

Student Handbook

A black and white photograph showing two hands clasped together in a supportive grip. The hands are positioned centrally, with the fingers of one hand resting over the fingers of the other. The background is a soft, out-of-focus light grey.

innovation in care

Y Learning & Development Pty Ltd trading as Vative Healthcare
TOID: 22175

2018 Vative Healthcare Student Handbook v4.11.docm

Engage - Educate - Empower - Enable

Contents

Welcome to Vative Healthcare	3
Our Purpose and Vision	3
Our Character Virtues	3
Contact Us	4
Vative Healthcare Code of Conduct & Ethics	5
Nationally Recognised	6
Funding Eligibility.....	6
Access and Equity	7
Information Privacy	7
Access to records	7
Student Portal.....	8
Occupational, Health & Safety	8
Drugs and Alcohol.....	9
Learning and Assessment.....	9
Client support & provision for language, literacy and numeracy assessment	10
Recognition of Prior Learning (RPL).....	10
Credit Transfer	12
Fees and Charges	12
Key Personnel Involved in Training	13
Your Trainer / Facilitator	13
The RTO Manager	13
The Australian Apprenticeship Centre (AAC).....	14
NCVER.....	14
Student Responsibilities.....	14
Attendance Requirement	15
Employer’s Responsibilities	15
Workplace Based Delivery	15
Course Components.....	15
Pre-Training Review.....	15
Enrolment.....	16
Commencement Visit	16
Progressive training and assessment visits.....	16
Assessment.....	17
Completion	17
Unique Student Identifier	17
Training Cancellation	18
Statement of Attainment	18
Appeals, Complaints and Grievance	18
Australian Skills Quality Authority	20
Student Misconduct.....	20
Student Plagiarism and Cheating.....	20
Disciplinary procedure for course participants.....	21
Minor occurrences.....	21
Formal Disciplinary Action.....	21
User Choice.....	22
Additional Useful Contacts.....	23
Appeals, Complaints, Grievance and WHS Form	25
REQUEST TO CANCEL A TRAINING PROGRAM	27

Welcome to Vative Healthcare

Vative Healthcare is a Registered Training Organisation (TOID 22175) accredited through the Australian Skills Quality Authority to deliver nationally recognised qualifications Australia wide.

The Healthcare arm of the Vative Group of companies is an accredited learning centre servicing the broader community within the following sectors:

Aged Care	Disability Services
Acute Care	Rehabilitation
Community Care	Mental Health

Vative Healthcare’s purpose is to increase care value across the health sector. We understand that time is a significant issue for carer’s and nurses; hence we support organisations by implementing Lean principles in healthcare to increase staff efficiency, to improve processes and flow and to increase overall care value.

Our programs provide individuals and businesses access to a variety of specialised and purpose built training products utilising proven transformative learning methods and practices. Our accredited training programs are effective and influential to those who aspire for change complimented by Government funding and support mechanisms

Vative Healthcare is a trading name for Y Learning and Development Pty Ltd which is aligned to the charitable organisation ShareTree.org.

Our Purpose and Vision



Our Character Virtues

Primary Focus Virtues

- Service – We willingly support others to achieve their goal
- Integrity – We strive to do the right thing by living by our ideals
- Excellence – We constantly seek our greatest potential

Complimentary Focus Virtues

- Respect – We honour ourselves and we care for each person’s dignity
- Compassion – we share empathy and let people know they are not alone
- Trust – We have faith hope and a positive outlook
- Courage – We are confident to face new possibilities and transform fear into determination

Contact Us

Head Office

260a Blackburn Rd, GLEN WAVERLEY VIC
3150



Contact Us

1300 82 84 83

nicole@vative.com.au

vativehealthcare.com.au

twitter.com/vativehealth

facebook.com/vativehealthcare/

Operations

We are a national Registered Training Organisation (RTO ID: 22175) with our head office based in Melbourne, Victoria. We also service all States and Territories across Australia

Chief Executive Officer

Carmen O'Dwyer Walker

carmie@vative.com.au

RTO Manager

Nicole Edwards

nicole@vative.com.au

Vative Healthcare Code of Conduct & Ethics

- We encourage organisational transparency
- We encompass a positive mindset throughout all of our operations
- We provide solutions not barriers to achieve results
- We support, and provide honest feedback to all of our staff, contractors, partners and representatives
- We manage our emotions, control our stress and celebrate all our wins together
- We communicate with honourable intentions
- We think as leaders
- We respect the rights, dignity and worth of all people regardless of their gender, ability, cultural background, sexual orientation, origin, age or creed
- We abide by the rules, guidelines and legislations that regulate our industry
- We respect the privacy and intellectual property of all people and organisations we make contact with
- We do not abuse any of our entitlements, authority or licenses for the benefit of ourselves, others or the organisation
- We do not disregard the health and safety of our people, we care for one another
- We think before we act
- We treat our people and clients with the upmost respect and in an ethical manner
- We are accountable for our actions and ensure quality and compliancy is front and centre
- We do not judge
- We are committed to exceeding our position objectives, accountabilities and contributions

Students and staff are also expected to make sure their own behaviours do not result in other students or staff feeling intimidated, humiliated or offended.

