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RTO ID: 91222

Student Handbook

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Welcome to Healthcorp

Healthcorp is a registered training organisation with the Australian Skills Quality Authority (ASQA) for the delivery of training and assessment services with RTO ID number 91222.

Philosophy

Our philosophy is to work in partnership with our clients. We aim to create innovative health strategies, not only to comply with legislation, but by taking an integrated and holistic approach to the health, safety and wellbeing of a workforce and consequently decreasing health-related costs.

Commitment to quality

We constantly monitor and improve our services to ensure customer satisfaction.

At **Healthcorp**, we pride ourselves on:

- Excellent service
- Understanding our customers' needs
- Delivering sustainable and cost-effective plans
- Achieving results on time and within budget

1 Code of Practice

The commitments set out in the Healthcorp Code of Practice underpin the operations of the organisation. All staff will abide by its provisions.

Code of Practice

Healthcorp provides the highest standard of vocational education and training in the field of First Aid and WH&S. Our Code of Practice outlines our operational policies and our commitment to our clients.

Healthcorp:

- Is committed to the continuous improvement of its training delivery and assessment services
- Complies with all State and Territory regulatory and legislative requirements.
- Advertises and markets its training delivery services openly, honestly and with integrity
- Provides accurate, relevant and up-to-date information on enquiry.
- States its fees and charges on enquiry
- Outlines its fees refund policy in the Student Handbook
- Enrolls applicants to its courses on the basis of access and equity
- Recognises qualifications issued by registered training organisations within the Australian Qualifications Framework
- Provides up-to-date facilities and equipment in a safe and healthy environment
- Prohibits discrimination in any form towards any group or individual.
- Employs suitably qualified and experienced staff
- Conducts fair, flexible, valid and reliable competency based assessments.
- Provides an assessment appeals procedure and opportunities for re-assessment
- Provides academic support to students or referral to external agencies for additional learning support
- Refers students to external expert advice for personal and financial support.
- Encourages feedback and evaluation from its stakeholders
- Maintains accurate, confidential and secure training and financial records
- Provides timely and accurate information to government agencies and funding bodies
- Notifies learners when any changes occur that may affect the services provided such as change in ownership of the RTO, our trainers, assessors or any third party arrangements for the delivery of services to the learner.

2 Course Information

Healthcorp is a Registered Training Organisation. We provide training and assessment services in the area of First Aid and WH&S. The nationally recognised qualifications on our scope of registration include:

- [HLTAID001](#) Provide cardiopulmonary resuscitation
- [HLTAID002](#) Provide basic emergency life support
- [HLTAID003](#) Provide first aid
- [HLTAID004](#) Provide an emergency first aid response in an education and care setting
- [HLTAID005](#) Provide first aid in remote situations
- [HLTAID006](#) Provide advanced first aid
- [HLTAID007](#) Provide advanced resuscitation
- [HLTAID008](#) Manage first aid services and resources
- [HLTWHS005](#) Conduct manual tasks safely
- [PUAEME005A](#) Provide pain management
- [PUAWER005B](#) Operate as part of an emergency control organisation
- [PUAWER006B](#) Lead an emergency control organisation
- [PUAWER008B](#) Confine small workplace emergencies
- [UETDRRF06B](#) Perform rescue from a live LV panel
- [22300VIC](#) Course in First Aid management of Anaphylaxis
- [22282VIC](#) Course in the Management of Asthma Risks and Emergencies in the Workplace

2.1 Course timetable

Our short courses are conducted over various dates (please refer to www.Healthcorp.com.au (select first aid training and then calendar).

2.2 Enrolment to Course

Prior to enrolment into any Healthcorp course, you will either be directed to the website to download this student handbook, or alternatively this student handbook can be posted to you.

Prior to the beginning of the course you will be given information about:

- Your obligations as a student at Healthcorp and the requirements to receive a qualification
- Statements of Attainment issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- Where you can get extra help with your learning
- Course timetable
- Course content
- Emergency evacuation procedures

2.3 Attendance

Our courses are conducted Face to face in the classroom and in the case of HLTAID003 and HLTAID004, partial delivery over the internet.

