



**Australian Nursing & Training Services**

*"Tell me I forget, show me I remember, Let me do it and I understand"*  
RTO 41231

# STUDENT HANDBOOK



## Contents

<b>Welcome to Australian Nursing and Training Services.....</b>	<b>4</b>
<b>Mission .....</b>	<b>5</b>
<b>Organisation.....</b>	<b>5</b>
<b>1. CLIENT POLICIES AND PROCEDURES .....</b>	<b>6</b>
1.1 Enrolment and Induction .....	6
1.2 Student Fees and Payments.....	7
1.3 Refund and Cancellation Policy.....	9
1.4 Flexible Delivery and Assessment .....	12
1.5 Conduct.....	12
1.6 Client Privacy .....	13
1.7 Client Health .....	14
1.8 Drugs and Alcohol .....	14
1.9 Workplace Health and Safety – Refer Appendix 6 .....	14
1.10 Access and Equity.....	15
1.11 Client Harassment Policy.....	16
1.12 Complaints & Appeals Procedure .....	18
1.13 Disciplinary Procedure .....	18
1.14 Client Counselling Services and Support .....	18
1.15 Language Literacy and Numeracy (LLN) Support .....	19
1.16 Attendance Procedures.....	19
1.17 Recognition of Prior Learning (RPL) Policy .....	20
1.18 Credit Transfer (CT) Policy .....	21
<b>2 TRAINING DELIVERY AND ASSESSMENT .....</b>	<b>22</b>
2.1 Training.....	22
2.2 Workplace Training and Assessment.....	24
2.3 Plagiarism .....	24
2.4 Reasonable Adjustment.....	24
<b>3 ISSUING OF CERTIFICATION.....</b>	<b>26</b>
<b>4 STUDENT RIGHTS AND RESPONSIBILITIES .....</b>	<b>27</b>
<b>5 YOUR TRAINER’S RESPONSIBILITIES .....</b>	<b>29</b>
<b>6 GENERAL INFORMATION .....</b>	<b>29</b>

6.1	Dress Code .....	29
6.2	Organisation's Property.....	29
7	CLIENT FEEDBACK AND CONTINUOUS IMPROVEMENT .....	30
8	Appendix 1 Code of Practice .....	31
9	Appendix 2 Code of Ethics.....	32
10	Appendix 3 Complaints and Appeals Policy and Procedure .....	33
10.1	Complaint or Appeal .....	33
10.2	External Complaints Process.....	34
10.3	Record Keeping .....	34
10.4	Assessment Appeal .....	35
10.5	Grounds for Appeal.....	35
10.6	How to make a complaint or appeal .....	35
11	Appendix 4 Disciplinary Procedure.....	36
11.1	Dismissal for Serious Misconduct .....	37
12	Appendix 5 Assessment Policy and Procedure .....	38
12.1	Competency Standards .....	38
12.2	Reassessment .....	40
12.3	Assessment appeals process .....	40
13	Appendix 6 Adherence to legislative & regulatory requirements policy and procedure .....	41
13.1	Workplace Health & Safety Legislation and Regulations .....	41
13.2	Consumer Protection .....	41
13.3	VET Legislation and Regulations .....	42
13.4	Human Rights .....	42
13.5	Currency .....	43
14	Version Control .....	44

## Welcome to Australian Nursing and Training Services

Thank you for choosing Australian Nursing and Training Services to start or further your learning journey, and we wish you the best of luck in the career pathway you have chosen, irrespective of the reason for you deciding to study. We are here to assist you reach your goals and provide all the help possible as you train with us.

Australian Nursing and Training Services have been providing quality training to thousands of students since 1990 in the community services and primary health care fields and we have an outstanding reputation with industry owing to the quality of training we provide and the calibre of our students. This includes training Assistants in Nursing (AIN) and the provision of training to be able to work in the Aged Care, Disability and Home and Community Care (HACC) fields.

We provide a unique learning experience and one we believe is at the forefront among training organisations, for providing the skills required to work currently and competently in the industry and achieve the best outcomes for you. We provide practical hands on learning experience, which provides the best possible training outcomes, using industry best practice and current trends, techniques and technology.

We are committed to ensuring that your learning journey is a highly rewarding experience for you, that we meet your needs and that your training provides lasting benefit to you, your workplace and your community.

Please read this student handbook in its entirety as a pre-requisite to your continuing enrolment and if you have any questions please call us on 02 9542 3340

We look forward to meeting you further and to hear your feedback as you progress through your training. Good luck with your learning journey!

***Radhika Sharma (RN) CEO***

## Mission

Our Mission is to provide comfort through exceptionally trained people delivering exceptional care. At Australian Nursing and Training Services we train students to be worthy of positions of responsibility within our hospitals, nursing homes and the community.

## Organisation

Australian Nursing and Training Services is a privately operated Registered Training Organisation (RTO). The Director and Owner takes an active role in the day to day operations and management of the company and delivers training in her own right where appropriate as an experienced industry practitioner. We operate the bulk of our training programs with a cadre of highly qualified training consultants.

A Registered Training Organisation (RTO):

- can issue Qualifications and Statements of Attainment that are recognised nationally;
- can use the Nationally Recognised Training (NRT) logo;
- is listed on <https://training.gov.au/Home/Tga> ; and
- is eligible to tender for public funding for Vocational Education and Training.

Australian Nursing and Training Services provides training, which is nationally recognised and adheres to the standards set by the following bodies:

- Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/>
- National Centre for Vocational Education and Research (NCVER)
- Australian Department of Education <https://www.education.gov.au/>

## 1. CLIENT POLICIES AND PROCEDURES

### 1.1 Enrolment and Induction

To enrol in a program a client needs to complete the course enrolment process and pay the course fees as set out in the course fee schedule outlined below. A copy of the schedule is also available on request from ANTS.

Prospective students must initially complete an enrolment form and a Language, Literacy and Numeracy (LLN) skills assessment at least 7 days prior to the course commencing. This allows Australian Nursing and Training Services training staff ample time to conduct the necessary administrative requirements, including the identification of individual learning needs, the ability to offer Recognition of Prior Learning (RPL), identify any health and medical conditions, verify identity where required or acknowledge other areas which may impact on your ability to successfully complete the training.

It is a condition of enrolment that students are provided with and have read this handbook, which is provided on receipt of your enrolment form. A copy is also available on our website. By signing the enrolment form you agree that you have read this handbook.

As soon as staff have assessed the application form and Language, Literacy and Numeracy (LLN) assessment, prospective students will be advised of their eligibility for acceptance into the nominated training program. Successful candidates will be scheduled for a pre-course face to face interview with training staff to begin introductions, explain course structure and assessment requirements and where required customise and provide an Individual Training Plan. Unsuccessful candidates will be advised verbally of the reason for non-acceptance and they have the right to appeal the decision through our Grievance Procedures.

A student induction will be provided for all new students commencing programs with us. The induction will occur on Day 1 of the training program and will include topics like:

- Site Safety
- Site Tour – amenities and facilities
- Course Outline and Outcomes
- Assessment requirements

A candidate's enrolment however, will not be finalised or a place confirmed until Student Fees have been paid according to the nominated schedule or a payment plan has been negotiated with Australian Nursing and Training Services management.

## 1.2 Student Fees and Payments

### Fees

For all fee for service accredited programs that do not attract government funding subsidies, Australian Nursing and Training Services requires a minimum deposit of 50% of the total course fee per individual student, payable upon enrolment.

