nurses for nurses, AHA practical programs aim to develop ability to think critically, problem solve and provide care that is of the highest quality. To do this we design programs that are industry relevant and target the knowledge and skills you need to become work ready. Run by nurses for nurses, AHA programs aim to develop each student's ability to think critically, problem solve and provide care that is of the highest quality.

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!

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Advertising and Marketing Policy and Procedure

Purpose and Scope

The following policy and procedure outlines the Australian Healthcare Academy systematic approach to ensuring all marketing and advertising material produced, approved, and implemented;

- Accurately represents the services and products offered on its scope of registration and other non-accredited offerings.
- Meets consumer protection legislation.
- Ensures consumer are provided with accurate, factual and current information in which to make an informed decision.
- Uses the NRT and AQF logos in accordance with their conditions of use.

This policy and procedure applies to all staff and third-party agents who are required to develop, approve, implement and evaluate marketing and advertising materials and campaigns and is used across all advertising and marketing strategies.

This policy and procedure has been designed to be read in conjunction with the *Consumer Protection Policy and Procedure, Complaints and Appeals Policy and Procedure* and *Engagement and Monitoring of Partnerships Policy and Procedure*.

Abbreviations / Definitions

AHA	The Australian Healthcare Academy
Consumer	Any person who uses or who may use the service of the Australian Healthcare Academy, includes prospective students, current students, clients and any other.
NRT	Nationally Recognised Training leads to qualifications that are recognised across Australia. On completion Graduates are issued with a certificate that is recognised across all states and territories in Australia.
NRT Logo	A distinguishable mark is used to promote and certify nationally recognised training and assessment.
Personal information	Encompasses a number of different types of information including sensitive information, health information and credit information.
RTO	Registered Training Organisation.
Third Party	Any party that is providing a service to the RTO that is not employed for the purpose of employment.

Policy

The Australian Healthcare Academy has a commitment to ensuring that it provides all consumers with accurate, factual and accessible information about the organisation, its services and performance. The following principles underpin this policy and procedure;

- Information disseminated by the Australian Healthcare Academy, or another party (regardless of method) is accurate and factual and;
 - Represents the services it provides and the training products on its scope of registration and other non-accredited offerings.
 - Includes the RTO Code on all materials marketed for accredited programs. RTO code is clearly visible in **all** advertisement/marketing strategies (e.g., social media, online directories, online advertisements, television and radio).
 - Refers to another person or organisation, only if consent has been obtained.
 - Uses NRT Logo only in accordance with its conditions of use.
 - Makes clear a third party is recruiting students on its behalf where this is the case.
 - Distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party.
 - Clearly distinguishes between accredited and non-accredited training.
 - Includes the title and code of any training product as published on the National Register (i.e. for Nationally Recognised Training).
- Where advertising a specific training product (e.g. course flyer) provides all relevant information required to decide course suitability (e.g. estimated duration, expected locations, delivery mode, pre-requisites and any work placement arrangements).
- Only advertises a non-current training product while it remains on its scope of registration and informs students in these instances that they are enrolling in a qualification, module or unit of competence that has been superseded.
- Is free of inducements (accredited programs)
- Does not provide the consumer with any guarantees of a successful completion outcome, that their course can be completed in a manner inconsistent with volume of learning requirements, and that their course will lead to an employment or licensing outcome if this cannot be guaranteed.
- Discloses all fees and charges applicable to the program.
- Marketing online is subject to the requirements of this policy and procedure and ensures the;
 - **Website**
 - RTO code is easily identifiable and prominent on **every web** page.
 - Website is kept up to date at all times through regular reviews.
 - Consent is requested prior to receiving information/communication from AHA.
 - **Social media**
 - Communication on social media related to accredited programs, such as tweets/posts includes RTO code.
 - Advertising on social media where a training product is referenced includes the code and title of the product as referenced on the National Register.
 - Consent to receiving marketing/advertising communication from AHA is given by the consumer.
 - Message limits are in place to prevent unsolicited contact – consumers are not re-contacted if they have not initiated contact with AHA within a 7-day period.
 - **Personal information collected from social media and website**
 - Personal information captured through website and social media forums (e.g. Facebook) are kept in accordance with Australian Privacy Principles.
 - Consumers are provided with information on how personal information will be used before they consent and submit an expression of interest.

- Consumers are provided information on how to unsubscribe from receiving marketing/advertising communication.
- In the instance where the advertising and marketing of products on our scope of registration is undertaken by another party, the Australian Healthcare Academy ensures;
 - A comprehensive agreement outlines the expectation and requirements of both parties.
 - Advertising and marketing principles and materials remain consistent with the organisations “Advertising and Marketing Policy and Procedure”.
 - The Australian Healthcare Academy logo is only used after consent has been granted.
 - Advertising and marketing materials are approved by the RTO Manager.
 - Monitoring processes and systems are in place to monitor the third-party agreement and the student’s experience.
- All advertising and marketing material is approved by RTO before it is released into circulation.
- The Australian Healthcare Academy only uses photographs or testimonials where consent has been granted.
- Quality assurance, feedback and complaints processes are used to identify, action and monitor complaints related to advertising and marketing materials and campaigns.
- The Australian Healthcare Academy honours all commitments made in its advertising and marketing materials.
- Advertising and marketing materials are kept for a period of 5 years. The Marketing and advertising register is maintained and is used to demonstrate compliance against the Standards for Registered Training Organisations (RTOs) 2015.

References

- Australian Skills Quality Authority (2015) “Standards for Registered Training Organisations (RTOs) 2015”.
- ASQA (2015) “Fact Sheet Marketing and Advertising”
- ASQA (2015) “Nationally Recognised Training (NRT) Logo Specifications”

Consumer Protection Policy and Procedure

Purpose and Scope

The following policy and procedure outlines the organisations strategy to ensure that all Australian Healthcare Academy potential and current students (consumers) have their rights protected in accordance with consumer protection legislation and contractual requirements.

This policy and procedure is applicable to all staff and contractors, employers and potential students and has been designed to be read in conjunction with the Complaints and Appeals Policy and Procedure, Marketing and Advertising Policy and Procedure, Privacy Policy and Procedure, Student Selection and Enrolment Policy and Procedure Engagement and Monitoring of Partnerships Policy and Procedure and the Quality Assurance Policy and Procedure.

Abbreviations / Definitions

AHA	Australian Healthcare Academy
Accredited Training	Nationally Recognised Training and Assessment Qualification and/or Units of Competence
Consumers	Prospective and current students/clients
Fee protection	Describes how the organisation in accordance with Clause 7.3 and Schedule 6 of the Standards for Registered Training Organisations protects student's fees if paid in advance.
Personal information	Encompasses a number of different types of information including sensitive information, health information and credit information.
RTO	Registered Training Organisation
Third party	Is any party that provides services on behalf of the RTO but does not include a staff member/employee.
USI	Unique Student Identifier

Policy

The Australian Healthcare Academy uses a comprehensive and systematic strategy to ensure consumers' rights are protected and the Organisation follows all related legislation and regulatory requirements. The strategy includes;

- Ethical and accurate advertising/ marketing
- Comprehensive information provision
- Fee protection
- Accessible and transparent complaints and appeals processes and systems
- Protection of consumer's personal information

Ethical and accurate advertising/marketing

The Australian Healthcare Academy ensures that it provides all prospective and current students and clients with accurate, factual and accessible information about the RTO, its services and performance.

All advertising and marketing material is systematically checked in accordance with the organisations *"Advertising and Marketing Policy and Procedure"* and is approved by the RTO Manager prior to its publication release.

The advertising and marketing of all accredited products listed on its scope of registration are free of inducements and do not provide the consumer with any guarantees of a successful completion outcome, that their course can be completed in a manner inconsistent with volume of learning requirements, and that their course will lead to an employment or licensing outcome if this cannot be guaranteed.

Information collected through the website or from social media forums is collected, used and stored in accordance with APP principles

In the instance where the advertising and marketing of products on the Australian Healthcare Academy scope of registration is undertaken by another party, the Australian Healthcare Academy ensures that;

- A comprehensive agreement outlines the expectation and requirements of both parties around the marketing and advertising of products and the delivery of services.
- Advertising and marketing principles and materials remain consistent with the organisations *“Advertising and Marketing Policy and Procedure”*.
- Advertising and marketing materials are approved by the RTO Manager.
- Where a third party is being used to recruit students on the organisations behalf this is clearly identified and reflected in the relevant marketing and advertising materials
- Monitoring processes and systems are in place to monitor the third-party agreement and the student’s experience.

For more information, see the Australian Healthcare Academy *“Marketing and Advertising Policy and Procedure and Engagement and Monitoring of Partnerships Policy and Procedure”*.

