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Student Handbook

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CONTENTS

	<i>Student Handbook</i>	1
1	Code of Practice	4
	Code of Practice	4
2	Course Information	5
	2.1 Course timetable	5
	2.2 Induction to Course.....	5
	2.3 Attendance	5
	2.4 Teaching Methods.....	6
	2.5 Student Facilities	6
	2.6 Evaluation.....	6
3	Fees and Charges	6
	3.1 Fees Schedule	6
	3.2 Fees Refund Policy	Error! Bookmark not defined.
4	Training Delivery and Assessment Services	8
	4.1 Trainer Qualifications	8
	4.2 Student Recruitment	8
	4.3 Delivery of Training	8
	4.4 Learner Support.....	8
	4.5 Conduct of Assessment.....	9
	4.6 Assessment Appeals	10
	4.7 Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)	11
	4.8 National Recognition	11
	4.9 Issuance of Qualifications	11
5	Records Maintenance and Student Privacy	11
6	Facilities and Equipment	12
7	Legislative and Regulatory Requirements.....	12
	7.1 NSW Occupational Health and Safety Act 2000 and WorkCover NSW	12
	7.2 Anti-Discrimination Act 1977.....	13
	7.3 Equal Employment Opportunity	13
	7.4 Access and Equity.....	13
	7.5 Privacy and Personal Information Protection Act 1988.....	14
	7.6 Vocational Education and Training Act 2005.....	14
8	Complaint and Appeals Procedures	14
	Student Complaints and Appeals	14
9	Student Responsibilities/Code of Behaviour.....	15
10	Student Support, Welfare and Guidance.....	16
11	Flexible Delivery and Assessment Procedures.....	16
12	Declaration	17

Welcome to Healthcorp

Healthcorp is a registered training organisation with the NSW Vocational Education Training and Accreditation Board (VETAB) for the delivery of training and assessment services.

Philosophy

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

Commitment to quality

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

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

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

1 Code of Practice

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

Code of Practice

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

Healthcorp:

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

2 Course Information

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

- HLTF301B Apply First Aid
- PRSS0320A Plan and Conduct Evacuation of Premises
- 21658VIC Course in Automated External Defibrillation
- 21659VIC Course in Administration of Adrenalin using a Controlled Dose Adrenalin Injecting Device
- 21660VIC Course in Basic Oxygen Administration

2.1 Course timetable

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

2.2 Induction to Course

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

At the beginning of the course, your trainer will give you information about:

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

2.3 Attendance

Our courses are conducted:

Face to face in the classroom and partial delivery over the internet.

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

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

2.4 Teaching Methods

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

Our First aid courses allow for self paced training at home and theory assessment over the internet. All participants will need to satisfactorily complete a face to face practical assessment session to be considered competent.

2.5 Student Facilities

Onsite facilities will be provided.

2.6 Evaluation

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

3 Fees and Charges

3.1 Fees Schedule

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

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

3.2 Refunds prior to a course commencement:

Healthcorp Terms & Conditions

Healthcorp Public Course Policy

Transfer of Bookings:

- Transfers are available prior to the commencement date. A transfer to another course will be issued if we receive a written request 5 days prior to your nominated course commencement date and will incur a \$10.00 (GST included) administration fee per transfer. If a transfer is made less than 5 days prior to the course commencement date, a \$22.50 administration fee will apply. If a written request is not received within 48 hours of the course commencement date, the participant will forfeit 100% of the course fee. Please note: If you are transferring a 4 Day OH&S Committee Training Course, you must give 15 working days notice. Where 15 working days notice is not given, the full charge will apply. All requests must be addressed to; Healthcorp Pty Limited, Unit 8, 25 Frenchs Forest Rd, Frenchs Forest NSW 2086 or training@healthcorp.com.au.

Refunds:

- A refund is given if a written request is received 5 days prior to the scheduled course commencement date and an administration fee of \$22.00 (GST included) will be incurred. All refund requests must be in writing addressed to: Healthcorp Pty Limited, Unit 8, 25 Frenchs Forest Rd, Frenchs Forest NSW 2086 or training@healthcorp.com.au. Refunds will be issued within 5 days of receiving the cancellation documentation. If a

written request is not received within 5 days of the course commencement date, the participant will forfeit 100% of the course fee. Please note: If you are transferring a 4 Day OHS Committee Training Course, you must give 15 working days notice. Where 15 working days notice is not given, the full charge of the course will apply.