Following course commencement, Australian Nursing and Training Services may require payment of additional fees in scheduled payments in advance from the student, attributable to tuition or other services yet to be delivered to the student, that do not exceed \$1500 at any given time in advance.

These fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered. The schedule for payment of remaining fees will be determined when signing a payment plan with administration, but will normally coincide with a second payment a third of the way through the training and any remaining payment at two thirds of the way through training.

If the full course or accredited workshop fees are below \$1000, the full fee will be required 7 days prior to course commencement.

Australian Nursing and Training Services course fees are a set price and include materials. Students will not be required to purchase additional training materials or learning aids. For higher level qualifications at Certificate IV and above, Australian Nursing and Training Services staff may recommend textbooks or literature to purchase as future reference material. Courses include tea and coffee daily, but in most instances students will need to provide their own lunch each day.

Any fees paid for any program with Australian Nursing and Training Services will only be refunded in line with our '*Refund Policy*' and once an Enrolment Form is signed by a student, that signature constitutes acceptance to pay all associated program fees. For students under the age of 18, a signature from a Parent or Guardian will be required additionally.

### Other Fees

#### Certificate Reissue Fee:

In the event a client requires a new copy of a Qualification or Statement of Attainment or any other Certificate, a fee of \$50 will be charged.

#### Course Transfer or Deferral:

Once a client has commenced training and they wish to defer training or a client wishes to transfer to another program after completing enrolment, a Transfer or Deferral Fee of \$100 will be charged.

### **RPL Fee:**

For clients wishing to lodge an application for RPL, a \$450 non-refundable administration fee will be charged and is required prior to the process commencing. This covers the cost of initial interview, issuing of RPL kit and instructions for evidence gathering, an assessment of returned evidence, follow up interview if required and notification of result. As this process can be lengthy and detailed, the \$450 administration fee does not guarantee a successful RPL outcome, it is a fee to cover costs associated with the process to that point.

For all Units of Competency which are then granted as RPL, the candidate will be required to pay 50% of the normal unit cost for the program applied for. Unit costs will be explained in full upon enquiry.

### **Equipment and Resource Replacement Fees:**

Any equipment or resources provided to the client as a loan for the duration of the course, which are lost or found to be wilfully damaged by the client, will be paid for by the client at market replacement cost. This includes any wilful damage to property within training room premises i.e. computers or IT equipment.

Australian Nursing and Training Services collects fees directly from the individual learner, Australian Nursing and Training Services provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying that the learner's right to obtain a refund for services not provided by Australian Nursing and Training Services in the event the:

- i) arrangement is terminated early
- ii) Australian Nursing and Training Services fails to provide the agreed services.



### 1.3 Refund and Cancellation Policy

The following policy and procedures define how any of Australian Nursing and Training Services learners can apply for a refund for course fees. The policy information is transparent and ensures that all learners are treated fairly and with integrity when applying for refunds. They are designed to ensure that Australian Nursing and Training Services complies with the requirements of Australian Skills Quality Authority (ASQA) and the [Standards for Registered Training Organisations \(Registered Training Organisations\) 2015](#) in relation to the refund of fees paid by our clients.

The policy applies to all learners that have enrolled into a course and to fees collected for the course which has been paid in advance. All learners will indicate upon enrollment into any course or unit that they have read, understood and accept these terms.

#### **Cancellation prior to course or program commencing:**

50% of course fees are payable prior to commencing. If students withdraw prior to commencement all fees will be refunded.

#### **Cancellation after enrolment into course or program:**

If student withdraws after commencing, administration costs will apply and deducted from final refund. If students are eligible for Statement of Attainment, fees will also be deducted from final refund.

#### **Withdrawal due to extenuating circumstances:**

In the case of a student who withdraws from a course due to extenuating circumstances, the student may have their fees transferred as credit to another future program depending on availability.

#### **Extenuating circumstances can be defined as follows:**

- beyond the student's control (could not have reasonably been anticipated, avoided or guarded against); and
- sufficiently grave to have caused considerable disruption to the student's capacity to study effectively or to complete requirements.

#### **Circumstances which can be deemed as extenuating include:**

- administrative problems - such as the late arrival of teaching materials, texts, enrolment errors or delays
- legal commitments - jury duty or court appearance
- medical reasons
- family/personal reason

#### **The following circumstances will not be considered extenuating:**

- Self-discipline needed to study effectively
- Stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work. Some students who have not been in a learning environment for a

long time will experience anxiety or learning phobias and our training staff will discuss this on the first day of your training and will attempt to give you as much assistance as possible and provide options to assist you.

- Clash of appointments or last minute routine appointments.

#### **Cancellation of course or program by ANTS:**

Australian Nursing and Training Services reserves the right to cancel or terminate a course. This is only a safeguard aimed at ensuring the best possible outcomes for our clients and the safety and their safety and well being.

Should Australian Nursing and Training Services cancel a course for any reason, students enrolled at the time Australian Nursing and Training Services announces the cancellation will be entitled to a portion or percentage of the fees paid relevant to the portion or percentage of the course completed. Australian Nursing and Training Services acknowledge it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered.

Where possible, should a course be cancelled, Australian Nursing and Training Services guarantees to make all reasonable attempts to complete your program by transferring you to a similar or equivalent program either with Australian Nursing and Training Services or another Registered Training Organisation.

#### **A refund will not be provided if:**

- The learner does not show up for the course
- A learner cancels or withdraws their enrolment midstream of a course
- The learner has been expelled from a course by breaching the required code of conduct as described in the Student Handbook
- The learner had failed to pay the course fees

We advise that Australian Nursing and Training Services abides by the Consumer Protection legislation, and will at all times respect each learner's consumer rights. Refer to:

- [Australian Consumer Law and Fair Trading Act 2012](#)
- NSW [Fair Trading Regulation 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- NSW Fair Trading [Education and Training](#)

## Price Structure

Prices are inclusive of GST and are priced per person.

Course Description	No. Of units	12 month enrolment
CHC33015 Certificate III in Individual support		\$1000.00
<ul style="list-style-type: none"> <li>Ageing</li> <li>Disability</li> <li>Home and community</li> </ul>	13	\$1000.00
<ul style="list-style-type: none"> <li>Ageing, Home and community</li> </ul>	13	\$1250.00
<ul style="list-style-type: none"> <li>All three specialties (Ageing, Home and Community and Disability)</li> </ul>	16	\$1500.00
HLT33115 Certificate III in Health Services Assistance (Assisting in nursing work in acute care).	15	\$1800.00
CHC43015 Certificate IV in Ageing Support	18	\$2500.00
CHC43115 Certificate IV in Disability	14	\$2500.00
CHC43415 Certificate IV in Leisure & Health	17	\$2500.00
RPL - Recognition of Prior Learning		\$450.00 Application
HLTAID001 Provide cardiopulmonary resuscitation	½ day	\$65.00
HLTAID003 Provide first aid	1 day	\$100.00
HLTHPS006 Assist clients with medication	2 days	\$300.00
HLTHPS007 Administer and monitor medication	4 days	\$500.00
HLTHPS006 – 007 Assist and Administer	6 days	\$650.00
In-house Workshops	Varies	Prices Vary

## What other costs are involved?

- National Police Check: \$27.50 - \$49.50
- Working with Children Check – this can be obtained from the NSW Office of the Children's Guardian [website](#). For students and volunteers this check is free of charge with a 1 year expiry. For a full check with a 5 year expiry the cost is \$80. Students who will be under the age of 18 during their placement are not required to obtain a WWCC check.