Comprehensive information provision

Throughout the application and enrolment process the Australian Healthcare Academy provides consumers with different ways to access the relevant information required to make an informed decision (e.g. course information, selection process and rights and responsibilities). The application, enrolment and continuous improvement process supports the provision of information and closely monitors the students experience to ensure that consumer rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisation’s website, student handbook, applicant information sessions, student interviews and by speaking to Australian Healthcare Academy staff throughout the application and enrolment process.

Comprehensive information is available to consumers including student related policies and procedures, course and fee information, rights and responsibilities, feedback, complaints and appeals mechanisms and the collection of personal information. The organisations policies and procedures are located on the Australian Healthcare Academy website and a synopsis outlined in the student handbook. Detailed course information can also be found on the website and is sent to applicants on enquiry.

Consumers are provided with information prior to enrolment on how to make a complaint and/or raise any concerns related to their enrolment. Students are provided with the Consumer Protection Officer and where government subsidises are offered, the relevant Department Customer Support Centre contact details.

To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend scheduled information sessions and to ask questions relating to their child’s application/ enrolment. To ensure that sufficient information has been provided Parents/ Guardians are required to co-sign the declaration found on the application and enrolment form.

For more information, see the Australian Healthcare Academy *“Student Selection and Enrolment Policy and Procedure”*.

Fee protection

The Australian Healthcare Academy is committed to meeting its contractual requirements and in accordance with the Standards for Registered Training (RTOs) 2015 does not collect more than \$1500.00 in pre-paid fees for those students enrolled in **accredited training and assessment** programs.

All students prior to enrolment are made aware of the following;

- Fee protection mechanisms (information contained in fees and refund policy and procedure)
- Fees to be charged, by when and in what amounts
- Payment plans
- Refund policy and procedure and criterion
- How to apply for a refund
- Complaints and appeal process

For more information, see the Australian Healthcare Academy “*Fees and Refund, and Complaints and Appeals Policy and Procedure*”.

Accessible and transparent complaints and appeals processes and systems

To ensure the organisation delivers high quality training and continually improves upon its systems and processes, the Australian Healthcare Academy has an accessible and transparent complaints process and system. The complaints and appeals process quickly responds to allegations involving the conduct of its trainers, assessors, other staff (e.g. a third-party providing services on its behalf) or learner’s.

The principles of this system are as follows;

- Complaints and appeals are investigated and resolved as quickly as possible.
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred.
- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process.
- Information on how to make a complaint/ appeal is available in the student handbook and on the organisation’s website.
- Where the Australian Healthcare Academy considers more than 60 calendar days are required to process and finalise the complaint/appeal they 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 matter.
- Where complaints and appeals are unable to be resolved internally and at the request of the individual a review by an appropriate independent party of the Australian Healthcare Academy and the complainant/appellant occurs.
- Any opportunities for improvement identified through the complaints and appeals process will be actioned through the organisation’s continuous improvement process.

For more information, see the Australian Healthcare Academy “*Complaints and Appeals and Quality Assurance Policy and Procedure*”.

Protection of consumer's personal information

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

- The Australian Healthcare Academy only collects 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.
- Message limits are in place to prevent the badgering of consumers who provide initial contact through social mediums – consumers are not re-contacted if they have not contacted AHA within a 7-day period.
- Consumers are provided information on how to unsubscribe from receiving marketing/advertising communication.
- Consumer's personal information is not be disclosed to another party without the individual's written consent.
- Students have a right to access and correct their personal information.

For more information, see the Australian Healthcare Academy *"Privacy Policy and Procedure"*.

Procedure

As outlined throughout this document consumers are encouraged to obtain information through the relevant policy and procedure available via the website, their student handbook or on request form The Australian Healthcare Academy staff. If a student wishes to make a formal complaint or an appeal, they are encouraged to follow the organisations complaints and appeals policy and procedure addressing their complaint/appeal to the Australian Healthcare Academy Consumer Protection Officer.

The Australian Healthcare Academy **Consumer Protection Officer**

Telephone Number: 1300 953 276 | Email address: consumerprotection@healthcareacademy.edu.au

:

References

- Australian Privacy Principles
- Privacy Act 1998
- Standards for Registered Training Organisations (RTOs) 2015

Fees and Refund Policy and Procedure

Purpose and Scope

The following policy and procedure outlines the requirements and process for the payment of fees and the management of refunds. This policy and procedure has been designed to ensure that consumer's rights are protected at all times through transparent and robust financial management processes. The Fees and Refund Policy and Procedure applies to all staff, consumers and products listed on the RTO's scope of registration.

Abbreviations / Definitions

Accountable Officer	RTO Manager
Accredited Training	Nationally Recognised Training and Assessment Qualification and/or Units of Competence
AHA	Australian Healthcare Academy
Consumers	Students, employers, clients who are engaging the services of the Australian Healthcare Academy to complete a program or qualification.
Commercial courses	Where a student pays a fee determined by the training organisation for a qualification or course.
Non-Accredited Training	A program that does not lead to a nationally recognised qualification or statement of attainment (i.e., a professional development or CPD program)
Payment Plan	A structured repayment program
RTO	Registered Training Organisation

Policy

Determination of Fees and Charges

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, tuition, learning resources/consumables, administration and enrolment processing fees.

- Variations of delivery under each qualification and associated fees are advertised on the website and in all other marketing material.
- All marketing and advertising materials include relevant fee information (i.e. what the fees include and what the student is expected to purchase)
- Fees are paid either by the student, their employer or another third party.

Marketing and Advertising

Fees are advertised on the organisations website and are listed in all marketing material.

Marketing and advertising quality assurance mechanisms and internal audit processes ensure all fees and charges are transparent and consumers are able to make an informed decision without risk of hidden fees and charges. Where additional charges are required these are listed in the student handbook and on the organisation's website.

Additional charges

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

Additional fees are charged for;

- The replacement of any learning resources that is 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.
- The reissuance of misplaced or lost awards. A fee 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 an additional fee for their third submission.
- 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 addition fee for each extra day of placement.
- Those on a payment plan who default on a scheduled and agreement payment.

Payment of fees

Students are provided with detailed fees, charges and refund information prior to their enrolment and are asked to sign a declaration stating that they have been provided with sufficient information in which to make an informed enrolment decision. Students are issued with a quote (on enquiry) or a Tax Invoice at application/enrolment.

If fees are paid by the employer a payment term and plan is negotiated over the duration of their course.

A fee amount is paid in accordance with the fee schedule or repayment plan prior to course commencement and/or as dictated by the program fee terms.

Fees paid are documented in the student management system and in the financial accounts where monthly reconciliation occurs. Fees can be paid in cash, via cheque or EFT into the Australian Healthcare Academy nominated bank account. For those on a payment plan fees may be paid via direct debit through our financial partner.

To prevent unauthorised and fraudulent use of their monies, students under 18 years of age or those nominating a credit card/bank account to be used to pay their fees that is not in their name (i.e., the person named on the card/bank account to be used as part of the payment plan) must have payment authorised by the card/bank account holder through email. In these instances, consent is gained from the nominated card/bank account holder in writing and verification of identity sought through gaining a copy of their Driver's License or another photo ID.

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.

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 and Terms

Each Program has detailed Terms and Conditions that outline all fees and charges and are specific to the program that the student has enrolled in. All students are encouraged to read the Terms and Conditions carefully and ask questions if they are unsure or require clarification.

Accredited Programs -Fees can be paid in full prior to the commencement of training where the total amount invoiced to an individual does not exceed \$1500.00. If the total fees exceed \$1500.00, the remainder of fees are divided up into the duration of the course and the student is required to pay an amount weekly/fortnightly/monthly via a payment plan.

Non-Accredited Programs: for non-accredited professional development program, students have the option to pay greater than \$1500 on enrolment or enter into a payment arrangement to pay their fees over a designated period.

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 via email and within the course application form
- 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

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.

Refunding of Fees

A full refund will be provided under the following circumstances;

- Where a student has overpaid their program's 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 written notification of their intention to withdraw more than or equal to 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.

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. 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 are 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.

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 students withdraw after training has commenced and not of AHA's accord (e.g., closure) The Australian Healthcare Academy will provide a refund proportionate to the fees charged for the remaining units. Students' enrolments that are cancelled due to misconduct, or due to an AHPRA reportable incident, or placement cancellation are not entitled to a refund or credit note.

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 students voluntarily withdraw from a qualification but have completed all the requirements of a lower-level qualification, they will not receive a refund for the remaining units (accredited programs only).

Requesting a Refund

Students are asked to email:

Administration Officer | admin@healthcareacademy.com.au

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.

Outcomes of refund requests are documented in the student management system and in the relevant accounting database.

Deferment of enrolment

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

If Students find that they have an issue or a problem that is impacting their ability to complete their program they are encouraged to speak to their Trainer or one of our friendly and supportive staff before they decide to disengage or withdraw from their studies.