Vative Healthcare encourages and will support actions by students and staff who feel that they have experienced discrimination or harassment in any Vative Healthcare activities. Students and staff have the opportunity to lodge a grievance or complaint. See grievance and appeal forms at the back of the handbook

Nationally Recognised

The accredited courses at Vative Healthcare are nationally recognised. Each qualification is developed in consultation with industry experts and delivered by training professionals. Ensuring all students receive relevant, practical and up to date training.

Vative Healthcare offers a comprehensive range of nationally recognised qualifications which can create pathways into employment, further studies, or career advancement. These qualifications cover a broad range of sectors within the Healthcare industry, our current scope of registration can be found at:

<https://training.gov.au/Organisation/Details/22175>

Vative Healthcare offer a range of courses either as a single and a dual concurrent delivery.

Skills First

Skills First offers real training for real jobs, through:

- High quality training that students and industry can trust, aligned to industry and workforce needs.
- A real voice for industry in training.
- Funding for high needs learners who need additional support to engage with and succeed in education and training.
- Access to targeted, relevant training for students in regional areas.

Funding Eligibility

Am I eligible for a Skills First training place?

You could be eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are either of the following:

- under 20 years of age or
- 20 years and older and enrolling in a course higher level than your existing qualification

Please Note: Eligible Individuals accessing their Skills First entitlement may be impacted towards accessing further government subsidised training.

For Further information on Skills First Visit:

<http://www.education.vic.gov.au/skillsfirst/Pages/students.aspx>

Access and Equity

In accordance with legislation, no individual will be discriminated against (and access to courses will not be limited) on the basis of:

- Sex
- Sexuality
- Relationship status
- Status as a parent or carer
- Pregnancy
- Breastfeeding
- Race
- Religious or political conviction
- Disability
- Membership or non-membership of an association or organisation of employers or employees
- Age

All students will be recruited in an ethical and responsible manner, which promotes inclusiveness and is consistent with the National Training Package. The dignity and privacy of an individual will be respected at all times.

Information Privacy

Vative Healthcare will take all reasonable steps to protect the personal information it holds, this includes measures to protect electronic materials and materials generated and stored in hard copy.

Vative Healthcare staff directly involved with student welfare and or student results may access student files. An auditor appointed by ASQA, Skills Victoria or any other registering body for the purpose of reviewing training participation and progress may also access student files.

All Staff are bound to act in accordance with the Information Privacy Act 2000 and Vative Healthcare's Privacy Policy.

Where information held by Vative Healthcare is no longer required to be held, and the retentions not required by law, then the Academy will destroy the information by a secure means.

Access to records

You have the right to view your own files and may do so upon written request directly to Vative Healthcare's RTO Manager.

Access to a file by a third party can only be provided with your written consent. Upon reasonable request and notice, Vative Healthcare staff shall provide you with access to

your personal student records and reissue statements of attainment or qualifications achieved within 15 working days. Alternatively you have the right to personally collect your records by calling in advance and making an appointment with our RTO Manager.

Student Portal

Upon enrolling with Vative Healthcare, you will receive an email with login details to access your student portal.

Through your student portal you can enter your USI, view your current enrolments, awarded qualifications, track your progress, and view a log of all emails and SMS messages that have been sent to you.

We recommend you use the student portal on a regular basis to track your progress through your training program.

Workplace, Health & Safety

Vative Healthcare is committed to ensuring the health, safety and welfare of its staff and students while working for or participating in activities.

All students enrolled with Vative Healthcare have both a moral and a legal responsibility for ensuring that his or her own work environment is conducive to good occupational health and safety by:

- Complying with all workplace health and safety instructions, policies and procedures.
- Not wilfully or negligently placing at risk the health and safety of any person
- Taking personal action to eliminate, avoid or minimise hazards of which he or she is aware.
- Seeking information or advice, where necessary, before carrying out new or unfamiliar work.
- Making proper use of all safety devices and personal protective equipment.
- Maintaining dress standards appropriate for the work being done
- Ensuring that appropriate protective clothing and footwear is worn, at all times.
- Being familiar with emergency and evacuation procedures and the location and use of emergency equipment (where appropriate).
- Complying with the instructions given by emergency response personnel, such as emergency wardens and first aiders.

Any WH&S matters, hazards, incidents or near misses are to be reported to the Chief Executive Officer by submitting an WH&S Form, available within this handbook.