Australian Nursing and Training Services Pty Ltd, 3-5/818 Old Princes Hwy, Sutherland NSW 2232. Australia  
Phone: +61 2 9542 3340. Email: [admin@austnursing.com.au](mailto:admin@austnursing.com.au) Web: [www.austnursing.com.au](http://www.austnursing.com.au) RTO No: 41231

## 1.4 Flexible Delivery and Assessment

Australian Nursing and Training Services recognise the principles of flexible delivery and make every effort to be as accommodating as possible in the delivery of your training. For example to minimise time away from work we can visit trainees onsite, we can deliver some elements of your training online, or we can assess you on the job. Our courses are designed to emphasise flexibility of delivery and assessment. This maximises the opportunity for access and participation by learners with varying abilities.

## 1.5 Conduct

Today's workplace requires students to use their initiative, work as a team member and to be honest, loyal and courteous. It is expected that you will treat fellow students and staff with respect. At Australian Nursing and Training Services we strive to achieve the following basic principles of interpersonal behaviour:

- Focus on the situation, issue or behaviour, not on the person
- Maintain the self confidence and esteem of others
- Maintain constructive relationships with staff and fellow students
- Take the initiative to make things better
- Lead by example
- Respect the property of the Registered Training Organisation and fellow students
- The use of inappropriate language will not be tolerated
- Mobile phones are to be turned off during face to face classes and during clinical practice. Students and trainers alike are able to use their phones during breaks from training.
- Students are requested to allow the trainers to enjoy their break. Question and Answer time other than during training sessions is held after session finishes allowing those with no questions to not be held up getting home.

It is the responsibility of all students and staff to ensure that the abovementioned principles are adhered to at all times.

## 1.6 Client Privacy

Australian Nursing and Training Services Training recognises every student's right to privacy and we treat all personal and private information in the strictest of confidence.

Australian Nursing and Training Services collects and stores clients' personal details for training purposes only. We utilise this information to record your progress and satisfy mandatory reporting requirements as a regulated education provider. Where State or Commonwealth funding supports training we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. We DO NOT share, rent, or sell personal information you provide us either onshore or offshore.

The confidentiality of the information we collect from you is protected under a range of legislation including the Privacy ACT 1988 (Commonwealth) and in line with the Australian Privacy Principles outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. If we are required to disclose information about any of our clients to a third party we will acquire written consent from the client first (i.e. editorial; photos for advertising purposes, etc).

Australian Nursing and Training Services collects information on all our students through enrolment forms, assessment tasks, surveys and personal interviews. Any information collected is stored in our training database.

If we decide we would like to utilise any information collected for statistical or promotional purposes we will request written consent from the client first (e.g. photos for advertising purposes). You will also be given a Media Consent Form to sign, either giving us permission to use testimonial or editorial and/or photos for marketing purposes or indicating you do not wish this to occur. We will respect the decision you take with regard to providing testimonial or marketing material and at no stage will you be pressured to change your position. Australian Nursing and Training Services will not disclose any information unless written permission has been obtained first.

All students agree to abide by these principles and agree to this by signing the Student Enrolment Form. All students are required to observe discretion in all their communications (verbal or written) in their dealings with students, clients and other stakeholders.

A full copy of our Privacy Policy can be found at [www.austnursing.com.au](http://www.austnursing.com.au)

## 1.7 Client Health

We will endeavour to provide a learning environment which is safe and free from potential hazard or risk to health or personal safety and we will exercise our legal duty of care to ensure this is paramount at all times. Accordingly though, we ask that you take responsibility for your health, well being and safety and exercise a duty of care to ensure the safety and health of your fellow students. We take Workplace Health and Safety (WHS) very seriously and request that you do the same.

Anyone suffering from a temporary illness that is contagious (e.g. gastroenteritis, influenza and viral infections) should not participate in training until you are fully recovered. You have a duty of care to inform Australian Nursing and Training Services staff should you contract an illness that could be contagious while studying, as it has the potential to impact other students and staff.

## 1.8 Drugs and Alcohol

To ensure the integrity of Australian Nursing and Training Services training, the consumption and use of alcohol and/or prohibited drugs by any student during training is strictly forbidden at all times.

Any student who is affected by alcohol or other drugs whilst attending training is breaching Australian Nursing and Training Services policy guidelines and is subject to severe disciplinary action. This can include suspension, dismissal or any other action deemed appropriate in the circumstances.

## 1.9 Workplace Health and Safety – Refer Appendix 6

Australian Nursing and Training Services is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and students.

The management is responsible for ensuring that the level of Workplace Health and Safety (WHS) is not compromised and recognises its obligations under Federal and State legislation including the Work Health and Safety Act 2011.

Everyone, including students and sub-contractors, are responsible for reporting identified hazards. If you identify a hazard please report it to either your trainer or the administration officer. They will fill out a WHS Hazard Report Form and have the matter actioned immediately.

It is important students report any injury immediately and fill out a WHS Injury/Incident Report Form, your Trainer and Assessor will be able to assist you with this. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of your trainer or a staff member.

## 1.10 Access and Equity

Australian Nursing and Training Services is committed to the principles and processes of access and equity in the delivery of its services, in accordance with the Sex Discrimination Act 1984, the Human Rights and Equal Opportunity Act 1986 and the Racial Discrimination Act 1975.

Australian Nursing and Training Services prohibits discrimination towards any group or individual in any form, including discrimination on the basis of:

- sex, race, colour, nationality, ethnic descent, ethno-religious, national origin, age, disability, pregnancy
- family and carer responsibilities (dismissal only)
- compulsory retirement
- marital status
- homosexuality and homosexual vilification
- transgender and transgender vilification
- HIV/AIDS vilification

Programs are designed and, wherever possible, facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by all clients.

In the event of a situation that you consider to be in violation of Australian Nursing and Training Services Access & Equity Policy, you are required to report the situation to your trainer immediately.

Australian Nursing and Training Services is committed to delivering quality education and training. If you are experiencing any difficulties, do not hesitate to discuss your concerns with Australian Nursing and Training Services staff, this includes either members of the Administration Team or Australian Nursing and Training Services Management.

## 1.11 Client Harassment Policy

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Australian Nursing and Training Services will not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive learning environment. This includes harassment, victimisation or bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation will not be tolerated.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

Examples of Harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a students work or work capacity
- Jokes and comments about someone's ethnicity, colour, race
- Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- Unfavourable treatment e.g. aggression
- Refusing to provide information to someone
- Ignoring a person
- Mocking customs or cultures



Examples of bullying may include:

- A person who uses strength or power to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal abuse and behaviour which is intended to punish
- Personality clashes and constant 'put downs'
- Client/student violence both physical and threatened against training staff

Students should be aware that differing social and cultural standards may mean behaviour that is acceptable to some may be perceived as offensive by others. Such conduct, when experienced or observed, should be reported to your trainer or Australian Nursing and Training Services Management. All complaints will be promptly investigated.

The privacy of anyone filing a report and the individual under investigation shall be respected at all times, consistent with the obligation to conduct a fair and thorough investigation.

Disciplinary action will be taken against students or staff who are found to have harassed other students or staff.

Australian Nursing and Training Services expects all our clients and students to support this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion from our training programs. It may also require Australian Nursing and Training Services to report the matter through civil channels.

## 1.12 Complaints & Appeals Procedure

Australian Nursing and Training Services recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interests of all parties concerned (see Appendix 3).