Where an immediate solution cannot be found, and Students are enrolled in an accredited qualification, students may defer their studies. Deferment of enrolment may be granted on the request of the student for a period of 6 months (from the date of deferment). Where students wish to defer their enrolment greater than the 6-month period they will be required to pay additional fees. 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 RTO to request a deferment of their enrolment. The Australian Healthcare Academy will notify the student in writing of the outcome of their deferment application within 3 days of its initial receipt. All related correspondence will be stored in the organisations student management system.

Complaints

Consumers can lodge a complaint by writing an email or a letter outlining the type and the cause of their grievance to; the Australian Healthcare Academy Consumer Protection Officer. Telephone Number: 1300 953 276 | Email address: consumerprotection@healthcareacademy.edu.au

Consumer Protection

See Complaints Policy and Procedure for more information.

Monitoring

Financial audits review the refund process ensuring records are transparent and adequately reflect the refunds given.

References

- Australian Skills Quality Authority (2015) *“User’s Guide Standards for Registered Training Organisations (RTOs) 2015”*.

Privacy Policy and Procedure

Purpose and Scope

The Australian Healthcare Academy in accordance with the Australian Privacy Principles has a commitment to ensuring that all reasonable steps are taken to protect the privacy of its consumers, clinical partners and staff. The following policy and procedure outlines how personal information is collected, used, disclosed, stored, destroyed.

The Privacy Policy and Procedure applies to staff, students, employers, clients and potential consumers and is used throughout all aspects of business operations.

The following policy and procedure should be read in conjunction with the “*Record Retention Policy and Procedure*”, “*Engagement and Monitoring of Partners Policy and Procedure*” and the organisations “*Complaints and Appeals Policy and Procedure*”.

Abbreviations / Definitions

AHA	Australian Healthcare Academy
AVETMISS	The agreed national data standard for the collection, analysis and reporting of vocational education and training information. ¹
Data breach	Where personal information is held by an organisation and is lost or subjected to unauthorised access, use, modification, disclosure or other misuse ² .
Personal information	Types of information that are specific to an individual for example name, address, contact or bank account details. ³
OAIC	Office of the Australian Information Commissioner
Sensitive information	A type of personal information that is sensitive in its nature – for example race or ethnic origin, political opinion, religious belief or affiliation, medical history or criminal record. ⁴

¹ NCVET (2014) Glossary of VET

² Office of the Australian Information Commissioner (2014) Australian Privacy Principles Guidelines

³ Office of the Australian Information Commissioner (2014) Australian Privacy Principles Guidelines

⁴ Office of the Australian Information Commissioner (2014) Australian Privacy Principles Guidelines

Policy and Procedure

In order to deliver a high-quality education service, the Australian Healthcare Academy is required to collect a variety of personal information from both consumers, students and staff members. Where personal and sensitive information is collected it is stored, disclosed and destroyed in accordance with the Australian Privacy Principles.

The following principles underpin the organisations privacy policy and procedure;

- Personal information is protected by the Privacy Act 1988.
- 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.
- The Privacy Policy and Procedure is publicly available on the website and a synopsis can be found in the student's handbook. More information on the Privacy Act can be found at www.privacy.gov.au

Types of information collected and held

Personal and sensitive information is routinely collected from staff and consumers for the purpose of either employment or enrolment.

- Information collected for the purpose of employment
 - Name
 - Address
 - Contact detail
 - Emergency contact
 - Employment history
 - Qualifications
 - Verification documentation and evidence
 - Registration/ Licensing documentation
 - Recent professional development activities
 - Reference checks
 - Vulnerable person checks – National Police Clearance Checks, Working with Children Checks
 - Proof of identity – 100 Point ID check
 - Superannuation details
 - Tax File Number
 - Insurance documentation
 - Bank details

Information collected for the purpose of enrolment in a qualification or program:

- | | |
|--|---|
| – Name | – Proof of identity – 100 Point ID check |
| – Address | – Unique Student Identifier (USI) |
| – Contact details | – Disability / special need requirements |
| – Emergency contact | – Schooling / qualifications completed |
| – Employment history / status | – Verification documentation and evidence |
| – Citizenship, Residency and Visa status and information | – Vulnerable person checks – National Police Clearance Checks, Working with Children Checks |
| – Language, literacy and numeracy assessments | – Fee payment information – e.g. credit card information, banking details |
| – Registration and licensing | – Immunization history and serology |

How personal information is collected and stored

Individuals may disclose information over the telephone, via email, in person and by the completion of relevant forms. Only information disclosed by the individual is used in the collection of information. Prior to the collection of personal 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.

Written and/or verbal consent is obtained prior to collection of personal information and stored appropriately (e.g. in the students/employee file or on the student management system). For individuals under 18 years of age parent/guardian consent is sought/required.

The types of information collected or disclosed by the individual will vary depending on the method of collection, the purpose of that collection and the individual disclosing the information.

Forms used by the Australian Healthcare Academy to collect personal information from students include;

- | | |
|---------------------|--|
| – Enquiry forms | – Application for credit transfer form |
| – Application forms | – Assessment tasks submission forms |
| – Enrolment forms | – Training plans/ Individualised learning and assessment plans |

Documentation used by the Australian Healthcare Academy to collect personal information from staff include;

- | | |
|--------------------------------|------------------------|
| – Application documentation | – Competency Record |
| – Staff details form | – Trainer Matrix |
| – Superannuation documentation | – Tax file declaration |

Information is held in either a locked filing cabinet or electronically on the organisations hard drive or AHA student management system. Access to information is limited to personnel with the correct authorisation and is only available to staff for the purpose of collection. Security measures such as unique password requirements (that are changed every 3 months) and restricted file access are used

to maintain and protect students/clients and employee's privacy. Where staff leave the organisation their access to data is removed/deleted.

Where a prospective student completes an online enquiry or payment – information is held in The Australian Healthcare Academy's CRM, Student Management System, email system, secure cloud server and accounting system. Information is only available to relevant staff for follow-up or the finance team for the purpose of reconciliation & issuance of receipt.

The following measures are also undertaken to ensure the protection of consumer privacy and rights where an EOI has originated from the website, Facebook or other social media forms.

- Consumers are provided with information on how personal information will be used before they consent and submit an expression of interest.
- Consent to receive marketing/advertising communication from AHA is given by the consumer through the completion of an online declaration.
- Message limits are in place to prevent unsolicited contact – consumers are not re-contacted if they have not initiated contact with AHA within a 7-day period.
- Consumers are provided information on how to unsubscribe from receiving marketing/advertising communication

Use of information

Personal information is only for the purpose for its collection and by staff who require the information in order to complete the tasks associated with their role and function.

- Student personal information is used to;
 - Identify individuals enrolled in an Australian Healthcare Academy program
 - Process application and enrolment requests including credit transfer applications
 - Process payments for service delivered
 - Monitor student progression and provide individualised support
 - Enter student assessment results
 - Identify students enrolled in a training product that is superseded
 - Report data required by government (data provision and contractual data requirements).
 - Monitor and evaluate organisational performance.
 - Ensure certification documentation is awarded to the correct graduate
- Staff personal information is used to;
 - Ensure staff have the correct qualifications, registration/licensing requirements to deliver and assess nationally recognised training.
 - To mitigate risk and ensure student safety
 - To support human resources processes and systems
 - Manage logistical requirements associated with training and assessment
 - Meet superannuation and taxation legislative requirements

Where students do not wish to use their name and contact details on assessment task submission sheets, they are able to use their student or enrolment number.

Direct Marketing

The Australian Healthcare Academy only uses or discloses personal information for direct marketing purposes if consent has been gained. Individuals have the opportunity to be removed from circulation or subscription lists if they choose not to receive organisation related materials.

Disclosure of personal information

The Australian Healthcare Academy only discloses information to a third party where written consent has been gained from the individual. Where possible, data is encrypted so that the student has a level

of pseudonymity. The Australian Healthcare Academy does not disclose any individual's personal information to overseas recipients.

Where a program requires a Clinical Placement student personal information such as Resume, AHPRA Registration Number, National Police Check, Working with Children Check and Immunization status will be shared with the Facility to ensure and optimise student/patient safety.

In accordance with legislative and regulatory requirements The Australian Healthcare Academy is regularly required to provide information to State and Commonwealth government departments for the purpose of administration, research and quality assurance⁵. The Australian Healthcare Academy does not use or disclose government related identifiers.

Accessing and seeking correction of personal information

The Australian Healthcare Academy acknowledges the rights of individuals to have access to their personal information under the "Freedom of Information Act" and provides opportunities to review this information on request.

Students and staff are encouraged to update their personal information as it changes to maintain the currency and accuracy of records/data. Where the Australian Healthcare Academy staff identify/suspect that personal information is inaccurate, out of date, incomplete or misleading they will contact the individual for further clarification and action any rectifications as required. Student is requested to send in writing via email or a letter the updated personal information. Student records in the student management system are then updated to reflect the new details. There is no charge to an individual who wishes to correct personal information or an associating statement.

