

# Student Handbook and Planner



Student Name:

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

VativeHealthcare/Quality Compliance/\_Forms & Templates/Enrolment Documents/2020/Vative Healthcare  
Student Handbook + Planner V2.0.docm

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## 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.

We are a grouped RTO that delivers Nationally recognised qualifications to workplaces around Australia 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.

### Who are we?

As we are a grouped RTO we may deliver your course under one or both of the below Registered Training Organisations:

Vative Healthcare (TOID 22175) deliver qualifications specific to the health industry and focus on further developing your skills and knowledge in relation to your job role. Vative Healthcare is a trading name for Y Learning and Development Pty Ltd

Vative Academy (TOID 70227) deliver qualifications specific to Process Improvement and Lean. These qualifications build skills and knowledge in relation to workplace processes, waste reduction and project coordination. Vative is a trading name for Inspirative Training Pty Ltd

Y Learning and Development Pty Ltd Trading as:      Inspirative Training Pty Ltd Trading as:



## What course are you doing?

### [Certificate III In Individual Support- CHC33015 \(Vative Healthcare\)](#)

This course is suited to staff who have minimal to no clinical experience and would like to take on the role of a carer or similar. During the course you will learn skills to enable you to care for a person who needs support to perform day to day tasks. This course includes unpaid clinical hours.

### [Certificate III In Health Support Services – HLT33215 \(Vative Healthcare\) & Certificate III In Competitive Systems And Practices – MSS30316 \(Vative\)](#)

This course is suited for staff working in food safety, cleaning, maintenance and or laundry. This course is designed to provide you with a wide range of skills to apply in a healthcare setting. During the course you will also be coached how to apply efficient processes and systems in your workplace through Lean principles.

### [Certificate IV In Health Administration– HLT47315 \(Vative Healthcare\) & Certificate IV In Competitive Systems And Practices– MSS40316 \(Vative\)](#)

This dual course is suitable for staff working in an administrative based role within the health sector. You will be taught to identify waste, such as over processing, ineffective use of space and or unnecessary waiting.

### [Certificate IV In Ageing Support– CHC43015 \(Vative Healthcare\) & Certificate IV In Competitive Systems And Practices– MSS40316 \(Vative\)](#)

This course is suitable for staff who would like to enhance their knowledge and skills in the growing industry of aged care. This course is designed to educate staff in problem solving and critical thinking when caring for aged care residents.

### [Certificate IV In Disability – CHC43115 \(Vative Healthcare\) & Certificate IV In Competitive Systems And Practices– MSS40316 \(Vative\)](#)

This course is suitable for staff who would like to enhance their knowledge and skills in the growing industry of disability. This course is designed to educate staff in problem solving and critical thinking when supporting people with a disability.

### [Diploma Of Practice Management– HLT57715 \(Vative Healthcare\) & Diploma Of Competitive Systems And Practices– MSS50316 \(Vative\)](#)

The Diploma of Practice Management is suitable for staff who are managing teams and operations of small to medium sized health practices. This diploma is designed to equip you with the skills required to negotiate risks, apply medical terminology correctly and confidently manage people performance.

### [Advanced Diploma Of Community Sector Management– CHC62015 \(Vative Healthcare\) & Advanced Diploma Of Competitive Systems And Practices– MSS60316 \(Vative Healthcare\)](#)

This course will provide you with the skills to plan and monitor service delivery, manage risk and contribute to continuous improvement within the scope of your specific role. You will be taught how to apply and sustain efficient processes and systems in your workplace through Lean principles

## Our purpose and vision



## Our character virtues

### Primary focus virtues

- Service – We willingly support others to achieve their goal
- Innovation – We always embrace challenges with enthusiasm and creativity
- 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
- Initiative – We have the power to take charge before others
- Courage – We are confident to face new possibilities and transform fear into determination