If you are experiencing any difficulty, please discuss your concerns with your trainer in the first instance. If you feel this is not appropriate for you, approach Australian Nursing and Training Services administration staff and request to speak with Management.

## 1.13 Disciplinary Procedure

Students who are disruptive to the learning environment and are not responsive to initial requests from training staff for the consideration of others, whilst attending face to face classes will be referred to Management.

Students who disregard any of our policies and procedures may trigger disciplinary action. This action may range from a written or verbal warning, up to and including dismissal from training, depending on the severity of the offence (see Appendix 4).

## 1.14 Client Counselling Services and Support

Australian Nursing and Training Services caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients where possible. At the initial stages of enquiry we establish whether or not we have the capacity to meet each client's learning needs --- with reference to the 'Foundation Skills' necessary for the proposed training. ('Foundation skills' include learning, reading, writing, oral communication, numeracy and Core Skills for Work).

We do this in the interview process which includes administering a Language, Literacy and Numeracy and Foundation Skills self assessment questionnaire. We document this process and if we are unable to meet the needs of applicants we will not enrol them in a course of study. We will explain other possible study options with us or find other suitable providers or support mechanisms.

To ensure the quality delivery of education and training we encourage all our clients/students to tell us about their learning needs at all stages of their learning experience beginning with the initial interview and enrolment stage. Please ask to talk to us at any stage of your training and we will make an appointment for you to discuss your concerns.

We provide some client vocational counselling to improve and extend training outcomes.

Personal counselling services are available to all clients and staff. This may take the form of advice or referral to other services. Personal counselling services meet our code of practice and confidentiality requirements. Personal counselling services include, but are not restricted to:

- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

## 1.15 Language Literacy and Numeracy (LLN) Support

Language, Literacy and Numeracy (LLN) skills are generally included and identified in Training Packages and accredited course programs. Clients need to be able to:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure.

We attempt to identify clients needing Language, Literacy and Numeracy (LLN) support at and prior to enrolment. Our training staff have experience in Language, Literacy and Numeracy (LLN) practice and will make an initial assessment of the foundation and Language, Literacy and Numeracy (LLN) skill level of the client or student required for the qualification level. Based on the outcome of the assessment and if required, training staff will discuss the result with you and may make recommendations for referral to additional support services. This may mean that you are required to attain additional Language, Literacy and Numeracy (LLN) and Foundation Skills support prior to commencing training.

Some of the support mechanisms we offer to cater for Language, Literacy and Numeracy (LLN) requirements include:

- using the services of in-house Language, Literacy and Numeracy (LLN) specialists who take part in such things as mentoring, team teaching and/or individual support;
- practitioner face-to-face networks;
- accredited and non-accredited professional development options;
- referral to Skills for Education through Department of Human Services for eligible clients; and
- referral to the Adult Migrant English Program through the Department of Industry for eligible clients.

## 1.16 Attendance Procedures

### Daily Attendance

All students are required:

- To attend all sessions as scheduled by Australian Nursing and Training Services
- To return from any scheduled breaks as requested
- To participate fully in all activities where possible
- To complete all tasks and assessments as scheduled
- To notify us if they are unable to attend any sessions due to illness or personal reasons. A Medical Certificate is required.

## 1.17 Recognition of Prior Learning (RPL) Policy

Australian Nursing and Training Services makes an undertaking that all participants are provided with full recognition of their current skills and knowledge irrespective of how, why, where and when they were gained. Australian Nursing and Training Services will ensure that Recognition of Prior Learning (RPL) is offered to all applicants on enrolment and that the process is structured to provide adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition.

### In order to apply for RPL follow these steps

Step 1.	If the student wishes to apply for Recognition of Prior Learning, the student should submit the request prior to the commencement of the units being requested.
Step 2.	Arrange an interview with a trainer by calling Australian Nursing and Training Services office. At interview the lead trainer will advise what evidence you will need to provide to be eligible for Recognition of Prior Learning. The lead trainer will go through the application pack and answer any questions
Step 3.	Payment of non-refundable self-assessment fee to Australian Nursing and Training Services account or by credit card by calling student co-ordinator
Step 4.	Self-assessment <ul style="list-style-type: none"> <li>a. <b>Job description</b></li> <li>b. <b>Statement of service</b></li> <li>c. <b>Work history</b></li> <li>d. <b>Record of in-service education</b></li> <li>e. <b>Any other information about the work student has done relevant to the Recognition of Prior Learning application</b></li> <li>f. <b>Contact details for two (2) referees who can confirm students work history</b></li> </ul>
Step 5.	Return completed application pack with supporting documents to the lead trainer within fifteen (15) days application fee is non-refundable.
Step 6.	Review of application. Once the student returns the pack. The lead trainer will examine the evidence and make initial judgement. The lead trainer will then provide feedback within seven (7) days and arrange a follow up meeting. Student will be advised should any further documentation or evidence be needed or gap training be provided. If additional training is required additional fees may be charged.
Step 7.	Australian Nursing and Training Services will advise student of the outcome of the Recognition of Prior Learning application.
Step 8.	A scan of the certified copy must be kept in the students file on WiseNet.

## 1.18 Credit Transfer (CT) Policy

### Procedure for Course Credit

All students are made aware of the ability to apply for course credit via Credit Transfer (CT) application. This is supported with information provided in the student handbook. Students who have completed a Nationally Recognised qualification / unit that has the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s).

### Credit Transfer Steps

The process for Credit Transfer is similar to that outlined above for Recognition of Prior Learning.

Step 1.	If the student wishes to apply for Credit Transfer, the student should submit the request prior to the commencement of the units being requested.
Step 2.	Arrange an interview with a trainer by calling Australian Nursing and Training Services office.
Step 3.	At interview bring a <u>certified</u> copy of the transcript from the Registered Training Organisation that issued the qualification and highlight the units you wish to have applied to your current enrolment. In addition ensure you bring the original transcript.
Step 4.	The lead trainer will review and confirm that you are eligible for credit transfer.
Step 5.	Australian Nursing and Training Services will advise you of the outcome of the credit transfer
Step 6.	If credit transfer is granted Australian Nursing and Training Services staff will apply the result in WiseNet and log in the date of the credit transfer.
Step 7.	A scan of the certified copy must be kept in the students file on WiseNet.

## 2 TRAINING DELIVERY AND ASSESSMENT

The National Vocational Education and Training Regulator Act 2011, established the Australian Skills Quality Authority Australian Skills Quality Authority (ASQA), which set national standards ensuring nationally consistent, high quality training and assessment services for the clients of Australia's VET system.

### 2.1 Training

Training is delivered and assessed by qualified trainers who hold at a minimum, legally prescribed industry and VET qualifications. To demonstrate your commitment to your learning all students are required to attend each scheduled session. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs of the group.

**Learning methods will vary and can include:**

- Classroom teaching
- Group discussions
- Practical exercises
- Guided team activities
- Oral presentations
- Case studies
- Role play
- Portfolio
- Group work
- Buddy sessions/mentoring
- Assessment (Competency Based Training and Assessment)

Competency Based Training and Assessment (CBT) is measuring actual skills and knowledge a person will be required to perform in a workplace against a set of benchmarks or standards set by relevant industries. We are not measuring your knowledge; we are looking at how you would apply that knowledge.

CBT doesn't measure you against other students, you are not competing, we are simply looking at how you would perform against a set of standards given what you have learnt, and you are providing us with the evidence to do that. With guidance in most cases we can help you attain those competencies through eventual demonstration of the key skills.