Destruction of personal information

Personal information is stored in the organisations electronically (student management system) for a minimum period of 30 years. Hard copy documentation is securely destroyed in accordance with the organisations '*Records Management Policy and Procedure*'. See this policy and procedure for more information.

Complaints

Feedback on the organisations compliance with the privacy policy and procedure is encouraged by contacting the consumer protection officer or by making a complaint. Details of the Consumer Protection Officer are provided below.

Consumer Protection
mailto: consumerprotection@healthcareacademy.com.au
T: 1300953276

A complainant s required to lodge the complaint/appeal in writing. The RTO Manager will acknowledge the complaint within 48 hours of the complaint being received. Following a comprehensive investigation potential causes of the complaint will be identified; corrective actions taken to eliminate or mitigate the likelihood of future reoccurrence. The complainant will be informed of the outcome of their complaint within 10 days of their complaint being received. If the complainant is dissatisfied with the outcome of their complaint, they can escalate their complaint to the Chief Executive Officer or request an independent review of their case. Failing to resolve the complaint at this level the complainant can approach the OAIC for further information and/or action. See Complaints and appeals policy and procedure for more information.

Governance mechanisms

The Australian Healthcare Academy has robust governance framework in place to ensure its compliance with the Australian Privacy Principles. The following governance framework underpins and supports the operationalisation of this policy and procedure;

- Risk assessments including privacy impact assessments are undertaken when required.

⁵ AVETMISS data, quality indicator reporting data and information required to undertake a compliance audit.

- Staff receive training on the handling of personal and sensitive information on employment commencement and as changes and/ or amendments occur.
- Staff who regularly handle personal information are provided with supervision and support from their line manager.
- Performance development and management processes ensure staff have the knowledge and skills required to complete their role requirements.
- Where an agent or contractor is collecting personal information from a consumer on behalf of The Australian Healthcare Academy systematic processes are implemented to monitor compliance and maintain the student's privacy– see Engagement and Monitoring of Partners Policy and Procedure.
- The Privacy Policy and Procedure is publicly available on the website and a synopsis can be found in the student's handbook.
- The organisations Privacy Policy and Procedure is reviewed and updated annually or where required. Where changes to the Privacy Policy and Procedure have occurred the latest document version will be placed on the website and all students/clients will be notified by SMS that a new privacy policy and procedure has been released.
- The Australian Healthcare Academy takes all reasonable steps required to protect and maintain personal and sensitive information in accordance with the Australian Privacy Principles. If a data breach was to occur the organisation has a systematic approach to managing the critical incident in an open and transparent manner that manages risk effectively. The process for managing a data breach includes conducting a preliminary assessment and investigation, undertaking a risk assessment, notifying all relevant parties and developing an action plan to prevent potential future breaches.
- The organisations Quality and Management Committee monitors the effectiveness of the policy/procedure and is actively involved in its review.

References

- Australian Skills Quality Authority (2015) “Standards for Registered Training Organisations (RTOs) 2015”.
- Privacy Act 1988
- Privacy Amendment Act 2012
- Office of the Australian Information Commissioner () Australian Privacy Principles
- Office of the Australian Information Commissioner (2014) Guide to developing an APP privacy policy

Student Selection and Enrolment Policy and Procedure

Purpose and Scope

The Australian Healthcare Academy has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of its students. This policy and procedure has been designed to ensure all students prior to their enrolment are fully informed and meet the requirements of the qualification or program.

The Student Selection and Enrolment Policy and Procedure applies to staff, students, employers, clients and potential consumers and is used across all products on The Australian Healthcare Academy current scope of registration.

This policy and procedure should be read in conjunction with the “*Recognition Policy and Procedure*”, “*Privacy Policy and Procedure*”, “*Record Retention Policy and Procedure*”, “*Complaint and Appeals Policy and Procedure*” and “*Fees and Refund Policy and Procedure*”.

Abbreviations / Definitions

CRM	Customer Relationship Management System
Discrimination	Where a person is treated with prejudice because of their beliefs, circumstances and characteristics.
Individualised Learning and Assessment Plan (Plan)	A learning and assessment plan developed for a particular student that identifies specific goals and support measures.
RTO	Registered Training Organisation
Training and Assessment Plan	A documented plan for training and assessment required by students enrolled in a government subsidised program.
Third party	Is any party that provides services on behalf of the Australian Healthcare Academy but does not include a staff member/employee.
USI	Unique Student Identifier.
Unit of Competence	A unit of competency is the smallest unit that can be assessed and recognised under the Australian Qualifications and Training Framework

Policy

The Australian Healthcare Academy uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are as follows;

- The Australian Healthcare Academy is compliant 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.
- Students are routinely 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.
 - All required documentation being submitted, including the students USI (where required).
 - Program/course eligibility and pre-requisite requirements being met.
 - Fees paid in accordance with the organisations '*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.
- Documentation and supporting evidence is collected and stored in accordance with the organisation *Privacy Policy and Procedure* and *Record Retention Policy and Procedure*.
- Consumers are encouraged to provide feedback on their experience and through the organisation's continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organisations '*Complaint and Appeals Policy and Procedure*'.
- Refunds where required are provided to students in accordance with the organisations '*Fees and Refund Policy and Procedure*'.

Procedure

Pre-enrolment information

Throughout the enrolment process the Australian Healthcare Academy provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisation's website, Student Handbook, information sessions, student interviews and by speaking to the Australian Healthcare Academy staff throughout the application and enrolment process. Information provision is recorded per student on the AHA CRM.

Course information is provided/discussed throughout the enrolment process and includes;

- Course code, title and currency of the training product
- Type of program – accredited/non-accredited
- Estimated duration and study requirements
- Delivery location(s)
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements
- Work placement requirements and arrangements
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and the RTO
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Fee information
- Name and contact details of any third party – if applicable
- Physical or cultural requirements of the course.

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements).

The organisations policies and procedures are located on the Australian Healthcare Academy website and a synopsis outlined in the student handbook.

Enquiries

Where prospective students enquire by phone, online or in person they are provided with possible training solutions to meet their individual needs and requirements. At all times the Australian Healthcare Academy ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance. Comprehensive discussions take place to match the consumer to the right program and assess if AHA is the right training provider for that particular consumer.

To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend scheduled information sessions and ask questions relating to their child's enrolment. To ensure that sufficient information has been provided Parents/ Guardians are required to co-sign the declaration found on the enrolment form.

Determining and supporting students' needs

The Australian Healthcare Academy is 100% committed to supporting students through their learning journey. To do this we provide help that is targeted towards meeting the student's individual needs

Through the completion of the enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified and a discussion is undertaken with the student to identify what they need. So that the prospective student is able to make an informed decision the Trainer or Staff representative will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the students individual need explored.

Where the student requires specialised support that the RTO cannot provide, and the student understands the support the RTO can provide and still wishes to continue with their enrolment, and where consent is provided, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their program/qualification an *"Individualised Learning and Assessment Plan"* (Plan) is developed by the trainer/assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can depending on the students' needs be developed and implemented at any point throughout their enrolment.

The Plan outlines key strategies to optimise the students learning, and program completion. Through carefully thought out learning and assessment activities and other referral and clinical support mechanisms AHA endeavours to support its learners and meet their individualised needs.

As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure. Examples of reasonable adjustment may include but are not limited to; the printing of materials on coloured paper or in larger print, scribed responses to questions asked or videos submitted to demonstrate the student's skills in the work environment.

The Individualised Learning and Assessment Plan (Plan) is closely monitored, reviewed and evaluated by the Trainer and the RTO Manager throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

Enrolment

All prospective students are required to complete an online enrolment form with supporting documentation. If an applicant has a disability or special need requirement, they are provided with the same opportunities to enrol in vocational education and training as any other student as long as they are able to meet the pre-entry and physical requirements demanded by the training package. Where a student has a physical disability or condition that would prevent them from meeting the requirements of the training package, they are counselled prior to enrolment about their ability to meet course requirements – an example of this would be HLTAID001 Provide Cardiopulmonary Resuscitation. Applicants are aware that by submitting the **application they are not guaranteed a position** in their program/qualification of choice as entry can be dependent on program eligibility or pre-requisite requirements.

Administration staff review the enrolment form (using the Enrolment to Award Checklist) to ensure it is complete, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation. Supporting documentation is then verified. If the application form is incomplete or additional documentation is required administration staff will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified and alternate solutions discussed.

For accredited programs, the students USI is verified at enrolment. Student information is updated in the student management system and a letter of offer is sent. Confirmation of enrolment including a Tax receipt is sent to the student upon payment .