We provide all the necessary models and equipment for practical training sessions, students should note that assessments include both practical and theory components.

You are expected to be in attendance at each practical session. If you cannot attend a class you are required to notify Healthcorp in advance on 1300 852 475. Every effort will be made to negotiate the transfer of training in the event of a prolonged illness or personal hardship. However, no consideration is given to extended absences for any other reason.

2.4 Teaching Methods

Our teaching methods include face-to-face instruction to small groups of students and on-to-one individual support, attention and assistance.

Our First Aid courses HLTAID001 through to HLTAID008 allow for flexible delivery with some pre learning and face to face class room. All students will need to satisfactorily complete a face to face practical assessment session and theory component to be considered competent.

2.5 Student Facilities

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Suitable training/learning areas set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Accessible references and resources

2.6 Evaluation

As part of our continuous improvement procedures, you/and your employer will be asked to complete a Course Evaluation Survey. This is your opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources, materials and the assessment procedures. Your comments enable us to make sure that your expectations are met and to improve our services.

3 Fees and Charges

3.1 Fees Schedule

Healthcorp course fees cover all tuition costs including handouts. The course fees are available on request 1300 852 475 or website www.healthcorp.com.au

The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured.

3.2 Refunds prior to a course commencement:

Transfer of Bookings:

Transfers are available prior to the commencement date. A transfer to another course will be issued if we receive a written request 5 business days prior to your nominated course commencement date and will incur a \$10.00 (GST included)

administration fee per transfer. If a transfer is made less than 5 business days prior to the course commencement date, a \$22.50 administration fee will apply. If a written request is not received within 2 business days of the course commencement date, the participant will forfeit 100% of the course fee. Please note: If you are transferring a 1 or 5 Day HSR Course, you must give 15 business days notice. Where 15 business days notice is not given, the full charge will apply. All requests must be addressed to: Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or training@healthcorp.com.au

Refunds:

A refund is given if a written request is received 5 business days prior to the scheduled course commencement date and an administration fee of \$22.00 (GST included) will be incurred. All refund requests must be in writing addressed to: Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or training@healthcorp.com.au. Refunds will be issued within 5 business days of receiving the cancellation documentation. If a written request is not received within 5 business days of the course commencement date, the participant will forfeit 100% of the course fee. Please note: If you are transferring a 1 or 5 Day HSR Course, you must give 15 business days notice. Where 15 business days notice is not given, the full charge of the course will apply.

Schedule Changes:

Events Beyond Our Control: we may need to cancel or reschedule training courses or services due to any event beyond our reasonable control. Healthcorp will endeavour to offer an alternate date for your course however, in the event that the alternate date is not suitable, a full refund of the course fee will be provided.

Healthcorp Onsite course policy

Group Onsite Bookings:

- The payment terms for our first aid booking courses are 30 days for approved Healthcorp Pty Ltd account holders. Notice of a minimum 10 working days is required to be given by the client of postponement or cancellation of a course. Where notice is not given the full charge of the course will apply.

"Special Needs:"

- Students with special needs or disabilities are asked to disclose this information in their enrolment form prior to course commencement. You are expected to describe the nature of the special needs, e.g. hearing impairment, language difficulty, learning difficulty etc. (and attached the relevant documentation). Healthcorp will ensure complete confidentiality of this information.
- N:B: Some courses require completion and assessment of practical scenarios, which may require floor work, to be deemed competent in your subject.

A full copy of our Policies and Procedures is available to all students enrolling in our courses, please refer to www.healthcorp.com.au and click on about us, resources and then student handbook. Please contact the office on 1300 852 475 if you have difficulties downloading this document.

3.2 Non-Attendance to a course without prior notice to Healthcorp:

The student will forfeit 100% of the course fee.