You can show us those skills through practical demonstrations and questioning, role play and simulations, submitting projects or conducting written or short answer/multiple choice test.

Assessment can be completed by:

- specific written assessments
- team projects or reports
- formal questions (including multiple choice)
- practical demonstrations
- small or large group task
- oral presentations
- problem solving tasks
- case studies
- discussions
- portfolio
- group work
- buddy system/mentoring

It is very important that you fully understand the assessment requirements required in order to successfully be deemed Competent for your training. This means that for each Unit of Competency being taught, you need to know how many assessment items you need to complete, whether the assessments are Formative or Summative, how the assessment will be conducted (the method) and the timeframe you have for completing your assessment.

Australian Nursing and Training Services requires our training staff to outline the requirements for assessment at the beginning of each training course and at the beginning of each new Unit of Competency that is being introduced. Your Learning Resources should also clearly identify the assessment items for you, the form they will take and the duration for completion. Your training staff will give you clear timelines for submitting assessment throughout the program.

If at any stage you do not receive direction about assessment or are unclear about what is required of you, please approach and ask your trainer in the first instance. Australian Nursing and Training Services Management has a firm policy that requires its training staff to be accommodating, flexible, helpful and informative when clarifying assessment requirements.

## 2.2 Workplace Training and Assessment

Some programs may contain workplace training, which is assessed in the workplace. This can be for new students or for those who are already in employment and are doing their training “on the job”. Our approach to learning is to deliver flexible training. We want to make sure you have the learning experience that most benefits you and has you job ready. We consult with the employer to make sure that any workplace training is of benefit to their agency as well. We give employers everything needed to ensure great outcomes for you the learner and the organisation and we offer support to students in work placements (e.g. workplace visits, work experience).

## 2.3 Plagiarism

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a course. When you have any doubts about including the work of other authors in your assessment, please consult your trainer/assessor. The following list outlines some of the activities for which a student can be accused of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student
- Presenting the work of another individual or group as their own work
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

If it is identified that you have plagiarised within your assessment, then a meeting will be organised to discuss this with you, and further action may be taken accordingly.

## 2.4 Reasonable Adjustment

Students are able to seek reasonable adjustment to their assessment process if they have an impairment or disability. Australian Nursing and Training Services should be made aware of this prior to assessment so that the assessor can make reasonable adjustments to the assessment process to ensure that the student is assessed fairly and is not disadvantaged by Australian Nursing and Training Services choice of assessment methodology or processes.

Reasonable adjustment for knowledge evidence might be that a written assessment tasks could be given extended time for written answer or oral questioning for responses or a person could scribe the written responses.

The workplace focus or competency assessment means that an assessor must be aware of what adjustments or modifications might be reasonable to expect with in a workplace, and what adjustments developed for assessment might be reasonably transferred to the workplace.



These considerations mean that the assessor needs to establish and maintain a close working relationship with industry and work with industry in developing assessment strategies.

The process of gathering evidence to be used in judgement can be varied, ranging from evidence derived from workplaces or realistic simulations, observations made by supervisors, clients, or assessors, recorded unit by unit or in 'holistic' checklists. It is in gathering the evidence that 'reasonable adjustments' can be safely made.

It is still essential that the student is assessed against the relevant units of competence to the appropriate standard; For some students there may be no reasonable workplace modification that will preserve the integrity of the competency. Students faced with this impasse may need to be counselled about the obstacle before them so that if they choose to pursue the training they have no misunderstanding about the likely result of an assessment outcome.

### 3 ISSUING OF CERTIFICATION

All training undertaken at Australian Nursing and Training Services is competency based. Assessments determine whether a learner is Competent or Not Yet Competent.

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units of Competency (UOC) a certificate for the qualification cannot be issued, you will however receive a transcript for all completed units. This recognition is a Statement of Attainment and the transcript will identify the qualification name, UOC achieved and national identification number.

If you elect to continue and complete the full qualification or any outstanding units your assessor will work with you on a training pathway and develop a plan for completing your course of study.

Australian Nursing and Training Services will endeavor to issue Certificates and Statements of Attainment within two weeks of course completion.

The cost of the certificates is included in the course fees. Students are responsible for the safe storage of their certificates and statements of attainment. If a student requires a replacement copy of their certificate or statement of attainment, an administration fee will be charged.

## 4 STUDENT RIGHTS AND RESPONSIBILITIES

Whilst in attendance at Australian Nursing and Training Services as a student, it is your responsibility to adhere to certain rules and regulations:

- Students are to recognise other people's human worth and dignity.
- The student has a right to learn in an appropriate environment and all people using Australian Nursing and Training Services have a right to be free from any form of harassment and/or discrimination.
- Students should attend training sober and drug free
- Students are encouraged to advise staff if they have a learning, mental or physical disability, so we can better assist you. The information is treated in the strictest of confidence.
- Students are advised it is highly recommended to let staff know if you have a pre-existing medical condition that may impact on your training or that you have a serious medical condition for which you are prescribed dependent medication (diabetes and insulin, heart condition and angina medication), or you are prone to seizures. Again this is so we can best look after your welfare if a medical emergency arises.
- Students are responsible for all personal possessions whilst attending the course.
- Each student is required to take responsibility for cleaning and tidying of their work area at the end of each training day, please push chairs in and remove any personal rubbish. Eating or drinking in the training areas is at the discretion of the trainer.
- All students have the right to normal privacy afforded to all citizens in relation to personal matters. No personal information will be divulged to third parties without written consent by the individual student. All student and staff information will be kept confidential except where a legal obligation exists such as a court order or for mandatory compliance reporting to authorised bodies such as the National Centre for Vocational Education Research (NCVER).
- All students have the right of access to all of their own personal student records when requested. They must also keep a copy of all homework/assessments/assignments, as Australian Nursing and Training Services is not responsible for the loss of documents.
- Students are required to be in possession of a Unique Student Identifier (USI).
- WHS is important to Australian Nursing and Training Services and our policy is to ensure the health, safety and welfare of all staff and students where reasonably possible. All staff and students, however, have a responsibility for their own health and safety and the health and safety of others. You have a Duty of Care at all times toward other students.
- All students are required to report all injuries or any incidents of harassment by another student or Trainer, promptly to Management.

- If you are going to be absent please notify our office so that the Trainer can be informed.
- All students are required to turn off mobile phones during class, or have them on silent to avoid disruption to fellow students and the class in general.
- All students are required to advise Australian Nursing and Training Services staff of any changes to their contact details.
- Smoking is prohibited within Australian Nursing and Training Services premises and as directed at third party venues.
- Australian Nursing and Training Services retain the right to refuse enrolment and to remove from class students who disrupt the learning experience of other students, students who do not behave in an acceptable and appropriate manner toward other staff or students, students who fail to respect the property of Australian Nursing and Training Services Training, the staff or other students, or the premises in which courses are conducted.

## 5 YOUR TRAINER'S RESPONSIBILITIES

- Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in detail.
- Your trainer will ensure you train in a safe learning environment.
- Your trainer will be fair and impartial when training and assessing and will respect the rights, views and opinions of all students.
- Your trainers will make sure they keep you up to date with current industry requirements.
- Your trainer will provide you with information about further learning pathways.
- Your trainer will not harass or act inappropriately toward students.

## 6 GENERAL INFORMATION

### 6.1 Dress Code

All students are required to attend training in neat casual attire and have enclosed footwear at all times. Please respect the shared learning environment and do not comment on the attire or dress of other students and also respect the need for personal hygiene as you will be working in close proximity to other students.