Once the student has paid the invoiced amount the following occurs;

- Student file is created and supporting documentation is downloaded from the SMS and stored in the students electronic file (for programs that require clinical placement and information to be sent to a third party)
- Induction is scheduled
- Program specific information is sent to the student.
- Resources are provided.
- Credit transfer applications are processed.
- Individualised learning and assessment plans are developed if special needs have been identified.
- Student commences their program/qualification.

Record Management

Student personal information is collected, used and stored in accordance with the organisations Privacy Procedure and Records Retention Policy and Procedure.

References

- Australian Skills Quality Authority (2015) "*Standards for Registered Training Organisations (RTOs) 2015*".

Complaints and Appeals Policy and Procedure

Purpose and Scope

The following policy and procedure outlines the Australian Healthcare Academy approach to providing its consumers with an accessible, transparent, fair and efficient complaints/appeals management process.

The Complaints and Appeals Policy and Procedure applies to all consumers and stakeholders and relates to all aspects of service delivery (e.g. student recruitment/enrolment, delivery of training and assessment, fees and refunds, privacy, advertising and marketing practices).

Allegations involving the conduct of staff, trainers and assessors, students or where applicable any third-party providing services on the RTOs behalf are managed responded to using this policy and procedure. The *'Consumer Protection Policy and Procedure'* and the *'Quality Assurance Policy and Procedure'* provide additional information to support the complaint and appeals management system.

Abbreviations / Definitions

Appeal	A formal application to have an assessment decision or finding reviewed.
Appellant	The person who is asking to have an assessment decision or finding reviewed.
ASQA	Australian Skills Quality Authority.
Complaint	A grievance that requires a formal resolution process.
Complainant	The person or organisation who has raised the complaint.
RTO	Registered Training Organisation

Policy

The Australian Healthcare Academy understands that from time to time consumers 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. Our Organisation welcomes such feedback as it provides valuable information that can be used to meet the needs of its consumers and improve the delivery of its service. The principles of the organisations complaints and appeals process are as follows;

- The Complaints and Appeals policy and procedure is free and publicly available to all consumers/stakeholders.
- Information on how to make a complaint/ appeal is available in the *'Complaints Policy and Procedure'*, *'Consumer Protection Policy and Procedure'*, student handbook and on the organisations website.
- Complaints and appeals are investigated and resolved as quickly as possible. Where practicable complaints are resolved at the time that they are raised.
- All complaints and appeals are acknowledged in writing and finalised after a comprehensive investigation has occurred.
- The Australian Healthcare Academy aims to form a response to the complainant/appellant within 10 days of the complaint/appeal being received.
- Where the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal they 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 matter.

- Procedural fairness and the principles of natural justice are adopted at each stage of the complaint/appeal process.
- The decision maker is always independent of the decision being reviewed.
- Confidentiality of information is maintained at all stages of the complaint / appeal process.
- Where complaints and appeals are unable to be resolved internally and at the request of the individual a review by an appropriate independent party of the Australian Healthcare Academy and the complainant/appellant occurs.
- To mitigate the likelihood of a similar complaint/appeal reoccurring opportunities for improvement identified through the complaints and appeals process are actioned through the organisation's continuous improvement process.
- The Australian Healthcare Academy securely maintains records of all complaints and appeals and their outcomes for a period of 30 years.

Procedure

The following procedure outlines the framework and process of and has been summarised in **Diagram 1 – Complaints and Appeals Procedure**.

Lodging a complaint or appeal

- Informal Complaint

In an attempt for early resolution consumers/students are encouraged to raise their complaint/appeal with the relevant person or speak to the RTO Manager as soon as a grievance arises. Our staff are approachable and experienced in assisting students resolve issues at an informal level and ensure that the complainant or appellant has a positive experience.

- Formal Complaint

If the complaint/appeal remains unresolved at a local level, consumers are able to escalate their complaint or appeal to the Consumer Protection Officer by writing an email or a letter outlining the type and the cause of their grievance. Contact details for the Consumer Protection Officer are as follows;

Consumer Protection

mailto: consumerprotection@healthcareacademy.com.au

T: 1300953276

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/ Appeal

Within 48 hours of receiving the complaint/appeal the RTO Manager will acknowledge in writing that they have received the complaint/appeal and will outline the next steps in the resolution process.

Investigation/Moderation

A comprehensive and objective 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 the student's 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 the student's appeal.

Continuous Improvement

Where an investigation, moderation activity or appeal identifies opportunities for improvement these are actioned through the organisation's continuous improvement process. 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 will, following the moderation activity have their result reviewed. 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 the organisation considers more than 60 calendar days are required to process and finalise the complaint/appeal they 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 the Australian Skills Quality Authority. Further information can be found on asqa.gov.au.

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. Further information can be found on www.oaic.gov.au.

Documentation and Record Keeping

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

Monitoring

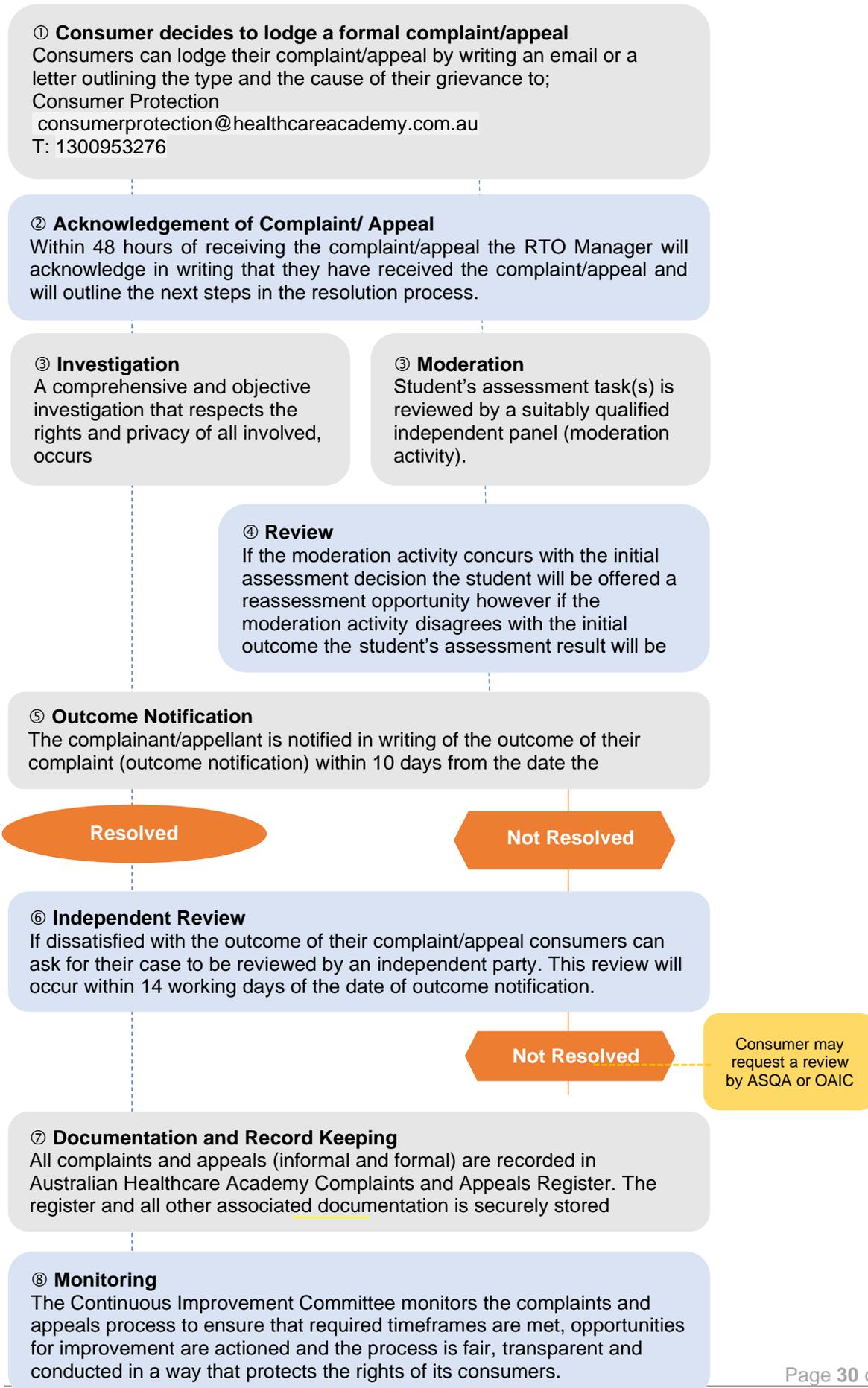
The Quality and Management Committee monitors the complaints and appeals process to ensure that required timeframes are met, opportunities for improvement are actioned and the process is fair, transparent and conducted in a way that protects the rights of its consumers.