3.3 Transferring to another course after Enrolment:

A transfer will be issued if written requests for transfers are received 7 business days prior to your nominated course commencement date and will incur a \$16.50 (GST included) administration fee per transfer. Written requests must be addressed to: Healthcorp Pty Limited, 1 Garigal Road, Belrose NSW 2085 or training@healthcorp.com.au. If a written request is not received within 2 business days of the course commencement date, the student will forfeit 100% of the course fee.

3.4 Incompletion of course:

If a student leaves prior to the completion of all assessment tasks during the face-to-face training, Qualifications will not be issued and the student will forfeit 100% of the course fee.

4 Training Delivery and Assessment Services

4.1 Trainer Qualifications

Healthcorp trainers have the relevant qualifications as required by the [Standards for Registered Training Organisations \(RTOs\) 2015](#). These include:

- Skills, knowledge and experience in First Aid and WH&S
- Qualifications in training and assessment
- Vast experience in the health and safety related areas of industry

4.2 Student Recruitment

Student recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles. All enquiries for participation are provided with Healthcorp Information Pack. Access to the course is open to all applicants subject to payment of fees and the extent to which the course outcomes and pre-requisites match the needs of the student. Enrolment is on-going where places are available.

Enrolment Procedure:

- The information pack to the customer detailing information on the institution, fees structure and refund policy
- Institution follows-up phone call to customer to identify needs
- Company completes enrolment form
- A receipt is issued to the company when the deposit is received
- Client is given an identification number and a database record is established

4.3 Delivery of Training

Healthcorp offers training in the following nationally recognised Statements of Attainment:

- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID002 Provide basic emergency life support
- HLTAID003 Provide first aid

- HLTAID004 Provide an emergency first aid response in an education and care setting
- HLTAID005 Provide first aid in remote situations
- HLTAID006 Provide advanced first aid
- HLTAID007 Provide advanced resuscitation
- HLTAID008 Manage first aid services and resources
- HLTWHS005 Conduct manual tasks safely
- PUAEME005A Provide pain management
- PUAWER005B Operate as part of an emergency control organisation
- PUAWER006B Lead an emergency control organisation
- PUAWER008B Confine small workplace emergencies
- UETDRRF06B Perform rescue from a live LV panel
- 22300VIC Course in First Aid Management of Anaphylaxis
- 22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace

4.4 Learner Support

The learning support strategies used by trainers at Healthcorp include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Providing written learning material and illustrations to reinforce the learning

We will support all students that enroll in our college to the best level that we can.

Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

Literacy

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either cassette tape or on CD
- Consider the use of group exercises so that the responsibility for writing rests with more than one person
- Provide examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used
- Assessments can be conducted using the interview technique where required

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence

- Give lots of practical examples
- Encourage students to ask questions
- Ask all questions to ensure students understand

Numeracy

- Ask students to identify in words, what the exact problem is and how they might solve it
- Show students how to do the calculations through step by step instructions and through examples of completed calculations,
- Help students to work out what math's/calculations/measurements are required to complete the task,
- Encourage the use of calculators and demonstrate how to use them

In the event we cannot assist a student we will refer them onto the appropriate agency that matches their needs and abilities.

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles.

Our trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

4.5 Conduct of Assessment

Assessment is conducted in accordance with the Health Training Package, Public Safety Training Package, Transmission, Distribution and Rail Sector Package and their relevant assessment guidelines and the Training packages for 22300VIC and 22282VIC Assessment Guidelines and [Standards for Registered Training Organisations \(RTOs\) 2015](#).

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the relevant TAE10 assessment units of competency or equivalent qualifications.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our annual review,
- an understanding of the definition and practical application of the above definitions.

The outcomes of assessment are *Competent* or *Not Yet Competent*. If you are assessed as *Not Yet Competent* you can request a re-assessment.

4.6 Assessment Appeals

We will deal with any student appeals against our decisions including, assessment decisions, in an effective and timely manner, typically resolving all appeals within three weeks.