### 6.2 Organisation's Property

During your study you may be issued with resources to your study, these resources remain the property of Australian Nursing and Training Services and are only on loan.

Students are required to return the organisation's property within the time specified by the issuing staff member and are to treat the property with due diligence and care. Where gross negligence or misuse of property occurs resulting in damage, the student may incur the cost for repair or replacement.

## 7 CLIENT FEEDBACK AND CONTINUOUS IMPROVEMENT

Australian Nursing and Training Services collects information to assure continuous quality improvement in our training delivery and services.

We value and welcome constructive feedback from our clients, students and staff. Please let us know about your experience with our service. We welcome your suggestions for changes that would improve our programs and delivery.

To provide management with feedback you will be asked to complete a Training Feedback Form or complete a 'Survey Monkey' online. Once completed please return the form to your trainer or submit within the required timeframe online as your trainer will advise.

Students and clients wishing to provide additional feedback on any issue, concern or suggestions for improvement are encouraged to complete an Opportunity for Improvement Form, please ask your trainer.

Students may also be asked from time to time to help us assess or validate new training and assessment materials as your feedback on what works or what doesn't is invaluable.

### THANK YOU

We thank you for choosing to study with us and hope you find it a rewarding experience and the skills you attain assist you on the employment pathway you choose or provide the basis for further education. We wish you every success in your time with us and your future endeavours.

**Sincerely**

**Australian Nursing and Training Services Management and Staff**

## 8 Appendix 1 Code of Practice

As a quality training organisation Australian Nursing and Training Services will operate within the Principles and Standards of the NVR Registered Training Organisations Act of 2011. It is our policy at Australian Nursing and Training Services to provide equal training opportunities to all eligible students regardless of gender, cultural or ethnic background, marital status, physical disability or sexual preference.

Australian Nursing and Training Services further undertakes to provide:

- Qualified, experienced and committed educational and training personnel
- A learning environment which meets all legislative requirements of State and Federal Government
- Quality customer service and a focus on continuous improvement. We value feedback from students, staff and the industry for incorporation into future training programs.
- A learning environment which actively encourages the participation of women, Aboriginal and Torres Strait Islander peoples, people from non-English speaking backgrounds, rural learners, people with disabilities and unemployed people in training programs
- A supportive and stimulating learning environment where students may pursue their educational and training goals
- A learning environment inclusive of students with disabilities or who have language, literacy or special learning needs.
- A non prejudicial and plain English dispute resolution process which:
  - is prompt and courteous
  - keeps the aggrieved student informed of what is happening
  - protects the confidentiality of both students and staff
  - leads to improved services
- Recognition of current skills and experience through Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC)
- Marketing and advertising with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.
- A guarantee of privacy concerning records or documents containing personal or sensitive information.

## 9 Appendix 2 Code of Ethics

- Australian Nursing and Training Services shall at all times act with integrity in dealings with all clients, students and members of the community.
- Australian Nursing and Training Services shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
  - a) Australian Skills Quality Authority (Australian Skills Quality Authority (ASQA) and the VET Quality Framework.
  - b) Commonwealth/State legislation and regulatory requirements.
- Australian Nursing and Training Services will ensure:
  - a) the employment of qualified staff and maintenance of staff training sufficient to training and assessment programs on an ongoing basis
  - b) the accuracy of any marketing and promotional advertising material
  - c) compliance with an acceptable refund policy
  - d) compliance with current Workplace Health and Safety and Duty of Care requirements
  - e) the maintenance of a robust records management system which is secure and complies with all privacy legislation
  - f) client access to their records upon request
  - g) the maintenance of our Continuous Improvement System and promotion of it among all staff as a mechanism for achieving excellence in training
- Australian Nursing and Training Services undertakes to maintain quality training and to uphold the highest ethical standards.
- Australian Nursing and Training Services undertakes to ensure that all students, agents and representatives are familiar with and agree to comply with this code of ethics



## 10 Appendix 3 Complaints and Appeals Policy and Procedure

Australian Nursing and Training Services recognises the need for students, staff, other clients or third parties, to have confidence that the Registered Training Organisation (Registered Training Organisation) has Policy and Procedures in place for dealing with complaints and has an accompanying Appeals process. The parties mentioned should also be confident Australian Nursing and Training Services will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible and easily understood. Australian Nursing and Training Services will assure procedures of natural justice are considered.

Australian Nursing and Training Services have a duty of care in ensuring students study in a conducive environment, free of coercion, unfair treatment or harassment and staff are accorded similar conditions of employment.

Individuals have the right at all times to take action under Australia's Consumer Protection laws and lodge a complaint if they feel they have a grievance. Australian Nursing and Training Services is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

### 10.1 Complaint or Appeal

A complaint would generally be directed at the general performance of ANTS, its staff, including anybody providing services on behalf of ANTS, in the delivery of our services.

In the *first instance* complaints or appeals should be discussed informally with the staff or trainers involved or where it concerns staff, between the staff member (s) involved and a relevant manager. Where possible disputes are managed and resolved informally.

However if the complaint or appeal cannot be managed informally, then in the *second instance*, the student or staff member, or other third party, can submit a formal *Complaint or Appeal* form.

The complaint or appeal will be dealt with promptly. All formal complaints will be dealt with by the Registered Training Organisation Manager and contact will be made by phone to all parties involved to hear everyone's version of events based on the principles of natural justice. Then it will be fully investigated. You will be notified in writing within 7 working days to arrange a time to discuss your complaint or appeal. You will then be notified in writing regarding every step of the process. For the matters listed below, the Registered Training Organisation will act to address the complaint immediately:

- Sexual misconduct or sexually inappropriate behaviour from staff or students
- Comments and language involving inappropriate racist overtones
- Physical abuse
- Any matter that could be considered criminal in nature i.e. theft
- Plagiarism or cheating
- Bullying or harassment

You are welcome to bring a friend or advocate to any formal meetings with the Director that is your choice.

Internal complaints and appeal services are free of charge and Australian Nursing and Training Services guarantee that the complaint will be addressed by a reviewer who is independent of the decision being reviewed. That is why complaints are handled in most instances by the Director. Any determination will be fair and equitable, with no decision being made until all parties concerned have had the opportunity to make their case and provide their story.

You will be updated regularly before any decision is made and will be provided with a written outcome on your case including the rationale for the decision. If you are satisfied with the resolution agreed actions will be implemented and the complaint or appeal will be closed. If for some reason the Registered Training Organisation requires more than 60 days to address the complaint, we will notify the parties involved in writing providing justification.

In the *third instance* if the parties involved are still not happy with the written outcome, the complainant can request for an independent third party to review the complaint or appeal. The complainant can select their own third party mediator or can use an independent mediator selected by ANTS. Whichever party had the unfavourable outcome, decided by the mediator, will bear the cost of mediation. Be aware that Australian Skills Quality Authority (ASQA) will not provide a review of a complaint as an independent third party, but staff, students or other third parties can lodge a complaint about Australian Nursing and Training Services directly with Australian Skills Quality Authority (ASQA).

## 10.2 External Complaints Process

Staffs, Students, Clients and other Third Parties have the opportunity to lodge a complaint about the services provided by ANTS, through the National VET Regulator, Australian Skills Quality Authority (ASQA). This can be done by going to <http://www.asqa.gov.au/complaints/complaints.html>

## 10.3 Record Keeping

A record of all complaints handled under this procedure and their outcomes will be scanned and maintained in electronic format on the Shared Drive at *S:\Registered Training Organisation File Structure (NEW)\Forms\Complaints and Appeals*. A copy of any Complaint or Appeal Form will also be scanned into the Shared Drive at *S:\Registered Training Organisation File Structure (NEW)\Human Resources & Management\Completed Complaints and Appeals*. These records are to be treated with the utmost confidence and privacy and are not to be stored elsewhere and details are not be discussed or disseminated, other than among the parties involved.