# Contact us

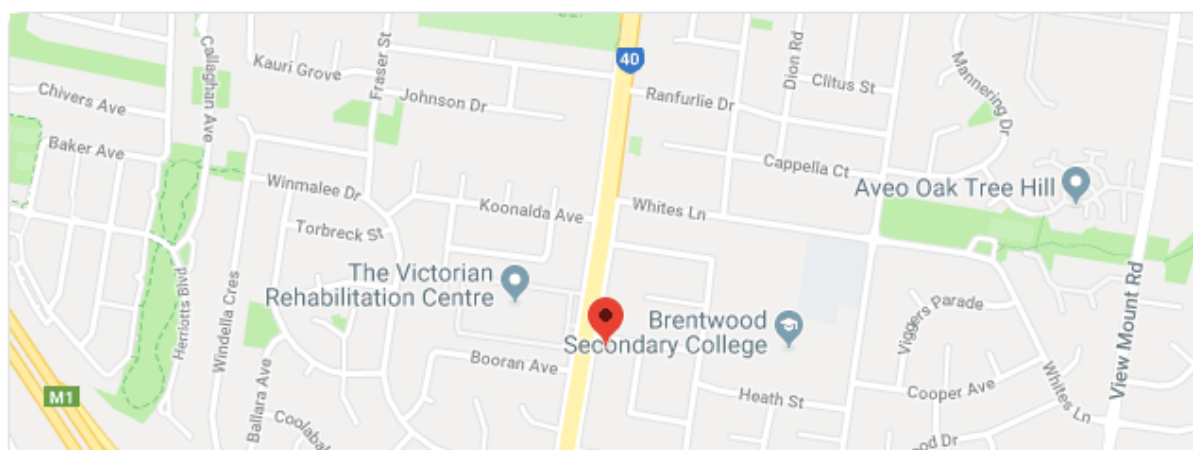
## Head office

490 Springvale Rd, GLEN WAVERLEY VIC 3150

<https://vativehealthcare.com.au>

<https://www.facebook.com/vativehealthcare>

<https://www.linkedin.com/company/vative-health-care>



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.

<b>Management</b>		
Chief Executive Officer	Carmen O'Dwyer-Walker	carmie.walker@vativehealthcare.edu.au
RTO Manager	Nicole Edwards	nicole.edwards@vativehealthcare.edu.au
<b>Educators</b>		
Karen Barker	0428 003 748	karen.barker@vativehealthcare.edu.au
Jean Crowe	0422 535 769	jean.crowe@vativehealthcare.edu.au
Kelly Edwards	0400 807434	kelly.edwards@vativehealthcare.edu.au
Victoria Hamilton	0429 131 070	victoria.hamilton@vativehealthcare.edu.au
Mia Janssen	0411 448 238	mia.janssen@vativehealthcare.edu.au
Lauren Manning	0432 750 885	lauren.manning@vativehealthcare.edu.au
Maree O'Dwyer	0419 847 693	maree.odwyer@vativehealthcare.edu.au
<b>Support Staff</b>		
People & Performance Manager	Jodie Hoogenboom	jodie.hoogenboom@vativehealthcare.edu.au
Marketing Coordinator	Georgia Manning	georgia.manning@vativehealthcare.edu.au
Quality Officer	Kylie Barca	kylie.barca@vativehealthcare.edu.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
- 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 enrolled 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.

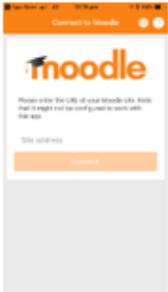
# Moodle

Vative Healthcare utilises the student information system called Moodle. This system allows you to see a soft copy of all your training materials, as well as watch podcasts of each training session

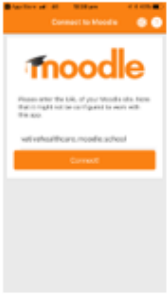
## Moodle App How-to

How can I get the Moodle app? - The Moodle app is available for free from Google Play and the Apple Store.


**Step 1: Open your Moodle App**




**Step Two: where it says 'siteaddress', enter 'vativehealthcare.moodle.school'**




**Step Three: enter your username and password that was provided to you through your personal email**



**Step Four: Click on 'My courses'**



**Step Five: Click on your course For example: Ageing Support**




**Step Six: Scroll down to find the session you need and click on the file with the green earth image**



**For example, Session 3**

**Watch the video using YouTube- you may pause and play at any time**



## **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 WHS matters, hazards, incidents or near misses are to be reported to the Chief Executive Officer by submitting an WHS Form, available within this handbook.

If you have a health condition that may become acute while attending your course, please advise your Educator 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 Educator 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 in 'Disciplinary procedure for course participants' 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 Educator 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.