- Each appeal and the outcomes will be recorded in writing
- Each appeal is heard by an independent person or panel (i.e. someone or some panel that is mutually agreed upon as independent)
- Each appellant:
 - Has the opportunity to formally present his or her case
 - Is given a written statement of the appeals outcomes, including reasons for the decision

If an appeal for re-assessment is proven we will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

The CEO is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeal form.

All appeals are reviewed at our management meetings and if appropriate result in a continuous improvements process.

If the Student is still not satisfied with the resolution of the appeal, the Healthcorp CEO will direct them to seek further assistance from ASQA, whose details are listed below.

Complaints Team
Australian Skills Quality Authority
 GPO Box 9928
 Melbourne VIC 3001

4.7 Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to demonstrate competency you can request an RPL assessment. It does not matter whether you acquired your skills and knowledge through informal learning, work experience and/or life experiences.

To request RPL you will need to:

- Read the unit of competency and talk to the CEO if there is anything you need explained
- Collect and complete the Request for Recognition of Prior Learning form from the office
- Check your skills and knowledge for each unit of competency. These are outlined in the Record Book in the sections marked Self-Assessment Checklists and Assessor's Assessment
- Collect your evidence to show your competence. Your evidence must be valid (as described in the unit of competency), sufficient (enough), current (up-to-date) and authentic (your own work)
- List the types of evidence you have for each unit of competency
- Present your evidence and the list of evidence to the CEO for assessment

The assessor may ask you to undergo a challenge test. You must pay the cost for RPL.

4.8 Recognition of other Qualifications

Healthcorp will accept and provide credit to learners for units of competency. Participants can make such an application at any time during the training programme.

Such an application may reduce the amount of training needed to be undertaken, the duration of the course or both, as each case is individual, such applications should be discussed with the trainer or the Healthcorp's CEO.

Where an application is to proceed, the Participant will need to provide:

Either:

- An AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- An authenticated VET transcripts issued by the Registrar, such as ASQA.

4.9 Issuance of Qualifications

On successful completion of studies, you will be issued with a Statement of Attainment.

5 Records Maintenance and Student Privacy

Healthcorp abides by the privacy legislative requirements which include the Commonwealth [Privacy Act 1988](#) and the [13 Australian Privacy Principles \(APPs\)](#) as outlined in the Commonwealth [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#).

Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

Your records are confidential and available to you only and on request, with the exception of those with legal powers to view such materials or those compiling with the *Standards for Registered Training Organisation*.

Records of attendance, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

We keep copies of your results for a period of 30 years. You must bear the cost for re-issue of records and awards.

We will safe guard any confidential information obtained by us and committees, individuals or organisations acting on our behalf.

Transfer of Participant Records if we cease to be a RTO

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail as specified by ASQA at the time of ceasing RTO operations.

5.1 Unique Student Identifier

As of 1 January 2015 the Australian Government implemented the [Unique Student Identifier \(USI\)](#) initiative. A USI is a personal reference number which provides students with a complete record of their nationally recognised training.

Healthcorp is currently exempt from this requirement and therefore your training record will not be recorded against your USI transcript.

6 Facilities and Equipment

Healthcorp maintains training environments conducive to learning. Facilities and equipment is set-up, checked and maintained regularly to ensure effective and efficient operation.

Students have access to necessary instructional and assessment facilities, materials and equipment. Training facilities include:

- Suitable training/learning areas set up safely and securely
- Adequate acoustics, ventilation and lighting
- Amenities for coffee and lunch breaks
- Toilet facilities
- Accessible references and resources

You are responsible for:

- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment
- Refraining from smoking anywhere in the building
- Refraining from drinking and/or eating in the workrooms

7 Legislative and Regulatory Requirements

Healthcorp is bound by and operates within the following legislative and regulatory requirements:

Workplace Health & Safety Legislation and Regulations:

- The NSW [Work Health and Safety Act 2011](#)
- The NSW [Work Health and Safety Regulation 2011](#)
- The NSW [Workers Compensation Act 1987](#)
- The NSW [Workers Compensation Regulation 2016](#)

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](#)
- The NSW [Fair Trading Regulation 2012](#)
- The NSW [Fair Trading Act 1987 No 68](#)

VET Legislation and Regulations:

- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)
- [Data Provision Requirements 2012](#)
- [Australian Qualifications Framework 2013, 2nd Edition](#)

Human Rights

- [The NSW Anti-Discrimination Act 1977](#)
- The NSW [Child Protection \(Working with Children\) Act 2012](#)
- The NSW [Civil Liability Act 2002 No 22](#)

Copies of these acts are located in the main office and can you can request to access them at any time or available at web address www.legislation.nsw.gov.au or click on the above links.