If you have a health condition that may become acute while attending your course, please advise your Trainer before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support can be provided should an emergency arise.

Drugs and Alcohol

All students enrolled at Vative Healthcare are required to comply with the below

- Students are not to attend training facilitated by Vative Healthcare if they are adversely affected by alcohol or drugs.
- Students who are using prescription drugs that may affect their performance or safety are required to notify their Trainer/Assessor so that appropriate accommodations can be considered.
- Illegal drugs are not to be brought onto, consumed or administered on Vative Healthcare or Vative Healthcare client's premises.
- Any student found to be in breach will undergo disciplinary action as described on page 21 of this handbook

Learning and Assessment

Vative Healthcare acknowledges that you come to the program with a wealth of personal knowledge and life experiences.

You will be encouraged to identify your own learning needs and objectives and preferred strategies and schedule and exercise the maximum possible control over selection of learning materials, learning strategies, timing and type of assessment given the constraints of the course requirements.

To enable you to monitor and control your own learning, you will be given:

- Detailed information regarding learning objectives and clear explanations as to how successful achievement is to be recognised.
- Learning materials and activities that cater for a range of needs, (including differences in educational backgrounds, life experiences, facility with English, numeracy, gender, culture, age, location and disability).
- Frequent, clear and objective feedback as to progress.
- Time and opportunities to fix erroneous concepts and to practice partially mastered skills.

Where there is perceived difficulty in achieving learning goals, you will be provided information relating to possible alternative pathways to achieve goals, options/choices to overcome barriers and ways to access a supportive network.

Assessment is confidential and focuses on what you can do rather than cannot do. It is flexible, uses a variety of assessment tools and includes suggestions and negotiation about future goals/development

Client support & provision for language, literacy and numeracy assessment

On enrolment and during the induction sessions Vative Healthcare Staff will identify individuals with any special learning requirements, such as Language, Literacy and Numeracy.

Where support is required beyond the training and support staff within Vative Healthcare, we endeavour to link the participant to Government or private LLN support. The cost of this service is to be negotiated between the provider and the individual if Government support is not applicable.

Vative Healthcare can direct students to services such as psychologists, guidance officers, language, literacy & numeracy (LLN) program specialists, speech pathologists, interpreters, social workers, counsellors and other related professionals.

Students may discuss these matters directly with their relevant Trainer or alternatively may confidentially contact the RTO Manager or the Chief Executive Officer of Vative Healthcare to attain such support services and contact details.

Recognition of Prior Learning (RPL)

This is an assessment process that assesses an individual's formal and informal learning to determine the extent to which an individual has achieved the required learning outcomes, competency outcomes or standards for entry, and or partial completion of a qualification.

Vative Healthcare promotes acknowledgment of 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The recognition of prior learning (RPL) process conducted by Vative Healthcare is an assessment process, which provides acknowledgement of all skills and knowledge gained through the life experiences, work experience, previous training and formal education.