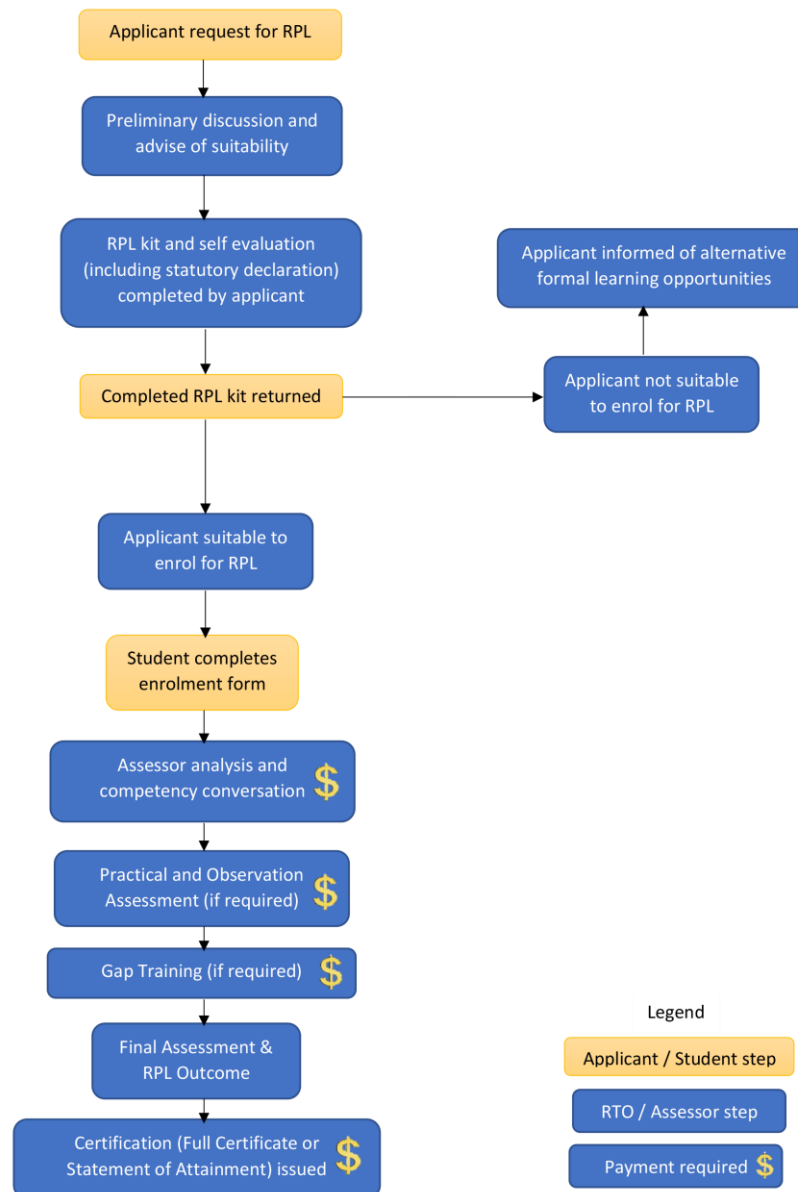
A variety of RPL assessment options will be available for you to identify whether you have achieved the necessary competencies/learning outcomes to the required standard in the relevant training course or program.

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 Educator; the information will include the assessment process as well as containing simple forms for you to fill out. From the information provided, the Educator 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, 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 spouse's card for a dependent spouse (or dependent child of a card holder)
- referred job seeker
- or if the student self identifies as Aboriginal and/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 Educator, 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 Educator**

All Educators at Vative Healthcare have experience in workplace training and assessment. Your Educator will be your main point of contact. You are welcome to contact your Educator at any stage of the course during business hours via phone or email. At induction, your Educator 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 Educator, 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**

RTO Manager is responsible for student records, student portal update/ access, USI, student surveys, certificates, complaints and anomalies.

Quality Officer is responsible for student records & portal update/ access, USI, certificates and anomalies.

Marketing Coordinator is responsible for Moodle accessibility, media consent, media liaison and graduation images.

Operations Manager is responsible for student and employer relationships, manager surveys, certificates, complaints and 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.

## **National Centre for Vocational Education and Research (NCVER)**

Vative Healthcare participates in the National Student Outcomes Survey, managed by the 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 Educator 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 Educator as agreed by you and your Educator
- 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 Educator 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.

### **When to contact your educator**

You can contact your Educator through email at any time. You may call or text your Educator during business hours (9am-5pm Monday to Friday).

Educators are sometimes busy teaching or with students, they will get back to you within 2 business days.

### **Missed classes**

You will need to attend 100% of the training in order to successfully complete the qualification.

If you are unable to attend a class, you need to notify your Educator as soon as possible. In most instances, you can attend the following class in order to catch up.

If you cannot attend the following, you will be sent an online podcast of the class within 48 hours of missed attendance. It is then your responsibility to watch the podcast and complete the relevant assessments by the next session to ensure the successful completion of your qualification.

### **Homework and pre-reading**

All sessions will require pre-reading to be completed before you come to class.