Access to these files and or the provision of a copy of the information can only be made in writing to the Director and only after the identity of the person requesting information has been established.

## 10.4 Assessment Appeal

If a student does not agree with an assessment outcome they should first discuss the matter with the trainer/assessor concerned and if the complaint cannot be resolved at this point then the student can lodge an *Assessment Appeal Form*. The form must be lodged within 28 days of receiving the letter outlining the finding result. An appeal form can only be lodged if a Complaints Form has been lodged previously and a decision provided.

The appeal will follow the same process as a complaint and will be investigated by the Director

## 10.5 Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.
- If the appeal for re-assessment is proven, Australian Nursing and Training Services will appoint an alternative assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

## 10.6 How to make a complaint or appeal

1. Initial complaint or appeal should be discussed informally with the applicable staff involved.
2. If the complaint or appeal is not resolved informally, the student may choose to lodge a formal complaint or appeal.
3. The complaint or appeal is recorded and the CEO will make contact within 10 working days to arrange a meeting
4. A meeting will take place to negotiate between all parties in an attempt to find a resolution agreeable to all parties. All appealed assessments will be re assessed by an alternative trainer/assessor.
5. Written documentation on the outcome and resolution is provided to all parties and actions are immediately implemented.
6. If a student is not satisfied with the outcome they will be referred to an external body where the matter can be dealt with independently at their own cost.
7. The complaint or appeal will be passed to the Continuous Improvement Committee for discussion.

Alternatively the complainant may wish to lodge a complaint or seek further advice by contacting the National Training Complaints Hotline on: 133873.

## 11 Appendix 4 Disciplinary Procedure

### Step One—Verbal Warning

Where a trainer has concerns about a student's performance or conduct, the trainer should explain to the student the manner in which the student's conduct or performance is not acceptable. (This acceptable standard is set out previously in this Student Handbook).

The trainer will in the first instance, verbally counsel the student by informing him/her of the area(s) in which they are not meeting the required standard of performance or conduct expected of them.

The student will be given an opportunity to respond to the trainer's concerns and will be given an opportunity to rectify his or her performance or conduct within a reasonable period of time, depending on the circumstances.

The Trainer will make written note of the verbal warning.

### Step Two—Official Written Warning

If the student fails to rectify his or her conduct or performance within the allotted time, the trainer will then require the student to attend a meeting where an official warning will be given.

If the student's continued performance or inadequate conduct is such that it would be unreasonable for the trainer to allow the student the allotted time to remedy the problem, then the trainer will set up the first official meeting prior to the allotted time expiring.

The trainer will inform the student prior to the meeting of the concerns that the trainer has with the student's conduct or performance, and state that the student is allowed to have a person of their choice accompany them to the meeting.

At the meeting the trainer will outline the nature of the problem(s) and allow the student an opportunity to respond.

If the student response is not adequate the trainer will present the student with an official written warning. This warning should state:

- The issue or concern
- Refer to any previous oral warning(s) and their dates
- The corrective action which is required
- What action will be taken if the student does not remedy the problem (when issuing a first warning, the warning should state that if the problem is not remedied within a specified time then the student will be issued with a further warning and may ultimately be dismissed)
- State that the written warning will be filed onto the student's file (for a specified period of time)
- A copy of the written warning is to be forwarded to the Registered Training Organisation Manager
- Warning letter is tabled at the next monthly meeting.

The trainer will monitor the student's performance or connect to determine whether he or she is making the required improvement.

### Step 3—Second Official Written Warning

If the student fails to meet the appropriate standard within the time allowed, the trainer should then have a second official meeting with the student. The second official meeting should replicate the first meeting. However, if the student has not adequately explained their failure to remedy their poor performance or conduct, that continuing poor performance or conduct may lead to dismissal.

### Step 4—Leading to Expulsion

Following the issuing of the second warning, if the student fails to remedy the fault within the allotted time, or it would be unreasonable for the trainer to allow the student to continue working out the allotted time, the trainer should then initiate dismissal proceedings by referring the student to the Registered Training Organisation Manager. That will involve requesting by letter that the student attend an official meeting. That letter should state:

- that the student's conduct or performance has not improved;
- the steps the trainer has taken to remedy the problem in the past
- the fact that the student is entitled to be accompanied by a person of their choice; and
- the fact that despite previous mediation and guarantees, the student is now being removed from further training.

The student may have the person of their choice with them at the meeting. The Registered Training Organisation Manager will start by outlining the concerns he or she has with the students' performance or conduct.

The Registered Training Organisation Manager will then inform the student that he or she is to be expelled and then follow that up with a written notice of dismissal. That notice should state the reasons for the expulsion, i.e. Performance or conduct, and the history of warnings given previously.

## 11.1 Dismissal for Serious Misconduct

The Registered Training Organisation Manager is entitled to instantly dismiss a student in circumstances where that student has committed an act of serious misconduct. Serious misconduct can include:

- fighting;
- harassing or bullying
- sexually inappropriate behaviour
- breaches of the drug and alcohol policy;
- deliberately spoiling or damaging plant or equipment;
- breaking the law;

A student who commits any of the above acts is liable to be instantly dismissed.

## 12 Appendix 5 Assessment Policy and Procedure

### Competencies

What is competency based education?

#### 12.1 Competency Standards

Competency standards in a Training Package describe the skills and knowledge needed to perform particular work. They outline the standard of performance required by industry, the conditions under which the task is to be performed and the evidence that you are required to show on at least two occasions to deem you as competent in that job.

The most important characteristic of competency based education is that it measures learning rather than time spent in a classroom. Students progress by demonstrating their competence, which means they prove that they have mastered the knowledge and skills (called competencies) required for a particular course (or unit of competency), regardless of how long it takes.

Australian Nursing and Training Services acknowledges the National Assessment Principles issued under the Australian Qualifications Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students. We are committed to providing students and training/assessment staff with an assessment system that is fair and equitable.

Australian Nursing and Training Services assessments are competency based and are designed to determine whether the candidate can demonstrate competency in the tasks or units of competence.

Australian Nursing and Training Services assessment meets the assessment criteria of the training package or accredited course on which the program is based. Assessment may be undertaken on or off the job. If conducted in the workplace, suitable workplace assessors and assessment procedures are to be used.

Vocational courses comprise core/compulsory units of competency and electives to make up the required number of competencies in a qualification (e.g. Certificate IV or Diploma). UOC are further broken down to elements of competency. Students must demonstrate the appropriate skills and underpinning theoretical knowledge to achieve competency in a unit.

Assessment should be seen as a pathway to employment. Competencies have been written for the workplace so you will be provided with the opportunity to practice skills in a workplace context.

There are three types of assessments that occur at different stages for each unit.

1. Initial assessments to identify what competencies you already have. This occurs during the enrolment process and interview.
2. Progressive assessment (formative) during training to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon. Assessments will not only identify where you are competent but will identify the gaps in your learning or skill. Once identified your trainer will give you resources to gain competency in that area.
3. Final assessments (summative), which are delivered when the trainer decides the student is ready.