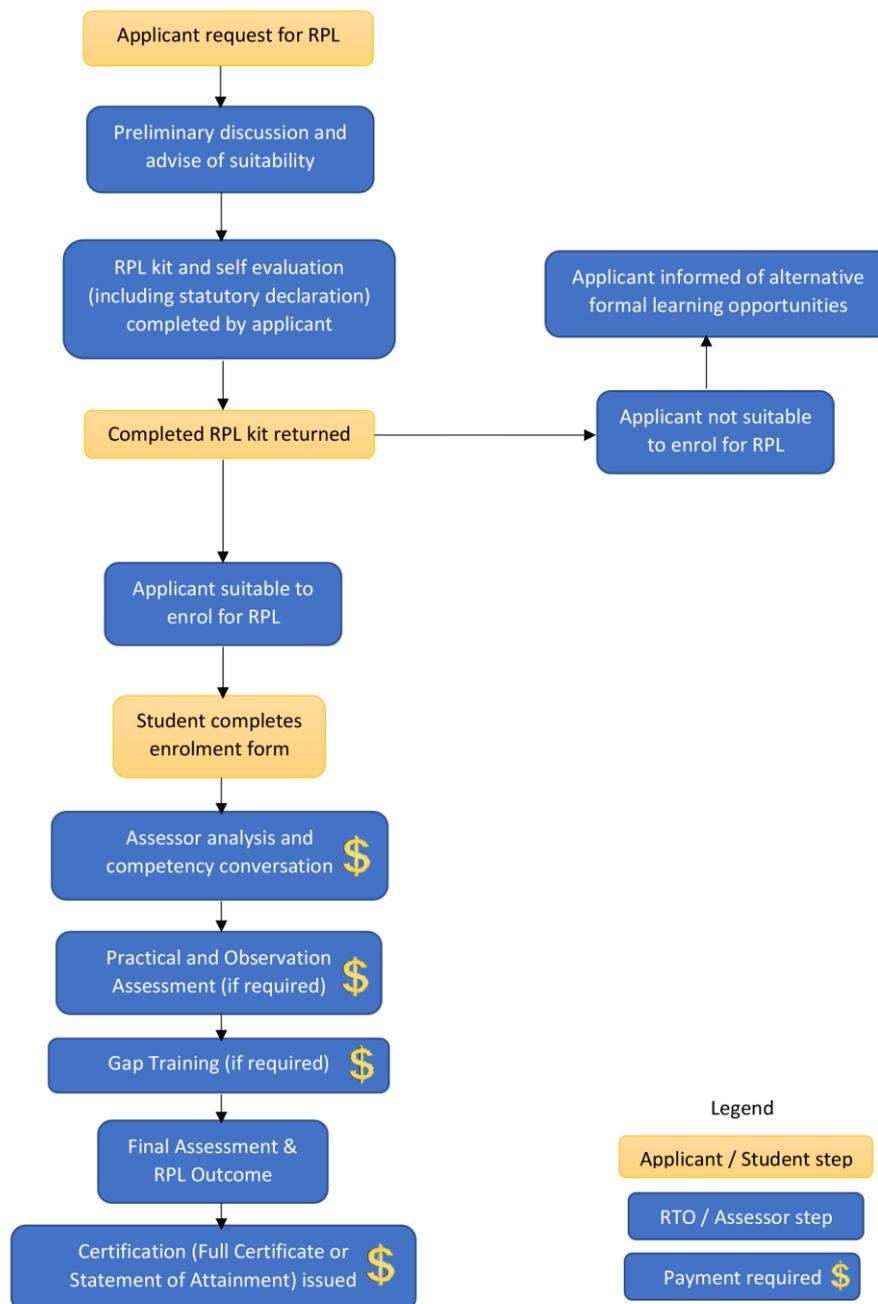
A variety of RPL assessment options will be available for you to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program.

All assessment mechanisms will meet the requirements of the relevant Training Package or VET accredited course; conducted in accordance with the principles of assessment and the rules of evidence; meet workplace, and where relevant, regulatory requirements.

Information will be provided to you by the trainer/assessor; the information will include the assessment process as well as containing simple forms for you to fill out. From the information provided, the assessor will be able to gain a general understanding of the skills and experience you may have, as well as potential referee contacts.

Where you have indicated on your 'Pre-Training Review' during induction that you wish to apply for RPL/CT, Vative Healthcare will contact you to further discuss your application and fees to determine if this is the right alternative training pathway before proceeding.

Please see below for RPL flowchart.



Credit Transfer

Credit Transfer is the term used for the procedure of granting credit to a student for educational experiences or courses undertaken. When applicants provide original certificates or a certified copy of their Statement of Attainment and or Qualifications that they have completed at another Registered Training Organisation, Vative Healthcare will be able to provide them with a Credit Transfer for the work already completed, providing the unit code and name are an exact match.

Where you have indicated on your 'Pre-Training Review' during induction that you wish to apply for Credit Transfer, Vative Healthcare will contact you to organise delivery of your original certificate/s or a certified copy.

Fees and Charges

Fee-for Service (National Delivery)

Vative Healthcare charge fees for participation in Fee for Service training programs only. Where fees are paid in advance, the payment records will ensure that the participant's payments are recorded separately within the accounting system and in sufficient detail so that training progress can be monitored against fees paid.

Skills First Tuition Fees (Victorian Training Delivery only)

Vative Healthcare does not charge students tuition fees for enrolments related to Government subsidised training (Skills First funded candidates).

All prospective students receive a statement of fees summary indicating the approx. government contribution (where applicable) prior to enrolling with Vative Healthcare.

Refunds

Vative Healthcare will fully refund fees to the paying candidates who cancels with no less than 10 business days' notice prior to enrolment / induction.

Vative Healthcare will refund 50% of the fees to any candidates cancelling prior to undertaking up to 50% of the training sessions outlined within their training plan.

Candidates who have been granted a refund will receive a refund of the amount, within 20 working days from receipt of returned hard copies of training materials.

Concessions (Funded Students only)

Vative Academy will apply a 20% concession fee for enrolments in courses at the Certificate IV level or below when students (or their respective employers) supply prior to enrolment a current and valid:

- Healthcare Card issued by the Commonwealth;
- Pensioner Concession Card;
- Veteran's Gold Card;

- An alternative card or concession eligibility criterion approved by the Minister for the purposes of the Skills First guidelines;
- The spouses card for a Dependent Spouse (or Dependent Child of a card holder);
- Referred Job Seeker;
- Or if the student self identifies as Aboriginal or Torres Strait Islander (concession will be applied at any AQF level);

Full details of all Fees, refunds and cancellations can be found on the Vative Healthcare website: <http://vativehealthcare.com.au/>

Key Personnel Involved in Training

The qualification that you are enrolled in involves not only yourself and your trainer, but also your employer (if applicable), Vative Healthcare and the Australian Apprenticeship Centre (if applicable).