7.1 Work Health and Safety Act 2011

Healthcorp guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. Do not use the lifts/elevators in an emergency. You are to make your way quickly and calmly to the nearest exit and meet your trainer and other students in an area well clear of the building for a roll call check.

No Smoking is allowed in any area of the training venue. If you wish to smoke you must leave the premises.

You are responsible for:

- Always conducting yourself in a safe and healthy manner
- Ensuring the prevention of injury and disease to yourself, your trainers and your fellow students
- Identifying and reporting to your trainer any possible hazards from equipment, facilities and the environment
- Refraining from smoking
- Refraining from drinking and/or eating in the workrooms

7.2 Anti-Discrimination Act

Healthcorp is committed to providing a fair and equitable institution for its students and visitors. Any discrimination, harassment or bullying of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, homosexuality or age will not be tolerated.

You are responsible for:

Ensuring non-discriminatory, harassing or bullying behaviour at all times to other students, staff or visitors to the institution.

Reporting any discriminatory behaviour, harassment or bullying to your trainer.

7.3 Equal Employment Opportunity

Staff turnover at Healthcorp is very infrequent. However, should the need arise to recruit additional staff the principles of EEO will be implemented.

Healthcorp is committed to its staff remaining up-to-date with current trends in the Health Industry, the Business Industry and in training and assessment. Staff members are encouraged to identify their training needs and to negotiate arrangements for addressing these needs.

7.4 Access and Equity

Healthcorp provides equal access to training delivery and assessment services for our students. Where possible, we conduct flexible training to meet specific needs of individual students.

The student enrolment form requires students to self-assess their English language and literacy capabilities and to indicate any special needs for the course.

The learning support strategies used by trainers at Healthcorp include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice

- Ensuring individual support and advice to students
- Where necessary inviting students to record training session on an audiotape
- Providing written learning material and illustrations to reinforce the learning

Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies.

Recruitment to Healthcorp is carried out in an ethical manner in accordance with Access and Equity Principles

Your trainers will:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assist all students to achieve course outcomes
- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Our code of Practice outlines the ethical manner in which we operate.

Any enquires or issues arising from Access and Equity can be addressed to the Operations Manager.

7.5 Privacy Act and the 13 Australian Privacy Principles

Healthcorp complies with the Privacy Act and the 13 Australian Privacy Principles, which provides guidance on the collection, storage, use and disclosure of personal information. Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the [Standards for Registered Training Organisations \(RTOs\) 2015](#).

Student records are strictly confidential and will be made available to the student upon request.

Records of enrolment, assessment outcomes and qualifications issued are kept accurate, up-to-date and secure.

7.6 Vocational Education and Training Regulator Act 2011

The Vocational Education and Training Regulator Act 2011 is the New South Wales legislation that regulates the Australian Skills Quality Authority (ASQA). The Act was originally proclaimed in July 1991, it was amended in 1994 to include provisions for registering providers of vocational courses and has been further amended in 2005 and 2011.

The objects of the Act are to:

- provide for the accreditation of vocational courses conducted within New South Wales
- provide for the registration of people and organisations that conduct vocational courses
- provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within New South Wales

- promote consistency of standards in vocational education and training
- encourage the recognition of vocational courses that are accredited under the Act

In applying for registration as a training organisation with ASQA the Healthcorp has signed a declaration agreeing to comply with the Vocational Education and Training Act.

Our code of Practice outlines the ethical manner in which we operate.