Students are to be notified in advance of number of assessment items for each UOC, type of assessment or combination of assessment, dates and times of assessment and/or period for submitting assessment, by the assessor/trainer responsible for the assessment.

The following conditions apply to assessments:

- Students who are absent on the day of an assessment or are unable to submit an assessment by the due date must notify us of their inability to complete the assessment.
- Students who know in advance that they will not meet the assessment deadline must inform their trainer before the due date.
- Students who have missed an assessment for any reason covered under the two points above, must apply to be reassessed.
- If a student has previously attempted an assessment and has been deemed Not Yet Competent (NYC), they may apply for reassessment.

Your trainer will advise you how they want you to submit your assessment items once they are complete.



## 12.2 Reassessment

For summative assessments, students who receive a NYC will have reasonable opportunity for reassessment and to demonstrate the competencies required. Any reassessment will take place on after mentoring and discussion with your trainer has taken place and a timeframe and strategy for reassessment has been negotiated and is understood.

## 12.3 Assessment appeals process

All students have the right to appeal any assessment decision made by Australian Nursing and Training Services if they:

- believe that the assessment is invalid and/or
- feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with your trainer in an attempt to reach a suitable outcome.

If you are still not happy, you are then entitled to lodge a formal complaint by completing a 'Appeal Against Assessment Review' form within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

If no satisfactory solution is reached you can appeal to the Australian Skills Quality Authority (Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/>

You have the right to a support person to be involved at all times during the appeal process.

### ADDRESS APPEALS TO:

The Registered Training Organisation Manager

Australian Nursing and Training Services

P.O. Box 645

**Sutherland NSW 2232**



## 13 Appendix 6 Adherence to legislative & regulatory requirements policy and procedure

Australian Nursing and Training Services Pty Ltd adheres to the Commonwealth and State laws including legislation and guidelines that may apply to a Registered Training Organisation's operations but may vary from circumstance to circumstance and may include but not be limited to:

### 13.1 Workplace Health & Safety Legislation and Regulations

- NSW [Work Health and Safety Act 2011](#)
- NSW [Work Health and Safety Regulation 2011](#)
- NSW [Workers Compensation Act 1987](#)
- NSW [Workers Compensation Regulation 2010](#)
- NSW [Apprenticeship and Traineeship Act 2001 No 80](#)
- NSW [Apprenticeship and Traineeship Regulation 2010](#)
- NSW [Dangerous Goods \(Road and Rail Transport\) Act 2008 No 95](#)
- NSW [Dangerous Goods \(Road and Rail Transport\) Regulation 2014](#)
- NSW [First Aid in the Workplace Code of Practice July 2014](#)

Australian Nursing and Training Services Pty Ltd being a PCBU, will meet its duty of care to staff, clients, learners and visitors by providing a safe and healthy environment in which to work and study.

### 13.2 Consumer Protection

- [Privacy Act 1988](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [13 Australian Privacy Principles](#)
- [Privacy Regulation 2013](#)
- [Australian Consumer Law and Fair Trading Act 2012](#)
- NSW [Fair Trading Regulation 2012](#)
- NSW [Fair Trading Act 1987 No 68](#)
- [Copyright Act 1968](#)
- [Copyright Regulations 1969](#)

Australian Nursing and Training Services Pty Ltd will meet its responsibilities regarding consumer protection requirements which includes the safeguarding of any personal and sensitive information of their clients, staff and learners.

### 13.3 VET Legislation and Regulations

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(Registered Training Organisations\) 2015](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)
- [Data Provision Requirements 2012](#)
- [Australian Qualifications Framework 2013, 2<sup>nd</sup> Edition](#)
- NSW [Vocational Education and Training \(Commonwealth Powers\) Act 2010 No 131](#)
- [ARC Guidelines](#)

### 13.4 Human Rights

#### Commonwealth Legislation:

- [Workplace Gender Equality Act 2012](#)
- [Human Rights and Equal Opportunity Commission \(Transitional Provisions and Consequential Amendments\) Act 1986](#)
- [Australian Human Rights Commission Act 1986](#)
- [Disability Standards for Education 2005](#)
- [Disability Discrimination Act 1992](#)
- [Racial Hatred Act 1995](#)
- [Racial Discrimination Act 1975](#)
- [Sex Discrimination Act 1984](#)
- [Age Discrimination Act 2004](#)

#### State Based Legislation:

- NSW [Anti-discrimination Act 1977 No 48](#)
- NSW [Anti-Discrimination Regulation 2014](#)
- NSW [Disability Inclusion Act 2014 No 41](#)
- NSW [Disability Inclusion Regulation 2014](#)
- NSW [Civil Liability Act 2002 No 22](#)
- NSW [Civil Liability Regulation 2014](#)
- NSW [Child Protection \(Working with Children\) Act 2012 No 51](#)
- NSW [Child Protection \(Working with Children\) Regulation 2013](#)
- NSW [Children and Young Persons \(Care and Protection\) Act 1998 No 157](#)
- NSW [Children and Young Persons \(Care and Protection\) Regulation 2012](#)

Australian Nursing and Training Services Pty Ltd is committed to providing an environment for work and training that is fair and equitable to all people.

It will be a place that is free from discrimination, bullying, victimisation and/or harassment because of a person's sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, social status, education, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated of any kind. Behaviour of this nature will result in immediate disciplinary action.

### 13.5 Currency

Australian Nursing and Training Services Pty Ltd will regularly check its policies and procedures against legislation and regulations as is practical and reasonable, or as advised by relevant authorities, advisors, or industry persons or organisations and will ensure that all staff, clients and learners are informed of any changes to current legislation.

**Related Standard/s:** Clause 8.5 and 8.6

## 14 Version Control

Date	Summary of modifications made	Version No.
01.11.2014	Version 1 completed	V 1.0
20.1.2015	Uploaded to <a href="http://www.austnursing.com.au">www.austnursing.com.au</a> under Student tab	V 1.0
26.05.2015	Included Administration/Medical Receptionist course student fees Correct spelling of practioner to practitioner	V 1.1
18.11.2015	<b>Added additional instruction to 1.5 Conduct :</b> <ul style="list-style-type: none"> <li>• Mobile phones are to be turned off during face to face classes and during clinical practice. Students and trainers alike are able to use their phones during breaks from training.</li> <li>• Students are requested to allow the trainers to enjoy their break. Question and Answer time other than during training sessions is held after session finishes allowing those with no questions to not be held up getting home.</li> </ul>	V 1.2
8.3.2016	<b>Add Registered Training Organisation code to cover page</b> Edit cover page Add Version Control table Edit 1.3 Refund and Cancellation Policy Correct Appendix' Code of Ethics S/B Appendix 2 Edit/Replace Appendix 3 – Complaints and Appeals Procedure Add Appendix 6 – Adherence to legislative & regulatory requirements policy and procedure <b>Add Header and Footer</b>	V 2
17.04.2016	<b>Add Reasonable Adjustment paragraph – 2.5</b>	V2.1
5.08.2016	<b>Adjust fees to new CHC &amp; HLT courses.</b> <a href="#">Edit last point in 1.17</a> <a href="#">Add to 4.</a> "They must also keep a copy of all homework/assessments/assignments, as Australian Nursing and Training Services is not responsible for the loss of documents."	V 3
31/10/2017	<b>Replace Tracey Jones with Radhika Sharma as CEO</b>	V 4
11/04/2018	Add new company Logo Add new company Footer Add form numbers and descriptions <b>Improve consistency with wording e.g. clients S/B students</b>	V5
16/07/2018	Add new Phone Number	V 5.1