The following is an outline of responsibilities and duties:

Your Trainer / Facilitator

All trainers at Vative Healthcare have experience in workplace training and assessment. Your trainer will be your main point of contact. You are welcome to contact your trainer at any stage of the course during business hours via phone or email. At induction, your trainer will give you their business card so that you have access to them.

The RTO Manager

If you ever have any queries regarding training or you have any issues with your trainer, you can let the RTO manager know by way of a confidential conversation or by following the Appeals, Complaints and Grievance procedures as stated in this manual.

RTO Support Staff

The below listed staff members are available for any additional support you may need:

Name	Job Title	Support
Nicole Edwards	RTO Manager	Student records & portal update/access, USI, Student surveys, certificates, complaints and anomalies
Kylie Barca	Quality Officer	Student records & portal update/access, USI, certificates, anomalies

The Australian Apprenticeship Centre (AAC)

The AAC is contracted by the Federal Government to ensure that the traineeship or apprenticeship registration process is in motion. Where applicable, an AAC representative will complete a training contract with you and your employer which formally enters you into a workplace based Australian Traineeship

The AAC representative will visit or call you partway through the course to ensure all training obligations are being met.

NCVER

Vative Healthcare participates in the National Student Outcomes Survey, managed by the National Centre for Vocational Education and Research (NCVER).

You may be requested to participate in a Student Survey during your enrolment with Vative Academy.

Vative Academy uses the feedback it receives from the surveys as part of its continuous improvement processes, ensuring we provide quality training and assessment.

Vative Healthcare must also provide a summary report of feedback from students to its Registering Body to provide an indication of its performance. This is a condition of registration.

The survey should take about 10 minutes to complete.

Student Responsibilities

To make sure you get the most benefits out of your training, Vative Healthcare encourages all trainees/students to:

- Contact your trainer at the earliest possible convenience if a session needs to be cancelled or re scheduled
- Prepare and revise previous training lessons
- Complete any activities, questions and workplace project/s set by your trainer as agreed by you and your trainer
- Apply the skills learned in the training sessions to your work tasks (where applicable)
- Complete a feedback and/or a training evaluation form which your Trainer may distribute throughout the duration of the training course. This is to assist Vative Healthcare, Governments and VET Regulators to implement their continuous improvement strategies.

Attendance Requirement

You will need to attend 100% of the training in order to successfully complete the qualification. Those who miss any part of the training may be given the opportunity to re-sit the part missed in other classes however this decision is to be made by the Trainer on a case-by-case basis.

Employer's Responsibilities

Where applicable, your employer is expected to do everything in their power to assist you in completing this course.

This includes, but is not limited to:

- Giving you time each month to do the training
- Giving you the opportunity to fulfil your workplace based delivery obligations
- Making sure there is somewhere appropriate to do the training
- Ensure appropriate training facilities, supervision, equipment and resources are available

Workplace Based Delivery

Under VET Regulations and Government guidelines, an employer has a responsibility to ensure trainees/students undertake Workplace Based Delivery, this allows the trainee/student to practice their new skills on the job during their normal working conditions

Course Components

Your course will comprise of:

- A pre training review
- An enrolment
- Commencement session
- Face to face monthly training and assessment visits
- Workplace support (if undertaken as a Traineeship)
- Additional phone and email contact
- A completion visit

Pre-Training Review

The pre-training review will consist of Vative Healthcare facilitating the following:

- Roles & responsibilities
- Course selection & structure

- A Learning Action Plan
- Language Literacy and Numeracy (LLN) questionnaire
- Identification of prior learning & special needs
- Previous work experience and formal/Informal education
- Government or regulatory related documents
- USI Paperwork
- Issue the student handbook
- Skills First Eligibility (if applicable)

Enrolment

At this point you will complete an enrolment form and your trainer will have the opportunity to discuss and confirm the training plan, including your application for recognition for prior learning.

Based on your needs, abilities and circumstances, and the requirements of the training package, Vative Healthcare develops the plan; each training plan defines the core, elective and relevant competencies for your qualification.

Any variations to the training plan are to be agreed to by all parties (Student, RTO and the employer – if required) prior to noting those variations on the training plan.

Your trainer will provide you with a copy of your training plan. You will also be provided with a student workbook, which contains all your learning and assessment material. These manuals are for you to keep.

Commencement Visit

At this visit your trainer/assessor will deliver the first unit/s and where you will participate in learning activities and will be provided several opportunities to ask questions.