8 Complaint and Appeals

8.1 Student Complaints

Healthcorp treats complaints and appeals from staff, partner organisations, participants, and other parties very seriously and we will deal with these in an effective and timely manner.

Complaints can be made about the RTO **Healthcorp**, its staff, other learners or third parties and we aim to resolve all complaints within three weeks.

Appeals can be made about any decision, including assessment decisions made by **Healthcorp**. These, like any complaints are intended to be resolved, where possible within a three week period.

Healthcorp will act upon any substantiated complaint or appeals; these will be recorded into our RTO Management System and will lead where appropriate, to continuous improvement activities.

The data entry responsibility including maintaining security of these complaints and appeals lies with the General Manager.

A person or organisation can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a person or organisation is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer/assessor.

The trainer should be the first point of contact for participants, the aim of this first contact is to resolve the issue quickly.

If the participant's complaint is about the trainer, and they are uncomfortable discussing this issue with the trainer then they should contact the General Manager or the CEO.

Should the complaint or appeal not be resolved in the first instance by either contact with the Trainer, then the complainant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the General Manager, or the administration staff.

The appellant or complainant can take the form away to complete, but this should be returned within 48 hours so the matter can be promptly investigated.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the General Manager, the receipt of the Complaint or Appeal will be formally acknowledged within one business day, in writing by General Manager.

Should the nature of the complaint refer to criminal matters or where the welfare of people are in danger, **Healthcorp** will, with the permission of the participant, seek assistance from other authorities such the Police, Legal Representatives or other parties as appropriate.

Participant confidentiality will be maintained at all times as is consistent with New South Wales, NSW and Australian Law.

At all times the principles of Natural Justice be upheld, these being:

- That both sides of the complaint will be informed of the complaint and
- That both sides of any complaint will be heard after sufficient time has been provided for both sides to prepare their arguments
- That an investigation will be conducted without undue delay
- The participant will be allowed to continue their course without penalty until such time as the final decision has been determined.

Further details on Natural Justice can be accessed from the NSW Ombudsman's office at:

https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

The Complainant/Appellant will remain informed of the progress of their complaint or appeal through written correspondence.

Healthcorp will ensure that the participant's academic progress will remain unimpeded by their complaint or appeal.

Upon receipt of the formal complaint or appeal, the General Manager, will be responsible for resolving the issue.

This will involve at least:

- a formal interview with the participant and the trainer, the General Manager and/or the CEO.
- If the General Manager or the CEO and the aggrieved party are unable to resolve the matter, then the matter is to be escalated to a mutually agreeable independent person, such as another trainer within our college, or a trainer/assessor external to Healthcorp, or an independent Commercial Mediation Service.

Engagement of the chosen external assistance will be the responsibility of the CEO supported by the General Manager as appropriate.

The suitable external trainer or independent Commercial Mediation Service, will need to be agreed upon by the participant, the General Manager or CEO.

As stated before, this could be an external Trainer/Assessor arranged by the General Manager, the CEO or the participant, or it could include an independent Commercial Mediation Service such as the Resolution Institute.

The Resolution Institute can be contacted via
<http://www.resolution.institute/contact-us>

Level 1 and 2
13-15 Bridge Street
Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Fax: +61 2 9251 3733

Email: infoaus@resolution.institute

Engagement of an External Assessor is without cost to the participant, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

Healthcorp is prepared to undertake escalation to independent mediation if **Healthcorp** is not able to resolve a dispute with a participant and the participant does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the participant, **Healthcorp** will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and **Healthcorp** will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their complaint or appeal. Should this process take longer than sixty (60) days we will determine the course of the of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Participants are also able to lodge a complaint about **Healthcorp** with ASQA. However, please be aware that ASQA is not an advocacy institute for Participants.

A further option available to people and organisations is the National Training Complaints Hotline. This **number is 13 38 73** and is staffed Monday–Friday, 8am to 6pm nationally.

More details on the National Complaints Hotline can be found at <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/default.aspx>

Assessment Appeals

In rare circumstances, the participant may object to decisions made by **Healthcorp**, including assessment outcomes, and wish to appeal these decisions.