Healthcorp Onsite course policy

Group Onsite Bookings:

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

"Special Needs:"

- Participants with special needs or disabilities are asked to disclose this information in their enrolment form prior to course commencement. You are expected to describe the nature of the special needs, e.g. hearing impairment, language difficulty, learning difficulty etc. (and attached the relevant documentation). Healthcorp will ensure complete confidentiality of this information and every a flexible mode theory component is incomplete, Qualifications will not be issued and the participant will forfeit the full course fee.

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

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

The participant will forfeit 100% of the course fee.

3.4 Transferring to another course after Enrolment:

A transfer will be issued if written requests for transfers are received 7 days prior to your nominated course commencement date and will incur a \$16.50 (GST included) administration fee per transfer. Written requests must be addressed to: Healthcorp Pty Limited, Unit 8, 25 Frenchs Forest Rd, Frenchs Forest NSW 2086 or training@healthcorp.com.au. If a written request is not received within 48 hours of the course commencement date, the participant will forfeit 100% of the course fee.

3.5 Incompletion of course:

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

4 Training Delivery and Assessment Services

4.1 Trainer Qualifications

Healthcorp trainers have the relevant qualifications as required by VETAB and as defined in the Australian Quality Training Framework 2007. These include:

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

4.2 Student Recruitment

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

Enrolment Procedure:

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

4.3 Delivery of Training

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

- Statement of Attainment in HLTFA301B Apply First Aid
- Statement of Attainment in HLTFA2A Apply Advanced First Aid
- Statement of Attainment in PRSSO320A Plan and Conduct Evacuation of Premises
- Statement of Attainment in 21658VIC Course in Automated External Defibrillation
- Statement of Attainment in 21659VIC Course in Administration of Adrenalin using a Controlled Dose Adrenalin Injecting Device
- Statement of Attainment in 21660VIC Course in Basic Oxygen Administration

4.4 Learner Support

The learning support strategies used by trainers at Healthcorp include:

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

We will support all students that enroll in our college to the best level that we can. For example students with issues relating to Language, Literacy and Numeracy can expect that we will;

Literacy

- Providing participants only essential writing tasks,

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

Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage participants to ask questions
- Ask all questions to ensure participants understand

Numeracy

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

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

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

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

Our trainers will:

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

4.5 Conduct of Assessment

Assessment is conducted in accordance with the Asset Security Training Package and the Health Training Package Assessment Guidelines, the Training packages for 21658VIC, 21659VIC and 21660VIX Assessment Guidelines and Standards of the Australian Quality Training Framework 2007 for RTOs.

Assessment is competency based against the standards outlined in the units of competency in the insert industry Training Package qualifications. It includes:

- assessment to determine your training needs
- assessment during the training to judge how you are progressing
- assessment of performance at end of the units of training
- recognition of prior learning or recognition of current competency

Assessment is conducted in a simulated workplace and involves the collection of sufficient evidence to demonstrate you are competent. This may include:

- Measurement of services you deliver
- Observation of processes you carry out
- Measurement of your knowledge and understanding
- Observation of the attitudes you demonstrate

Assessment methods may involve you in:

- Demonstrating your skills
- Producing a piece of work
- Providing a service
- Answering written and/or oral questions
- Participating in group discussions
- Making oral presentations to the group

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

4.6 Assessment Appeals

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

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

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

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

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

If the Student is still not satisfied with the resolution of the appeal, the “National Complaints Code” directs them to seek further assistance from VETAB, whose details are listed below.

VETAB
 Level 14, 1 Oxford Street
 Darlinghurst NSW 2010
 Ph: (02) 9244 5335

A copy of the “National Complaints Code” is also available from the Healthcorp Pty Ltd CEO.

4.7 Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)

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

To request RPL/RCC you will need to:

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

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

4.8 National Recognition

Healthcorp recognises relevant AQF qualifications and / or Statements of Attainment issued by any other RTO. We will only sight original documents and reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency/modules indicated on the Testamurs.

4.9 Issuance of Qualifications

On successful completion of studies, you will be issued with a Statement of Attainment and (where relevant) a Workcover recognised certificate for successful completion of individual units of competency.

5 Records Maintenance and Student Privacy

Healthcorp abides by the National Privacy Principles. Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the standards of the Australian Quality Training Framework.