At the completion of this session your trainer/assessor will provide you with detailed information on what evidence needs to be submitted for the successful completion of the unit/s. You and your trainer will schedule and or confirm your subsequent training sessions. These will occur approximately every four weeks.

Progressive training and assessment visits

You can expect the following to occur:

- Your trainer will progress your training as specified on your training plan;
- You will be required to participate in classroom or workplace based activities;
- Your trainer will set assessment tasks, which may include completing questions, workplace activities/projects.

- Assessments will be scheduled to be collected and validated by both you and your trainer.

Assessment

In order for a unit to be deemed competent, you will be required to participate in an assessment. Vative Healthcare has a range of methods to ensure you are assessed in the most fair and equitable manner. These assessment methods are described to you in your training plan.

The following is a list of methods you may be asked to participate in.

- Participate and complete activities
- Answer questions and participate in discussion
- Complete a workplace (or simulated) project
- Demonstrate skills

Completion

Upon completion of the course, you will receive your qualification (certificate). The certificate will be issued only after the following steps have taken place.

- A completion declaration will be signed off by yourself, your employer and your trainer once everyone is satisfied that all components of the training program are competent, including competence in the workplace.
- If applicable, claim forms will be issued, signed and returned to the AAC for authorisation of payments by yourself and your employer

Your trainer will collate your completion paper work and submit it to Vative Healthcare's administration team who will audit your evidence, complete you on the student management system and print your certificate within 30 days.

Unique Student Identifier

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- Will give you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create and
- Stays with you for life

If you are a new or continuing student undertaking nationally recognised training you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

How do I create my USI

Creating a USI will only take a few minutes and it is free. Go to www.usi.gov.au/students/create-your-usi and follow the prompts. Once you have created your USI please provide it to Vative Healthcare.

Alternatively if you would like Vative Healthcare to create your USI on your behalf please complete the authorisation form (found in the Pre-training review), and provide Vative Healthcare with copies of the identification listed on the form.

Training Cancellation

Should you choose to cancel out of your training program, you must notify your trainer immediately and complete a cancellation form. A copy of Vative Healthcare's cancellation form can be found at the back of this handbook.

Statement of Attainment

If you only complete part of the course, a statement of attainment will be issued for the units where competency is achieved. This is directly transferable to any other RTO in Australia.

Appeals, Complaints and Grievance

Appeal: In law, an appeal is a process for requesting a formal change to an official decision

Complaint: A statement that a situation is unsatisfactory or unacceptable.

Grievance: An official statement of a complaint over something believed to be wrong or unfair.

Despite all efforts to provide excellence in its services to its students and clients Vative Healthcare acknowledges that complaints may arise that require formal resolution.

Vative Healthcare shall ensure that:

- All students, clients and staff are aware of the Appeals, Complaints and Grievance Policy/Procedure and
- All complaints received will be given top priority and consideration with the objective to reach a resolution.

You have the right to present a complaint and to appeal any decision/s (including assessment decisions), and to be treated fairly in the process. Vative Healthcare will treat all complaints and appeals in confidence.

A grievance, complaint or appeal is deemed to be a formal grievance, complaint or appeal when it is made in writing to the RTO Manager.

If you are dissatisfied with any aspect of the course you are undertaking you should first discuss it with your Trainer/ Assessor, or if this is not appropriate with the RTO Manager.

All appeals, complaints and grievances will be handled in an unbiased manner and will adopt the principles of natural justice and procedural fairness.

If you are unable to resolve your issue with the RTO Manager or it is not appropriate that the RTO Manager deal with it, the matter should be referred to the Chief Executive of Vative Healthcare.

Where a grievance cannot be resolved through discussion and conciliation Vative Healthcare acknowledges the need for an appropriate external and independent agent to mediate between the parties, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
Phone: 1300 372 888
Fax: 8684 1311
Email: dscv@justice.vic.gov.au

In the event of a Formal Complaint or Appeal the following steps will be taken:

- Formal complaints and appeals must be made via the 'Appeals Complaints and Grievances Form'.
- The 'Appeals, Complaint and Grievances form' is located in this student handbook, or upon request.
- The 'Appeals, Complaint and Grievance form' is to be addressed to the RTO Manager of Vative Healthcare.
- Upon receipt of the complaint the RTO Manager will investigate within 5 working days and the complainant notified of the result of the investigation within 5 working days.
- The RTO Manager will inform those involved in the allegation and provide an opportunity to present their side of the matter.
- The RTO Manager will make contact with you and commence the processes for resolution.
- The RTO Manager will provide you with his/her recommendations and outcome including reasons for the decision/s made with reference to 'Appeals, Complaint and Grievances form'.

Whereby a Student/Client telephones Vative Healthcare to make a complaint:

- The person taking the call will be professional and convey confidence at all times regarding Vative Healthcare and the services provided by Vative Healthcare.
- The person taking the call will refer the complaint to the RTO manager.

