



Heed Health Education
Registered Training Organisation #45064

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STUDENT HANDBOOK DISCLAIMER

Student Handbook published by Heed Education Pty Ltd (ABN 21 617 613 984) trading as Heed Health Education contains information that is correct at the time of publication. Changes to legislation and/or Heed Health Education policies may impact the currency of information included herein. Heed Health Education reserves the right to vary and update information without notice. Students are advised to seek any changes in information and/or updates by contacting Heed Health Education via following contact information:

Heed Health Education

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This handbook is prepared as a resource to assist students in understanding their obligations, and those of Heed Health Education.

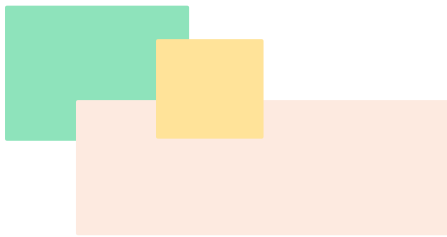


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1. WELCOME TO HEED HEALTH EDUCATION

Thank you for selecting Heed Health Education as your preferred Registered Training Organisation (RTO) to further your education and training.

Heed Education Pty Ltd (ABN 21 617 613 984) trading as Heed Health Education is a quality education provider, registered with Australian Skills Quality Authority (ASQA) with provider number#45064.

Our highly qualified and passionate team is committed to providing a quality learning experience for our students. Our team is sincerely dedicated to not only ensure you are qualified with a document stating you have attained a qualification but most importantly YOU are job ready, and an employer prefers to have Heed Health Education graduate on board. We all share the same passion and envision of not just selling a qualification but imparting YOU with the right skills and knowledge that can be put to use in the industry and will help realise dreams and save lives!

Trust your learning experience to be fruitful and rewarding with Heed Health Education. Look forward to meeting with you on this journey and await your feedback.

Best wishes

Monica Nagpal

Chief Executive Officer

E: monica@heededucation.com.au



2. INTRODUCTION

Heed Education Pty Ltd (ABN 21 617 613 984) trading as Heed Health Education delivers nationally recognised qualification in the following areas:

- HLT51020 Diploma of Emergency Health Care
- HLT41120 Certificate IV in Health Care

Our courses are designed to meet the ever evolving needs, demands and requirements of the industry and employers. We aim to provide a quality learning experience with the required skills and knowledge for our students in a variety of training and assessment methods that are inclusive but not limited to:

- Interactive online learning environment
- Face-to-face Clinical Intensive Workshops
- Clinical Placement
- Recognition of Prior Learning
- Credit Transfer

Heed Health Education ensures that its educators meet the national standards for delivery and assessment of the courses offered. Our courses are delivered by industry qualified educators who have significant experience and skill in the health industry.

3. COURSE INFORMATION

Detailed Information regarding each course offered is available to students via Heed Health Education's [website](#). Students are encouraged to access this information [here](#) before enrolment and are welcome to get in touch with our course representative with request for further information via phone or email if required.

Website includes course information but is not limited to the following:

- Course details including course overview, recognition, assessment methods, delivery method
- Entry requirements including any age, license, physical fitness requirements and pre-requisites (if applicable)
- Curriculum – unit of competencies under each course
- Fees, payment plans and resource requirements
- Location of training/Clinical Intensive Workshops
- Information regarding Clinical Intensive Workshops and Clinical Placement requirements
- Qualification to be issued upon successful completion.

COURSE DURATION

Students are required to complete their course within the following maximum timeframes:

Table 1 - Course duration

Course Code with Name	Maximum time allowed to complete the course
HLT51020 Diploma of Emergency Health Care	18 months
HLT41120 Certificate IV Health Care	18 months
HLTINF001 Comply with infection prevention and control policies and procedures	3 months
HLTOUT006 Transport emergency patients	6 months
HLTOUT007 Transport non-emergency patients under operational conditions	6 months
HLTOUT008 Manage a scene	6 months
HLTOUT009 Manage the scene of a major incident	6 months

Please refer to Fees and Charges section below for course extension, refund, cancellation and course upgrade requests and fees.