The Chief Executive Officer is made aware of all complaints and appeals and the outcomes of those complaints/appeal. The Board of Directors receive a quarterly report which includes all complaints and appeals raised.

References

- Australian Skills Quality Authority (2015) "*User's Guide Standards for Registered Training Organisations (RTOs) 2015*".

Diagram 1: Complaints and Appeals Procedure



Assessment Policy and Procedure

Purpose and Scope

The following policy and procedure outlines the organisations approach and framework to ensuring its assessment system complies with the requirements outlined in the training package/unit of competence and is conducted in accordance with the principles of assessment and the rules of evidence.

The policy and procedure applies to all products listed on the Australian Healthcare Academy scope of registration and should be read in conjunction with the '*Quality Assurance Policy and Procedure*', '*Validation and Moderation Policy and Procedure*, *Recognition Policy and Procedure* and the *Credit Transfer Policy and Procedure*'.

Abbreviations / Definitions

Assessment	The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective ¹ .
Assessment System	Actual materials used to conduct assessment, policies and procedures and supporting documents that outline how assessment is planned, conducted, implemented and evaluated.
AQF	Australian Qualifications Framework
Moderation	The process of establishing comparability of standards of performance across different courses, institutions or organisations, in order to ensure that the assessment is valid, reliable and fair ⁶ . Note: validation and moderation are used interchangeably throughout this policy and procedure
Training Product	Refers to AQF Qualification, Unit of Competence or Skill set
UoC	Unit of Competence
Validation	Validation is the quality review of the assessment process. Validation involves the checking of assessment tools to ensure that they produce valid, reliable, sufficient, current and authentic evidence against the requirements of the training package, unit of competence or VET accredited course ⁷ . Note: validation and moderation are used interchangeably throughout this policy and procedure.

⁶ NCVET (2014) Glossary

⁷ ASQA (2015) 'Users Guide Standards for Registered Training Organisations (RTO's) 2015': P97

Policy

The Australian Healthcare Academy understands that its assessment practices are the final stage in confirming that its students have the skills and knowledge required to undertake a particular task to the standards outlined in the Training package and unit of competence. To ensure graduates have the skills and knowledge required by industry and to maintain the quality, validity and integrity of assessments and assessment judgements, the Australian Healthcare Academy uses a systematic approach to the development, implementation and evaluation of its assessment system.

The assessment system is underpinned by;

- Development of assessment tools that are quality reviewed prior to their release and in addition to AHA requirements meet professional, technical and legal standards.
- Assessment processes that operate without bias, discrimination or harassment.
- Assessment processes that provide students with special needs the opportunity to have their individual need supported through internal and external support processes including the use of reasonable adjustment where applicable.
- Assessment processes that identify and control potential risks/hazards.
- Implementation of the principles of assessment and rules of evidence.
- Processes that maintain and protect student's confidentiality and personal information at all times.
- Complaints and appeals processes that provide students with an opportunity to challenge the assessment processes or decisions that they feel are unfair.
- The development of an integrated framework that links product development and validation and moderation of assessment practices to the organisation's continuous improvement and complaints and appeals process.
- Validation and moderation activities that are scheduled throughout all stages of the products life cycle.
- Statistically valid sampling of assessment tools/evidence.
- Regular and scheduled consultation with industry.
- Use of suitably qualified Assessors who have the right vocational competencies, experience and qualifications to undertake valid assessments that are based on current industry practice.
- AQF certification is only issued to a student where they have met the requirements of the training program through robust assessment methods.
- Certification is issued within 30 calendar days of the student being assessed as meeting the requirements of the training program.

Procedure

Implementing the principle of assessment

Regardless of the assessment method or pathway the organisation ensures the principles of fairness, flexibility, validity and reliability are reflected in its assessment process.

Fairness

- Students' individual needs are considered in the assessment process, and where required, reasonable adjustment is made⁸.

Students with a disability or an additional support requirement will have their needs assessed and an individualised plan designed to optimise their learning and assessment with their Trainer/Assessor developed prior to course commencement or before the scheduled assessment date. Examples of reasonable adjustment may include but are not limited to; accessible classrooms, note taking support, course materials in alternate formats, alternative assessment tasks or the use of assistive technology.

- Recognition of prior learning and credit transfer is available to all prospective and current students prior to, and throughout their enrolment. Information is publicly available in pre-enrolment

⁸ Reasonable adjustment can only be made when it does **not** compromise the rigour of the assessment process.

material, the student's handbook and on the organisation's website. See Recognition Policy and Procedure and Credit Transfer Policy and Procedure for more information.

- Students are provided with comprehensive information so that they are fully informed of the assessment process and performance expectations prior to undertaking each task. Examples of assessment information provided to the student includes but is not limited to;
 - General instructions – who, what, when and how
 - Reasonable adjustment
 - Rights and responsibilities
 - Assessment criterion
 - Assessment conditions
 - Required resources
 - Assessment context
 - Number of attempts
 - Complaints and appeals process
 - Available information
- The rights of students are protected throughout the learning and assessment process. Students are aware of their rights and responsibilities and are made aware of how to make a complaint or appeal.
- Personal or interpersonal factors do not influence the assessment decision. Where bias is suspected the student's assessment will be conducted or moderated by an independent party.
- Students are provided with detailed feedback related to their performance.
- Where re-assessment of a task is required, the need for more training is identified students are provided with detailed feedback, and a plan for reassessment is developed.
- Students have the opportunity to be reassessed once without incurring an additional fee. Students may complete a second resubmission/attempt at the discretion of the RTO Manager. An additional fee is charged for a third submission.
- The Australian Healthcare Academy objective complaints and appeals process provides students the opportunity to challenge assessment decisions that they feel are unfair.

Flexibility

- Students are able to apply for recognition throughout their enrolment.
- A range of assessment methods are used to demonstrate competence in a variety of different ways. Assessment methods vary and are dependent on the training package/UoC requirements, learner needs, context and environment. Examples of assessment methods include;
 - Demonstration
 - Question and Answer
 - Interview
 - Work Samples
 - Problem Solving Scenarios
 - Project
 - Case Study / Work Example Analysis
 - Role Play
 - Written Test
 - Third Party Evidence

Validity

- Assessment tasks are developed in accordance with unit of competence and training package requirements and are mapped to all components of the UoC(s).
- Assessment tasks are;
 - Based on realistic workplace activities and contexts.
 - Directly related to the UoC or learning outcomes being assessed.
 - An appropriate method of assessment.
 - Set at the correct AQF level.
 - Integrated and holistic, assessing the students' knowledge, skills and attitudes.
- Students are required to demonstrate their skills and knowledge across a range of different environments and contexts as outlined in the unit of competence.
- Where simulated conditions are required, they are made as realistic as possible.
- Industry consultation is used to confirm that the content of the tool is correct and relevant to the workplace. Industry consultation occurs at scheduled intervals throughout the products life cycle.
- Validation and moderation activities occur throughout the products life cycle – see '*Validation and Moderation Policy and Procedure*' for more information.

Reliability

- Assessment decisions are based on evidence that can be verified by another Assessor.
- Assessors are provided with detailed instructions on how to conduct, assess and record the assessment.
- Assessor guides, benchmarks, checklists are available to support the assessor and assessment process.
- Benchmarks for practical activities are broad enough to allow for differences in environments/contexts.
- Moderation of assessment evidence is used to monitor evidence reliability.

Implementing the rules of evidence

Validity

- Evidence collected directly relates to the UoC being assessed.
- A direct relationship exists between the assessment task, activities learners undertake evidence presented and the assessment requirements.

Sufficiency

- Evidence provided through the assessment process is enough to ensure a valid assessment judgement is able to be made. More than one form of assessment is undertaken in a variety of different contexts that meet the UoC requirements.

Authenticity

- Enrolment procedures, types of assessments undertaken and signed declarations ensure that the evidence collected belongs to the person being assessed.
- Systems are in place to check for plagiarism and/or identical content in other submissions.

Currency

- Evidence is assessed to ensure that it is current enough to demonstrate that the student is competent at the time of assessment.

Assessor Competence

Assessor competence is essential to ensuring an effective assessment process that meets the needs of the organisation, student and industry. Opportunities for assessors to complete professional development activities related to competency-based assessment and to network with their colleagues is created and encouraged.

The Australian Healthcare Academy only allows assessors with the following competencies/ qualifications to assess or deliver nationally recognised qualifications;

- Certificate IV in Training and Assessment (TAE40116 or its equivalent)
- Vocational competencies at least to the level being delivered/assessed.
- Current industry skills relevant to the training and assessment being delivered/assessed.
- Current knowledge and skills in vocational training and learning
- Evidence of professional development activities in the fields and practice of vocational training, learning and assessment (competency-based assessment), developing industry collaboration and compliance.