Possible grounds for an Assessment appeal could be (and others are possible):

- The correct response was provided however the response was marked incorrect in error
- The material assessed was not covered in learning materials
- The response provided by the participant was the response provided in the learning material
- Or any other reason.

In the case of the Assessment appeal, the participant will follow the same basic steps as outlined in the complaint and appeal section.

1. Discuss the issue with your assessor and seek their opinion.
2. If you are still dissatisfied, complete the appeals form and submit it to the General Manager:

Independent of who you submit your assessment appeal to, you will be:

3. Provided with a written receipt of your case within one business day,
4. Provided with access to an external review your case with one of:
 - a. An alternative Assessor within the Healthcorp
 - b. An assessor external to Healthcorp
 - c. An Independent Commercial Mediation Service

The choice of which independent mediation process is the participants, however they have significantly different costs.

Engagement of an alternative internal or External Assessor is without cost to the participant, however escalation to an independent Commercial Mediation Service is a significant process and incurs significant costs.

Healthcorp is prepared to undertake escalation to independent mediation if **Healthcorp** is not able to resolve a dispute with a participant and the participant does not wish to use an independent assessor.

Once the need for Independent Mediation is agreed upon with the participant, **Healthcorp** will obtain a written quote for this process from the agreed mediation company; this written quote is to be shared with the participant.

For the process to proceed, both the participant and the RTO **Healthcorp** will lodge with the agreed mediator money to the full value of the quote from the mediator.

The party whose position is NOT upheld by the mediator pays for the mediation service; the party whose position is upheld will receive a refund from the mediator.

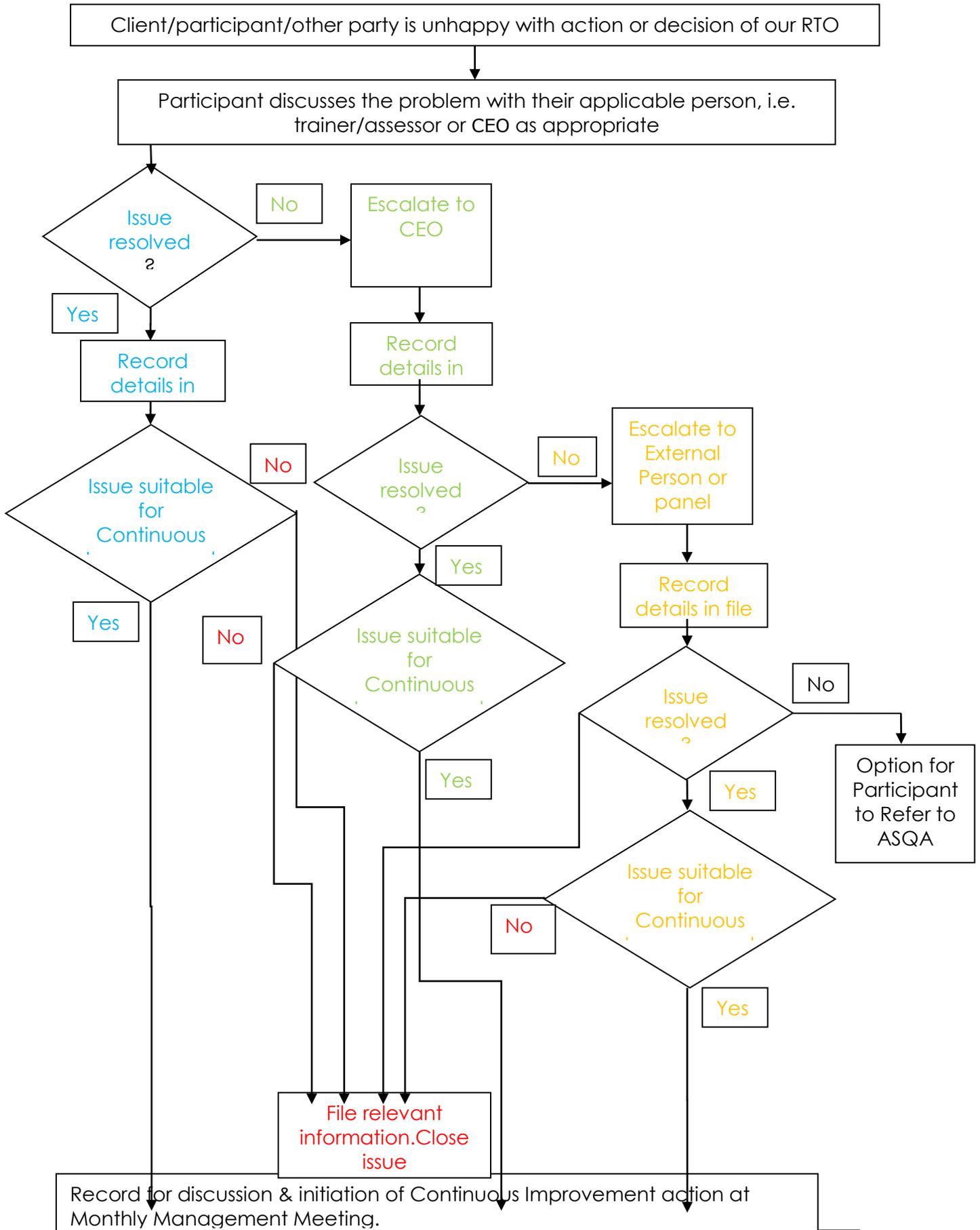
Should a compromise position be determined by the mediator both parties agree to pay respective shares as determined by the mediator.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal, this will state the reasons for the decision.