DELIVERY METHOD

COMBINATION (BLENDED DELIVERY METHOD) OF ONLINE LEARNING, CLINICAL INTENSIVE WORKSHOPS AND CLINICAL PLACEMENT

1. ONLINE LEARNING

Upon enrolment each student is provided electronic access to the Learning Management System (LMS) with a username and password to access learning resources including learner guide(s) and/or workbook(s) (where available), recorded lectures, link to online lectures/workshops and weekly support sessions, assessment information, supplementary information and readings, textbook information (where required) and any other relevant information required to complete the course. Through the LMS, student accesses information for all the unit of competencies, submits the assessments tasks (except where a practical component is required to be completed in a Clinical Intensive Workshop and/or Clinical Placement as per the unit of competency requirements), including evidence of Clinical Placements (e.g., completed logbooks), trainer and assessor feedback on the assessment submission and completion.

2. FACE-TO-FACE CLINICAL INTENSIVE WORKSHOPS

Face-to-face Clinical Intensive Workshops incorporate live lectures, practical hands-on training, simulated emergency training scenarios, patient transportation, written and practical assessments for the required unit of competencies.

Clinical Intensive Workshops are structured in a manner that allow students an opportunity to apply the knowledge and theory gained into practice. Before attending the Clinical Intensive Workshop, students will be required to complete, submit and achieve a satisfactory result in the required unit of competencies. This is to ensure students have sound knowledge of the fundamental concepts when attending the Clinical Intensive Workshop.

Detailed information regarding Clinical Intensive Workshops is provided to all students upon enrolment through Heed Health Education's LMS.

COVID-19 CHANGES TO CLINICAL WORKSHOPS

Throughout the duration of COVID-19, Heed Health Education has the required measures in place for the face-to-face Clinical Intensive Workshops component of the course.

These measures include but are not limited to the following:

- Limiting class sizes where required in line with government recommendations.
- Additional safety precautions such as the wearing of appropriate Personal Protective Equipment (PPE), temperature checks for all participants on a daily basis.
- Using alternative equipment such as training manikins to reduce contact between students (where applicable and appropriate).
- Checking in with a QR at Registered Training Organisations is mandatory due to protocols put in place by Queensland and NSW governments. All staff and students attending Clinical Intensive Workshops and/or visiting the office will be required to check-in at the entry. The apps can be downloaded on 'Google Play' and the 'App Store' and you will find them if you search for 'Check In Qld' or 'Service NSW'.

Note: Heed Health Education appreciates, with COVID-19, landscape is ever evolving and this may impact on the delivery of Clinical Intensive Workshops, hence, the above-mentioned measures shall be revised from time to time as per the required government guidelines. Students due to attend the Clinical Intensive Workshop will be provided with up-to-date information when this takes place.

3. CLINICAL PLACEMENT

Based on the competency requirement of the qualification (80 hours for HLT41120 Certificate IV in Health Care and 160 hours for HLT51020 Diploma of Emergency Health Care), Clinical Placement will be required for hands on supervised learning and practical experience in real life emergency situations. Heed Health Education may be able to organise the opportunity for its students to attend the Clinical Placement with our partner organisations, but this is not guaranteed and should not be taken as an incentive for enrolment. Heed Health Education will keep its students informed of any such available opportunities from time to time. If a student is attending a Clinical Placement at their own workplace, then appropriately qualified health care providers or personnel with higher qualification must be the supervising instructor and will need to be approved by Heed Health Education.

Clinical Placement can begin as soon as the student has completed the required unit of competencies (as per the delivery structure of the qualification) and the face-to-face Clinical Intensive Workshop with Heed Health Education satisfactorily. Clinical Placement continues throughout the duration of the course. A supervised work placement must be logged for each student for a minimum of 80 hours of Clinical Placement if completing HLT41120 Certificate IV in Health Care qualification and 160 hours if completing HLT51020 Diploma of Emergency Health Care qualification.

RESOURCE REQUIREMENT

1. To complete the course in a blended format, student is required to have access to the following resources:

- A functional laptop/computer (Windows or Mac) with currently supported version of Windows or Mac Operating System
- Computer/laptop installed Microsoft office 2010 or above
- In-built speaker & microphone or external headsets
- Internet
- Smart phone
- Email address
- Backup device (USB/External hard drive) and/or cloud storage
- Any cables or chargers (when attending the sessions in a classroom environment e.g. Clinical Intensive Workshop)

Important Note for Clinical Intensive Workshop attendance: student is required to bring their own electronic device to the classroom as Heed Health Education does not provide electronic devices or technical support.