Retention of assessment evidence

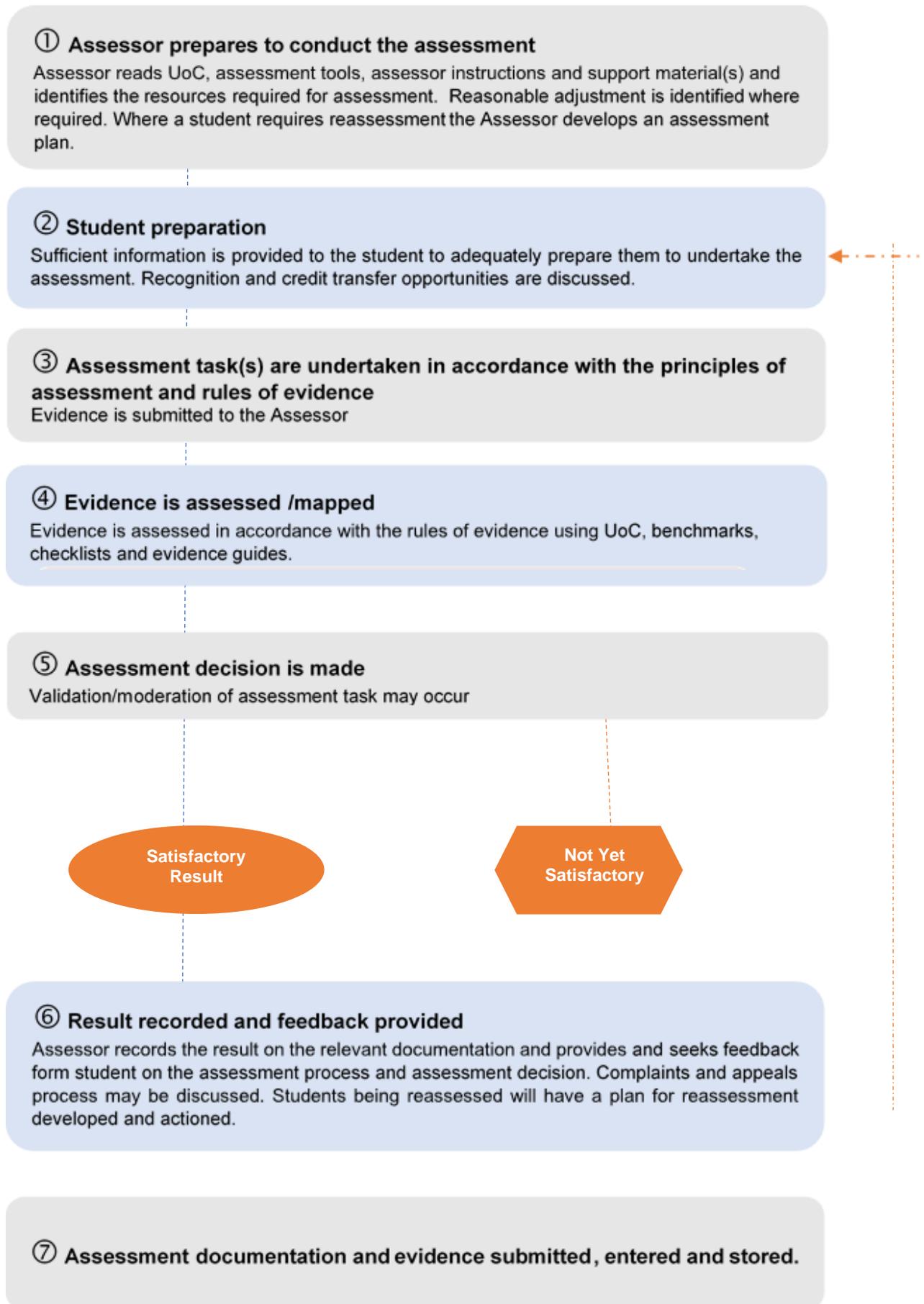
- Assessment outcomes are recorded in the student management system and are available for a 30-year period.
- Assessment evidence is kept for a minimum of 6 months.
- Assessment evidence is securely destroyed at the end of the retention period.

The following procedure outlines the framework and process of and has been summarised in **Diagram 1 – Student Assessment Procedure**.

References

- Australian Skills Quality Authority (2015) *“User’s Guide Standards for Registered Training Organisations (RTOs) 2015”*.
- Australian Skills Quality Authority (2015) *“Fact Sheet – Guide to Developing Assessment Tools”*
- NCVET (2002) *“Maximising Confidence in Assessment Decision-Making – Resource Kit for Assessors”*.

Diagram 1: Student Assessment Procedure



Credit Transfer Policy and Procedure

Purpose and Scope

The Australian Healthcare Academy has a commitment to ensuring that students do not repeat any unit of competence or module in which they have previously been deemed competent. The following policy and procedure outlines the Australian Healthcare Academy process for assessing/granting Credit Transfer for their accredited products.

The Credit Transfer policy and procedure applies to staff, students, employers, clients and potential consumers enrolled in a nationally recognised training and assessment and is used across all products on the Australian Healthcare Academy current scope of registration. The following policy and procedure should be read in conjunction with the “*Recognition Policy and Procedure*”, “*Privacy Policy and Procedure*” and “*Record Retention Policy and Procedure*”.

Abbreviations / Definitions

The following abbreviations have been sourced from National Centre for Vocational Education Research “Glossary” www.ncver.edu.au

Assessment	The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective
AQF	Australian Qualifications Framework
AQF Certification Documents	A set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.
Credit	Assesses courses/unit/modules against each other to determine equivalency.
Credit Transfer	The granting of credit by a Registered Training Organisation (RTO) to students for units of competence completed at another RTO/institution.
Nationally Recognised Training and Assessment	An accredited program of study that leads to vocational qualifications/Units of Competence and credentials that are recognised throughout Australia.
RPL	Recognition of Prior Learning
Recognition	Recognition is a term that includes Recognition of Prior Learning, Recognition of Current Competency and Skill Recognition.
Recognition of Current Competency	The assessment of a person’s current capacity to perform; it applies if an individual has previously completed the requirements for a unit of competence and is now required to ensure the competence has been maintained.
Training Package	A Training Package is a set of nationally endorsed standards and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace. Training Packages are a key resource for registered training organisations (RTOs) in the delivery of structured, accredited training.
Unit of Competence	Standards of performance required in the workplace as defined in a Training Package. A unit of competency is the smallest unit that can be assessed and recognised

Policy

The Australian Healthcare Academy in accordance with the Standards for Registered Training Organisation RTOs 2015 accepts and provides credit to students for units where authenticated AQF certification documentation is the same or equivalent.

Where a student has completed a unit of competence which has a different title or code from the one where credit is sought the 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.

Credit Transfer general principles;

- All students are provided with information on how to apply for credit transfer on application and enrolment.
- A variety of methods are used to promote credit transfer to consumers, students and employers including but not limited to promotion through the website, general and targeted marketing material, pre-enrolment information, student handbook, information sessions and student inductions.
- Student can only apply for credit transfer for units that are linked to their enrolment and are on the Australian Healthcare Academy scope of registration.
- Students may apply for credit transfer throughout their enrolment however to remove any unnecessary training and or assessment students are encouraged to apply for credit at enrolment or before training has commenced.
- Students who are granted credit for a unit(s) of competence are not charged for the credited unit(s).
- The Australian Healthcare Academy will not issue a qualification or a statement of attainment wholly through recognition of units issued by another institution.
- The Australian Healthcare Academy acknowledges that licensing or the requirements may prevent a unit or module being awarded through a credit process.
- Expected timeframes for the review of credit transfer applications is 5 days. If the review of the student's application is thought to be greater than expected timeframes students are advised of the reason for the delay.
- Records of Results, Statements of Attainment or Transcripts are authenticated with the issuing organisation.
- Students are notified in writing of the decision of their application.
- Students may request a review of their application if they are unsatisfied with the result.
- All documentation and supporting evidence is collected and stored in accordance with the organisation *Privacy Policy and Procedure* and *Record Retention Policy and Procedure*.

Application Procedure

To apply for credit transfer students are required to;

1. Contact the RTO to request a credit transfer application form
2. Complete the form and attach supporting evidence (e.g. Record of Results or Statement of attainment)
3. Send the form and supporting evidence to admin@healthcareacademy.com.au
4. Once the Credit Transfer Form and supporting evidence has been received the RTO will assess the credit transfer application and verify the award with the issuing provider.
5. Once completed the student will be advised of the outcome of their application – usually within 7 days.