Refer to the attached Appeals, Complaints and Grievance Form.

Australian Skills Quality Authority

ASQA supports students through effective regulation of the vocational education and training industry.

ASQA also accepts information from students about problems with training providers and, in some cases, can reissue student records.

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that providers are delivering quality training and assessment services.

Before you can submit a complaint to ASQA about a training provider, you will need to:

- complete your provider's formal complaints process, and
- confirm that ASQA can consider all or part of your complaint.

Please submit your complaint to ASQA using the online complaints form

(<https://asqanet.asqa.gov.au/Account/Login?ReturnUrl=%2F>)

If you are unable to use the form, please contact the ASQA Info line on 1300 701 801.

Before you submit a complaint to ASQA, please be aware that:

- ASQA takes a risk-assessment approach to complaints—our resources are limited so must focus on the most serious complaints.
- ASQA's role is not to act as a student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.
- ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.
- Read [ASQA's Privacy Policy](https://www.asqa.gov.au/about/accountability-and-reporting/privacy). (found at: <https://www.asqa.gov.au/about/accountability-and-reporting/privacy>)

Student Misconduct

Student Plagiarism and Cheating

Plagiarism: is the presentation of the work of another person/other persons as they are one's own failing to properly acknowledge that person/those persons.

Collusion: Is the act of a student presenting work which is the outcome of working with others as his or her own.

Cheating: is the practice of deceptive acts for the purpose of obtaining competency result in any assessment event. Cheating includes assisting another student to deceptively obtain a competency result.

Trainers & Assessors

- Trainers & Assessors must know and consistently implement the policy of Vative Healthcare regarding plagiarism
- Trainers & Assessors must provide information to students regarding referencing
- Trainers & Assessors must ensure that students understand the definitions provided in this policy
- Trainers & Assessors must be vigilant and detect plagiarism

Students

- Students must understand and comply with this policy
- Students must ensure all sources of information are referenced
- Students must take reasonable precautions to ensure work cannot be copied

If a Student plagiarises / cheats:

- Vative Healthcare will automatically issue the Student with a Not Yet Competent result for the unit/s of competency under assessment and request the student to re-submit and provide evidence of their own competency. This may occur in the presence of the Trainer if required.
- If the student is found to have plagiarised on more than one occasion the Trainer & Assessor of Vative Healthcare will intervene and determine if a suspension or cancellation of enrolment is required.

Appeals can be lodged using Vative Healthcare Appeals, Complaints and Grievance procedure

Disciplinary procedure for course participants

The following information outlines the procedures to be followed when codes of conduct or performance by participants are below the accepted standards of Vative Healthcare.

Minor occurrences

Typically, discipline required from minor incidences and occurrences will be in the form of informal oral warnings. The trainer/assessor should have a full discussion with the participant regarding the issue and will give the participant an opportunity to respond or provide additional information. Even though informal warnings are verbal, each one will be noted on the student file. This will include, date, time and reason for warning.

Formal Disciplinary Action

Where the incident or occurrence is considered beyond a minor breach or is an ongoing minor breach that has not been suitably rectified, as part of moving to formal discipline, the trainer/assessor will:

- Hold a discussion in private with the participant. The trainer/assessor should state the problem clearly and allow the participant to respond.
- Undertake a thorough fact find which includes collection of information relating to the problem/issue from all parties involved, including those who have been witness to the breach.
- Follow-up with the participant after all the information has been gathered, to report the findings. If the trainer/assessor intends to move forward to formal discipline, this should be communicated to the participant at this point.
- At this point the trainer or assessor should include a brief statement of the problem/issue and the expectations of Vative Healthcare, details of the time and place where the meeting to be held between the participant, trainer and Vative Healthcare's RTO Manager.
- Provide written notification of intention to move to formal action within 48 hrs.

Another discussion will take place in the presence of a manager where a written report will be tabled that should be identified as a disciplinary warning. The report will describe in detail the circumstances that prompted its writing, date, time, and location, what was said, heard or observed, indicate why the behaviour is unacceptable, review the decisions reached during the discussion regarding how the participant should correct the problem.

State that if the behaviour continues, additional corrective measures may be taken, which may result in the termination of the training agreement, expulsion from the training program, etc.

If the written warning does not lead to any mutually agreed outcome, the participant can expect termination of the training agreement. The participant should be notified in writing of the termination of the training agreement. The letter should outline the reason(s) for the termination and dates of the termination.

At any point of the disciplinary process the participant wishes to raise a grievance, he/she should lodge a formal complaint using the Appeals, Complaint and Grievance Form. All documentation completed and collected will be stored in the students file.

User Choice

User Choice is a national policy governing the flow of public funds to registered training organisations (RTOs). The purpose of User Choice is to make vocational education and training (VET) more responsive to the needs of industry and employers.