Some sessions require assessments to be completed as homework.

There is some time allocated during class for project work, however, much of this work will be done outside of class time and in your workplace.

You will be notified by your Educator when you need to do so.

## **Leaving class early**

If you need to leave a class early, please notify your manager for approval and your Educator on the day of training.

## **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 and responsibilities
- course selection and structure
- a learning action plan
- language literacy and numeracy (LLN) questionnaire
- identification of prior learning and special needs
- previous work experience and formal/ informal education
- government or regulatory related documents
- USI paperwork
- issue the student handbook
- statement of fees
- Skills First eligibility (if applicable)

## **Enrolment**

At this point you will complete an enrolment form and your Educator 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 Educator 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 Educator 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 Educator will provide you with detailed information on what evidence needs to be submitted for the successful completion of the unit/s. You and your Educator 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 Educator will progress your training as specified on your training plan
- you will be required to participate in classroom or workplace based activities
- your Educator 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 Educator

## **Assessment**

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 Educator 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 Educator 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 (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
- 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 of 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](http://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 or locate 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 Educator immediately and complete a cancellation form. Refer to *Request to Cancel a Training Program* form.

## **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
- 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 Educator, 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](mailto: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, Complaints and Grievances* form is in this student handbook, or upon request
- the *Appeals, Complaints and Grievances* 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 contact 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 complaints 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). (<https://www.asqa.gov.au/about/accountability-and-reporting/privacy>)

## **If the training provider closes**

Unfortunately, some training providers close whilst still delivering courses.

In the unfortunate event of this occurring to Vative we will assist in the following:

- plan to continue your training

Vative Healthcare will endeavour to find a suitable training provider to continue and finish your course/s

- issue a statement of attainment

To recognise one or more units of competency have been achieved, this can be taken to another RTO for credit.

- provide you with evidence of your assessments

On request and verification, Vative Healthcare will be able to supply you with copies of your assessments that can be used for RPL or assessment only credit with another RTO.

- transfer your training to another RTO

If we cannot assist you in the continuation of your training with another RTO, the Government department providing your funding may be able to assist.

For further information on how ASQA can assist you please see:

<https://www.asqa.gov.au/students/what-do-when-your-training-provider-closes>

# **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.

### **Educators must:**

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

### **Students must:**

- understand and comply with this policy
- ensure all sources of information are referenced
- 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 Educator if required
- if the student is found to have plagiarised on more than one occasion the Educator 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 Educator 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 Educator will:

- hold a discussion in private with the participant. The Educator 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 Educator intends to move forward to formal discipline, this should be communicated to the participant at this point
- at this point the Educator 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, Educator and Vative Healthcare's Operations Manager or 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.

The written report will also 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/ traineeships/ 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
- provide a greater level of contestability amongst training providers
- improve responsiveness and diversity between public and private providers

For more information on *User Choice* visit - [www.training.gov.au](http://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

**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](http://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](http://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.det.act.gov.au](http://www.det.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](http://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](http://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](http://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](http://www.dtwd.wa.gov.au)

**Australian Apprenticeships Referral Line**

To find an Australian Apprenticeships Centre  
in your region please visit  
[www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au) or call  
13 38 73.

# Student Responsibilities

## When To Contact Your Educator

You can contact your educator through email at any time. You may call or text your educator during business hours (9am - 5pm Monday to Friday). If they are busy at the time, they will get back to you within two business days.

## Missed Classes

If you are unable to attend a class, you need to notify your educator as soon as possible. In most instances, you can attend the following class in order to catch up.

If you cannot attend the following, you will be sent an online podcast of the class within 48 hours. It is then your responsibility to watch the podcast and complete the relevant assessments by the next session.

## Pre-Reading

Most sessions will require pre-reading to complete before you come to class. You will be notified by your educator when you need to do so.

## Leaving Class Early

If you need to leave early during a class, please notify your manager the day prior for approval, and the educator on the day.

Please sign this document once you have read and understood the responsibilities.

Full Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appeals, Complaints, Grievance and WHS Form

Name of Person Reporting:		Company (if applicable):	
Reported to	Appeal <input type="checkbox"/>	Date:	
<b>RTO Manager</b> <input type="checkbox"/>	Complaint <input type="checkbox"/>		
<b>Chief Executive Officer</b> <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:



# Session Planner

# Session 1 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 2 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 3 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 4 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 5 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 6 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 7 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 8 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 9 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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## Session 10 Planner

Preparation for this session:

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Work due in this session:

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Assessments received this session:

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Homework from this session:

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Ongoing work:

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Any other notes:

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