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

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

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

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

6 Facilities and Equipment

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

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

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

You are responsible for:

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

7 Legislative and Regulatory Requirements

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

- The NSW Occupational Health and Safety Act 2000
- Workers Compensation Act 1987
- Workers Compensation Regulations 2003
- Anti-Discrimination Act 1977
- Privacy and National Privacy Principles 2001
- Vocational Education and Training Act 2005
- Child Protection (Prohibited Employment) Act 1998
- Civil Liability Act 2002 No 22

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

7.1 NSW Occupational Health and Safety Act 2000 and WorkCover NSW

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

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

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

You are responsible for:

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

7.2 Anti-Discrimination Act 1977

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

You are responsible for:

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

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

7.3 Equal Employment Opportunity

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

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

7.4 Access and Equity

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

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

The learning support strategies used by trainers at Healthcorp include:

- Pre-teaching technical terminology
- Demonstrating procedures
- Providing opportunities for 'hands-on' experience and practice
- Ensuring individual support and advice to students
- Where necessary inviting students to record training session on an audiotape
- Providing written learning material and illustrations to reinforce the learning

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

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

Your trainers will:

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

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

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

7.5 Privacy Act and National Privacy Principles 2001

Healthcorp complies with the Privacy Act and National Privacy Principles 2001, which provides guidance on the collection, storage, use and disclosure of personal information. Your information will not be disclosed to anyone outside the institution without your consent, unless they have a legal right to the information or a right to the material as required under the standards of the Australian Quality Training Framework.

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

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

7.6 Vocational Education and Training Act 2005

The Vocational Education and Training Act 2005 is the New South Wales legislation that established the NSW Vocational Education and Training Board (VETAB). The Act was originally proclaimed in July 1991, it was amended in 1994 to include provisions for registering providers of vocational courses and has been further amended in 2005.

The objects of the Act are to:

- provide for the accreditation of vocational courses conducted within New South Wales
- provide for the registration of people and organisations that conduct vocational courses
- provide for the approval of people and organisations (other than official universities) that provide courses to overseas students within New South Wales
- promote consistency of standards in vocational education and training
- encourage the recognition of vocational courses that are accredited under the Act

In applying for registration as a training organisation with NSW VETAB the Healthcorp has signed a declaration agreeing to comply with the Vocational Education and Training Act 2005.

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

8 Complaint Procedures

Student Complaints

Healthcorp welcomes students' feedback and suggestions on our services. We endeavor to respond to their suggestions and/or complaints promptly and with courtesy.

If you have a problem or complaint with another student you should be encouraged to use the following procedure:

We will deal with any Student complaints in an effective and timely manner, typically resolving all complaints within three weeks.

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

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

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

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

If the Student is still not satisfied with the resolution of the complaint, the “National Complaints Code” directs them to seek further assistance from VETAB, whose details are listed below.

VETAB
 Level 14, 1 Oxford Street
 Darlinghurst NSW 2010
 Ph: (02) 9244 5335

A copy of the “National Complaints Code” is available from Healthcorp’s CEO.

Healthcorp will act upon any substantiated complaints.

9 Student Responsibilities/Code of Behaviour

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

- To conduct yourself in a safe and healthy manner
- To behave in a manner which prevents injury and disease to you, your trainer and fellow students
- To identify and report to your trainer any possible hazards from equipment, facilities and the environment
- To comply with and assist in the institution’s emergency procedures
- To refrain from smoking anywhere in the institution building
- To refrain from drinking and/or eating in the workrooms
- To attend class regularly and punctually
- To comply with the Assessment Information outlined in the Student Handbook
- To discuss any complaints or grievances with your trainer or the CEO

- To ensure no discriminatory, harassing or bullying behaviour at all times to other students, staff, work placement supervisors or visitors to the institution
- To report any discriminatory behaviour, harassment or bullying to your trainer, workplace supervisor or CEO
- To refrain from unacceptable behaviour including the use of bad language, alcohol and drugs
- To refrain from the use of devices which may disrupt classes eg. mobile phones and pagers

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

10 Student Support, Welfare and Guidance

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

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

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

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

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

11 Flexible Delivery and Assessment Procedures

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

Healthcorp will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided the participant can verbally demonstrate competency. These adjustments may include; verbal delivery of assessment materials to participants or the use of a third person to transcribe the participant’s spoken responses to assessment questions.

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

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

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

12 Declaration

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

Student's Name:

Student's Signature:

Date:

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