To achieve the level of responsiveness to the needs of the VET client, a number of commitments are made in the User Choice policy. Under User Choice, public funding for training would flow to an individual training provider as selected by the employers involved in Australian Apprenticeships/trainees/studentships. The funding arrangements are promised to:

- allow employers to select the provider of their choice;
- empower employers to negotiate about aspects of training including content,
- location and timing; and

- provide a greater level of contestability amongst training providers, therefore
- Improving responsiveness and diversity between public and private providers.

For more information on User Choice visit - www.training.gov.au

Additional Useful Contacts

State and Territory Training Authorities (STAs)

State Training Authorities are government departments in each State or Territory responsible for the operation of the Vocational Education and Training (VET) system (including Australian Apprenticeships) within that jurisdiction.

Each STA participates in the formulation of national policy, planning and objectives, and promotes and implements the agreed policies and priorities in the State or Territory.

Specific areas of State or Territory responsibility include:

- Quality of training issues
- Quality of VET product
- Registration and certification of Australian Apprenticeships training agreements
- Registration and monitoring of Group Training Organisations (GTOs)
- Employment arrangements surrounding Australian Apprentices
- Registration and certifications of qualifications/vocations
- Registrations and monitoring of Registered Training Organisations
- Allegations of misuse of User Choice training funding

Australian Apprenticeships Referral Line

To find an Australian Apprenticeships Centre in your region please visit www.australianapprenticeships.gov.au or call 13 38 73.

Victoria

Department of Education and Training
Higher Education and Skills Group
2 Treasury Place, East Melbourne
Ph: (03) 9637 2000
Web: www.skills.vic.gov.au

New South Wales

State Training Services
NSW Department of Education and Communities
Locked Bag 53, Darlinghurst NSW 1300
Ph: 13 28 11 (NSW callers) or (02) 9266 8704 (interstate callers)
Web: www.training.nsw.gov.au

Australian Capital Territory

ACT Department of Education and Training
Training and Tertiary Education Directorate
220 Northbourne Avenue, Braddon, ACT 2612

Ph: (02) 6207 5111

Web: www.def.act.gov.au

South Australia

Department of State Development

GPO Box 320

Adelaide SA 5001

Ph: 1800 506 266

Web: <http://www.skills.sa.gov.au/>

Tasmania

Skills Tasmania

GPO Box 169, Hobart, TAS 7001

Ph: 1800 655 846

Web: www.skills.tas.gov.au

Northern Territory

Department of Business & Employment

Mitchell Centre, 11th Floor, 55-59 Mitchell Street

GPO Box 3200, Darwin NT 0801

Ph: (08) 8901 1357

Fax: (08) 8901 4903

Web: www.nt.gov.au

Queensland

Department of Education and Training

LMB 527 GPO, Brisbane QLD 4001

Ph: 1300 369 935

Web: www.training.qld.gov.au

Western Australia

Department of Training and Workforce Development

Locked Bag 16, Osborne Park Delivery Centre WA 6916

Ph: (08) 6551 5000

Web: www.dtwd.wa.gov.au

Australian Apprenticeships Referral Line

To find an Australian Apprenticeships Centre in your region please visit

www.australianapprenticeships.gov.au or call 13 38 73.

Appeals, Complaints, Grievance and WHS Form

Name of Person Reporting:		Company (if applicable):	
Reported to	Appeal <input type="checkbox"/>	Date:	
RTO Manager <input type="checkbox"/>	Complaint <input type="checkbox"/>		
Chief Executive Officer <input type="checkbox"/>	Grievance <input type="checkbox"/>		
	WHS <input type="checkbox"/>		
Description of Issue			
Expected Outcome			
Action already taken by person reporting issue			
Appellant/Complainant	Signed:	Date:	
RTO Manager/CEO	Signed:	Date:	

REQUEST TO CANCEL A TRAINING PROGRAM

Date of cancellation: _____ / _____ / 20

Training Plan updated and attached: YES / If NO please add comments: _____

Student's Full Name: _____

Employer (if applicable) : _____

Date of Birth: _____ / _____ / _____

Current Address: _____

Suburb: _____ Postcode: _____

Phone Number: _____

Signature (if available): _____

STUDENT REASON FOR CANCELLATION

- Personal / Health reasons
 Left employment
 Transport or travel issues
 Unable to contact
 Could not commit to the training and assessment
 Other

COMMENTS _____

What is your CURRENT EMPLOYMENT STATUS as of the cancellation of your training?

- Employed – Full time
 Employed – Part time
 Employed – Casual/Temp
 Contracting
 Unemployed

VATIVE HEALTHCARE REP CONFIRMATION OF CANCELLATION

RTO Rep Name: _____

RTO Rep Signature: _____