TRAINING MATERIAL

Heed Health Education provides electronic access to the Learning Management System (LMS) with a username and password to access learning resources including learner guide(s) and/or workbook(s) (where available), recorded lectures, link to live lectures/workshops and weekly support sessions, assessment information with submission links, supplementary information and readings, information on textbooks (where required) and any other relevant information required to complete the course.

Textbook purchase is required for some units from the nominated suppliers to complete a course with Heed Health Education. The total cost will vary depending on the choice of e-text or textbook (hard copy).

Textbook purchase information (discount codes if applicable, supplier detail etc.) is provided at the time of enrolment.

Heed Health Education will provide access to a simulated physical learning environment with the relevant required equipment at the Clinical Intensive Workshops.

COMPUTER/DIGITAL SKILLS

A significant portion of the course is completed through online learning hence students are expected to have the following computer/digital skills:

- File Management: create and manage computer files (Microsoft Office, PDF documents, audio, video files etc.) including how to find, download, copy, rename, recover, print, scan and organize your files;
- Use of internet and email (including selecting and using web browsers, and using email);
- Use of cloud storage solutions (For e.g., Dropbox, OneDrive, Google Drive).

Please note Heed Health Education staff are not able to provide technical support regarding system setting and essential computer management and maintenance tasks.

2. ENROLMENT

At the time of enrolment, students will be requested to fill an online enrolment form prior to commencing the course. Upon enrolment students will receive a welcome email, a short video demonstrating how to access course information and login details to the LMS.

INDUCTION AND PRELIMINARY ASSESSMENTS

Before the commencement of the course, if a student, does not hold a minimum of Year 12 certificate or AQTF level III qualification in any field, then students will be required to complete preliminary assessments which include Language, Literacy and Numeracy (LLN) Test (explained in next section below) and a Work Health and Safety Assessment. There is also a requirement for an oral communication test in a role-play conversation between yourself and others. These tests will be completed online using Heed Health Education's LMS. Further details with complete written instructions and videos on how to proceed with preliminary assessments will be provided at the time of enrolment.

LANGUAGE LITERACY NUMERACY (LLN)

As part of the initial course assessment, to review student's readiness for study, Heed Health Education is required to check if a student requires any additional support before or during the course of their study by undertaking LLN online test at the time of enrolment.

Please note it is a requirement that LLN assessment be undertaken if a student, does not hold a minimum of Year 12 certificate or AQTF level III qualification in any field before any of the unit of competencies may be attempted.

Students requiring LLN assistance or support should speak with their trainer or assessor. Where consistent with the course requirements, student with concerns about insufficient LLN skills to complete the course may be provided with reasonable adjustment of course material and assessment strategies to assist in meeting qualification requirements through other methods. Please note a reasonable adjustment may result in an additional expense to the student and not Heed Health Education.

ENGLISH AS A SECOND LANGUAGE (ESL)

Students identified with ESL needs can be guided to take specialist support services to enable them to improve their English language.

A guide to literacy and numeracy can be downloaded from following website: <https://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

STUDENT SUPPORT

Heed Health Education has an excellent student support system in place to assist with a smooth transition during the study period. Students are provided support through the following means:

- Email
- Assessor/administration support phone call
- Weekly live online support sessions via LMS
- Discussion forums via LMS
- Private Facebook Group

TRAINING EVALUATION

Each student is requested to complete an online survey upon completion of their course. This survey assists Vocational Education & Training (VET) Regulatory Bodies and Heed Health Education to evaluate its quality of training and any opportunities for improvement.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is required by all students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, and it will show student achievements from 1 January 2015 onwards.

As an RTO, Heed Health Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

As a USI account holder you can use your USI to access your national training record online in the form of a USI Transcript.

The transcript will show your successfully completed nationally recognised training from 2015 onwards in the one record. You will also be able to access your USI account to download or print your USI Transcript and/or share it electronically with registered training providers if you wish.

The office of the Unique Student Identifier (USI) has developed [3 videos](#) to help students and RTOs understand the features and benefits of collecting USI data. Please feel free to watch these [3 videos here](#).

3. FEES AND CHARGES

Heed Health Education is committed to a transparent disclosure of course fee and charges to all students (potential and current) and/or approved third party(s) responsible (e.g., employer).