References

- Australian Skills Quality Authority (2015) “*Standards for Registered Training Organisations (RTOs) 2015*”.
- National Centre for Vocational Education Research “Glossary” www.ncver.edu.au

Recognition Policy and Procedure

Purpose and Scope

The Australian Healthcare Academy has a commitment to providing students with opportunities to have their existing skills and knowledge (regardless of how they were acquired i.e., both formal and informal learning) recognised towards the achievement of a nationally recognised qualification or statement of attainment. The following policy and procedure outlines the Organisations systematic approach to recognition assessment and explains how the framework ensures effective assessment practices that meet the “Principles of Assessment” and the “Rules of Evidence”.

The Recognition policy and procedure applies to staff, students, employers, clients and potential consumers and is used across all products on the Australian Healthcare Academy current scope of registration.

It should be read in conjunction with the Quality Assurance Policy and Procedure, Complaints and Appeals Policy and Procedure, Credit Transfer Policy and Procedure, Validation and Moderation Policy and Procedure.

Abbreviations / Definitions

The following abbreviations have been sourced from National Centre for Vocational Education Research “Glossary” www.ncver.edu.au

Assessment	The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective
Credit	Assesses courses/unit/modules against each other to determine equivalency.
Credit Transfer	The granting of credit by an RTO to students for units of competence completed at another RTO/institution.
Nationally Recognised Qualification	An accredited program of study that leads to vocational qualifications and credentials that are recognised throughout Australia.
RPL	Recognition of Prior Learning
Recognition	Recognition is a term that includes Recognition of Prior Learning, Recognition of Current Competency and Skill Recognition.
Recognition of Current Competency	The assessment of a person’s current capacity to perform; it applies if an individual has previously completed the requirements for a unit of competence and is now required to ensure the competence has been maintained.

Policy

The Australian Healthcare Academy recognition process has been designed to provide an assessment only pathway for a course, qualification, or for the award of unit(s) of competency that form part of a qualification. Recognition offers the student an alternative and flexible approach to having their knowledge and skills assessed against the competencies stipulated in the training package or accredited course. The general principles underpinning our recognition process are as follows;

- Consumers are provided with sufficient information and screening to make an informed decision about their enrolment and to understand their rights and responsibilities.
- Recognition assessment is promoted to all students and employers on enquiry and throughout application and enrolment.
- Recognition acknowledges that learning can be informal and/ or formal.
- The recognition model is flexible enough to meet the specific requirements of the qualification and/or unit of competency.
- Industry are engaged throughout all stages of the products cycle (RPL Kit(s)).
- Where legislative and regulatory requirements demand a person's competence to be assessed e.g. "Basic Life Support" a Recognition of Current Competence approach is used.
- Staff are well informed about recognition requirements and are provided with ongoing training, support and guidance.
- Assessment is undertaken according to the principles of assessment and the rules of evidence.
- Assessment decisions are accountable, transparent and subject to appeal and review.
- Recognition systems and tools are systematically monitored, reviewed and evaluated to ensure they are of the highest quality and meet all of the requirements outlined in the Standards for Registered Training Organisations 2015.
- Quality review, validation and moderation of recognition tools/assessments are undertaken at scheduled intervals.

Procedure

The following procedure outlines the framework and process of recognition assessment and has been summarised in **Diagram 1** – Recognition Flow Chart.

Information

Pre-enrolment

In addition to general information provided to consumer's recognition specific information is also made available. The recognition process, costs and timeframes, contact person(s) and how to apply is available to all consumers via a variety of different methods including the website, marketing material, pre-enrolment information, student handbook, information sessions and student inductions.

Information included in pre-enrolment documents include;

- What recognition is and its benefits
- Course outcomes and requirements
- Recognition flow chart – See Diagram 1
- Pathways specific to the course
- Cost and timeframes
- Appeals and review process

Self –Assessment

Consumers are provided with a self-assessment tool and/or an opportunity to meet with an Australian Healthcare Academy staff member to assess their suitability to enrol in a recognition pathway program. The types of evidence that would need to be collected/demonstrated and the different ways that this could occur is included regardless of the method. This information is comprehensive enough for the

consumer to make a decision as to whether or not to apply for recognition and forms the first part of the student screening process.

If the self -assessment tool has been completed it is sent to the Australian Healthcare Academy for review with accompanying enrolment paperwork.

Where the consumer decides that they do not want to apply for recognition. the Australian Healthcare Academy staff will discuss possible alternatives including but not limited to;

- Developing the experience, skills and knowledge before applying for recognition.
- Training and assessment (alternative training methods) in selected units of competency or the full qualification.
- Alternative qualifications

Staff requirements, training and support

Various staff members within the Australian Healthcare Academy may be involved in some aspect of the student's recognition process. To ensure that recognition assessment is undertaken with the same rigor and transparency as other forms of assessment and that the clients experience is high quality, staff undergo training on how to complete the tasks specific to their role and function. Staff are also provided with ongoing support and guidance.

To facilitate the recognition process Assessors must hold the training and assessment qualification specified in the Standards for Registered Training Organisations RTOs 2015 Schedule 1, 2 or 3 and demonstrate current industry skills to the training and assessment being delivered and current knowledge and skills in vocational training and learning.

Industry Consultation

Industry engagement systematically occurs throughout all aspects of the products cycle to ensure that outcomes are consistent with the needs of industry. See Quality Assurance Policy and Procedure for more information.

Enrolment

Potential RPL candidates are required to complete the enrolment process as per the "*Student Selection and Enrolment Policy and Procedure*". As part of the enrolment process students are provided with an RPL Kit which has detailed instructions on the process, roles and responsibilities, how they will be assessed, suggested evidence, what constitutes quality evidence and how to present and submit the collected evidence.

An Assessor contacts the student to discuss the recognition process and RPL kit⁹. At this meeting the Assessor will also undertake a professional discussion, confirm unit selection and form an assessment plan. This meeting process ensures that the assessment process is undertaken in accordance with the principles of assessment (i.e. fair, flexible, valid and reliable).

The professional discussion may include a series of questions or a general discussion on specific topics. The Assessor documents this discussion mapping its content to the qualification/UoC requirements. The Professional discussion is also used as a secondary screening mechanism to optimise the student's ability to complete their qualification.

⁹ Like all Australian Healthcare Academy students, recognition candidates are provided with information on the appeals process, feedback mechanisms and resubmission process.

Evidence Collection

Evidence can be collected in a variety of different ways including;

- Question and answers
- Observation / skills tests
- Third party reports
- Audio/visual evidence
- Work samples
- Letters
- Training/assessment undertaken in the workplace or another institution

Once the student has collected the evidence in accordance with RPL kit student's instructions the evidence is submitted to their assessor.

Students are supported by their Assessor throughout the evidence collection process to optimise their completion and ensure that the evidence submitted meets the rules of evidence. Depending on the students' needs additional meetings may need to be organised and the student's assessment plan adjusted. Assessors may need to visit the student's workplace and where required facilitate the collection of additional evidence.

Evidence Reviewed and Assessment Decision

Assessors are required to review the evidence submitted as a "whole". Assessor may need to contact the student to ask further questions, seek clarification and ensure that the components/dimensions of competence have been demonstrated. Evidence is reviewed against the rules of evidence and mapped against Qualification and UoC requirements. It is the Assessors responsibility to ensure that all evidence is mapped/documentated as per the Assessor instructions contained in the RPL kit. Based on the review of the evidence submitted the Assessor will determine an assessment decision. Once a decision has been made the student is provided with detailed feedback.

Feedback

The student receives feedback both formally and informally throughout the recognition process. Once a decision has been made the student is provided with a rationale for that decision. Students who are dissatisfied with their assessment outcome can appeal the decision following the organisations '*Complaints and Appeals Policy and Procedure*'. If the decision indicates more evidence is required, the Assessor will discuss this with the student and develop a plan for further collection. If this discussion indicates that the student is unable to collect/show the additional evidence required the Assessor will discuss all available options (e.g. completion of a work-based project, enrolment in a face to face session etc.).

Students are encouraged to provide honest feedback on their experience through the completion of learner satisfaction surveys. Student feedback is then reviewed and where necessary linked to the organisation's continuous improvement process.

Validation and Moderation

Validation and moderation of assessment judgements are undertaken in accordance with the organisations '*Validation/Moderation Policy and Procedure*' and schedule. The Australian Healthcare Academy undertakes regular validation and moderation of all products on its scope of registration to ensure that its assessment systems and practices produce valid assessment judgements and ensure graduates have the skills and knowledge required by industry.

Information from validation and moderation activities links into the programs review and continuous improvement process.

References

- Australian Skills Quality Authority (2015) “*Standards for Registered Training Organisations (RTOs) 2015*”.
- Department of Western Australia Department of Training and Workforce Development (2013) “*Recognition of prior learning: An assessment resource for VET Practitioners*”.
- National Centre for Vocational Education Research “Glossary” www.ncver.edu.au
- NSW Education and Communities Office of Education (2014) “*NSW Recognition Framework*”.
- NSW Department of Education and Communities (2014) “*Skills Recognition – A Guide for Registered Training Organisations*”.