Irrelevant of the process undertaken to resolve the matter, the appellant will be provided with a formal written statement of the resolution of the appeal and this will state the reasons for the decision.

At all times will we keep our participants informed of the progress of their appeal. Should this process take longer than sixty (60) days we will determine the course of the delay, attempt to resolve it, and keep the participant informed of these reasons through written correspondence.

Complaints and Appeals Flow Chart Representation:



Student Responsibilities/Code of Behaviour

While you remain a student at Healthcorp it is your responsibility to:

- To conduct yourself in a safe and healthy manner
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment
- To comply with and assist in the institution's emergency procedures
- To refrain from smoking anywhere in the institution building
- To refrain from drinking and/or eating in the workrooms
- To attend class regularly and punctually
- To comply with the Assessment Information outlined in the Student Handbook
- To discuss any complaints or grievances with your trainer or the CEO
- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to the institution
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or CEO
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices which may disrupt classes eg. mobile phones and pagers

Students who choose not comply with the Code of Behaviour will be given a verbal warning in the first instance and dismissal in the second and final instance.

9 Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programs.

In the event that a student is experiencing difficulty with their studies, we would recommend that the student should see their trainer, or another member of the RTO staff.

The staff member will ensure that the full resources of the RTO are made available to ensure that the student achieve the required level of competency in all accredited courses.

Should the student be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity.

If the student's needs exceed our capacity, we will refer them onto an appropriate external agency.

10 Flexible Delivery and Assessment Procedures

Healthcorp recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment" students who may not learn best with traditional learning and assessment methods will achieve good results.

Healthcorp will make any necessary adjustment to meet the needs of a variety of students, the ability to complete a written assessment is not to be interpreted as a

barrier to competency, provided the student can verbally demonstrate competency.

These adjustments may include; verbal delivery of assessment materials to students or the use of a third person to transcribe the student's spoken responses to assessment questions.

Healthcorp will assist students achieve the required competency standards where it is within our ability.

If we cannot assist a student, where possible we will refer them to an agency that can assist.

Any further questions can be referred to your trainer or the RTO CEO.

11 Declaration

I have read, understood and agree to comply with the information outlined in the Healthcorp Student Handbook located on the website

Student's Name:

Student's Signature:

Date:

Please complete this page then tear it out and return it to your trainer.