All course fees can be accessed via relevant course page on Heed Health Education's website. Course fees are subject to change and are revised from time to time. For most up to date course cost please refer to the relevant course page on Heed Health Education's [website here](#). Students seeking to enrol in a course with Heed Health Education are advised to read and understand the fees, charges and refund terms printed in Student Handbook before enrolling with Heed Health Education.

Heed Health Education has fair and equitable policies that are adhered to in relation to course fees, refunds and flexible payment options.

At the time of enrolment, each student is provided with the following information:

- The total amount of course fees including administration fees, learning materials cost and any other additional charges;
- Payment terms, outlining the timing and amount of fees to be paid and any non-refundable charges and administration fees;
- Any fees and charges (if applicable) for additional services pertaining to the course;
- Refund terms and conditions.

Heed Health Education's Chief Executive Officer (CEO) is responsible for overseeing the implementation of Fees and Refund Policy.

COURSE FEES

Unless and otherwise specified, Heed Health Education's course fee includes the cost of all compulsory training and assessment. This includes access to:

- Learning Management System (LMS)
- online webinars
- recorded/live online tutorials
- assessment tools
- unit study guides
- student admin and study support
- learner guides and/or workbooks (if any).

Textbooks (e-texts or paper back copy of textbooks) are not included as part of course fee, unless stated otherwise for certain units. Estimated cost pertaining to learning material requirement for each qualification is published on Heed Health Education's website.

Student shall be provided with supplier/publisher details regarding purchase of textbooks (if required) at the time of enrolment.

PAYMENT METHODS

The payment of the course fee can be made to Heed Health Education through the following methods:

- Direct deposit via Electronic Funds Transfer (EFT)
- Credit/Debit card (Visa or Master)
- Payment plan via direct debit

Fees to be paid by the agreed due date as per invoice/statement issued at the time of enrolment.

Heed Health Education offers interest-free flexible and convenient payment plan to all enrolling students via Debit Success (third party). At the time of enrolment, student pays a deposit via Credit/Debit card (Visa or Master) or Direct deposit via Electronic Funds Transfer (EFT). The balance payment is allocated to flexible weekly/fortnightly/monthly payment plans via direct debit. As an example, if the total course fee is \$5,000, then the payment is accepted in following manner:

- A deposit of \$500 is paid prior to course commencement via Heed Education's website by Direct deposit via Electronic Funds Transfer (EFT) or Credit/Debit card (Visa or Master).
- Following the receipt initial deposit, Heed Health Education's enrolment officer will get in touch with the student via email with a payment plan contract for the balance payment. Student accepts the payment plan contract and balance payment of \$4,500 can be made in weekly/fortnight/monthly instalments as follows:
 - Weekly - 60 equal weekly payments of \$75 each; or
 - Fortnightly – 30 equal fortnight payments of \$150 each; or
 - Monthly – 15 equal monthly payments of \$300 each.

At Heed Health Education, we appreciate everyone is unique, hence we offer payment plans that are suitable to your requirements. The dollar value and duration of the payment plans is flexible. Call us to discuss your options.

FEE PROTECTION FOR OUR STUDENTS

Heed Health Education offers convenient and flexible payment plans to all students. At the time of enrolment, students are issued with an invoice/statement that details payment amounts with dues dates and agreed payment option. Please note a deposit is required at the time of enrolment for all our courses with payment plan. All course fees and payment plans can be accessed via relevant course page on Heed Health Education's website.

Following course commencement, if the course requires payment of additional fees in advance the total amount required to be paid, which is attributable to training and assessment yet to be delivered, will not exceed \$1500 under fee protection for students.

ADDITIONAL FEES AND CHARGES

Other fees and/or charges that may be relevant to your enrolment, study and issuance of the qualification may include:

Table 1 – Additional fees and charges

Additional fees and charges for the following items:	Charges
Recognition of Prior Learning (RPL) Pre-course assessment fees. Please note this is a non-refundable fee and is payable upon application. If the RPL pre-course assessment is successful, then this Pre-Course assessment fee is adjusted in the total course fee cost.	<ul style="list-style-type: none"> Certificate IV level course - \$1000 Diploma level course -\$1000
Cancellation of Clinical Intensive Workshop A cancellation fee of \$200 will be charged if student: <ul style="list-style-type: none"> cancels due to non- completion of the required theory component of the course. fails to attend the Clinical Intensive Workshop without giving a written notice 14 days in advance to Heed Health Education. changes their mind to attend their reserved seat in Clinical Intensive Workshop. In case where Heed Health Education is required to postpone or re-schedule the Clinical Intensive Workshops due to any unforeseen event e.g., government-imposed Lockdown. In such event, Heed Health Education will keep all the participants informed and will not be held accountable for any loss incurred due to such events.	\$200
Re-issue a Qualification Testamur or Statement of Attainment transcript. Where a Qualification Testamur or Statement of Attainment transcript has been lost or damaged by the student, a re-issuance fees will need to be paid prior to the document being issued.	\$100
Re-enrolment into a Unit of Competency The student will need to re-enrol in the unit after three (3) unsatisfactory attempts. Cost of each unit varies from \$400 to 1,500 per unit.	Unit cost
Late submission and re-submission of assessments outside of the specified timeframe. In case where assessments have not been submitted within the specified timeframe without an approved extension, a late assessment submission fee of \$50 per unit will apply for late submission of assessments. Similarly, if a student re-submits an assessment previously marked 'Not Yet Satisfactory' (NYS) outside of the requested timeframe, a \$100 fee may be applied to re-assess each submission.	\$100 each late submission/re-submission
Formal extension to the Nationally Recognised qualifications (course) If student is unable to complete their course during the specified timeframes, student must submit a written extension request via email. Please note a three-month extension is available at no extra charge. If student is unable to complete their course after the first extension, a course extension fee of \$400 per incomplete unit will apply for next 6 months. Fees to extend the course duration is payable upon application for extension.	<ul style="list-style-type: none"> First 3-month extension – No charges* Subsequent 3-month extension - \$400 per incomplete unit up to a maximum of total 6 months extensions. *Only available for Nationally Recognised qualifications.
Course Transfers Students can request to transfer to another course within 60 days of course start date.	\$300 administration fee applies + difference in the course fee (if any)

Course Upgrade Fee If the allowed timeframe to complete the course has passed and your enrolled course is superseded and/or course updated by the VET regulator. Any additional units that may need to be added will be charged on a pro-rata basis of the updated course fee.	\$300 administration fee excluding additional unit charge
Late payment fee charge With payment plan option, if payment of any instalment is not received as per the dates set in the payment plan, a late payment fee will be charged and access to the course will be disabled until the all the balance payment as per the payment plan is received and student promises to pay any remaining balance as per agreed payment plan.	\$5 per day late fee
Payment dishonour fee charge With payment plan option, if payment of any instalment is dishonoured as per the dates set in the payment plan, a payment dishonoured fee will be charged and access to the course will be disabled until the all the balance payment as per the payment plan is received and student promises to pay any remaining balance as per agreed payment plan.	\$14.95 per dishonoured payment
Printed copy of learning materials Heed Health Education provides digital copy for certain learning material (this excludes any textbooks that a student is required to purchase) at no extra cost via its online learning platform but where a printed copy of the learning material is requested, this will incur a fee that needs to be paid prior to the learning material is mailed.	\$400 per unit material + postage charges
Re-issuing of learning materials Where the learning material issued by Heed Health Education has been lost or damaged by the student, a re-issuance fees will need to be paid prior to the learning materials being issued.	\$400 per unit material + postage charges
In case of Plagiarism If a student is found to have plagiarized their assessments, they will be required to redo a new assessment.	\$400 per assessment fee applies
Additional one-on-one training (Gold Coast only) Students wishing to spend additional one-to-one time with trainers and assessors will be charged on hourly basis. Students must book an appointment with the trainer and assessor via Student administration via writing an email to info@heededucation.com.au	<ul style="list-style-type: none"> • First half hour – free • Subsequent half an hour - \$60 • Subsequent hour or part - \$120

FEES ASSOCIATED WITH WITHDRAWAL, CANCELLATION AND REFUNDS:

- All full fee-paying students have a 14-day evaluation period from the time of enrolment. Please note no refund is possible once the allowed 14-day evaluation period has been completed. Heed Health Education considers course enrolment date as the date course fees is received. See table 2 below for details.
- Course fee refunds are available to students who advise Heed Health Education in writing the following information via Refund Application Form and are as per notification requirements listed in Table 2 below.
- Students will be advised of the course withdrawal and refund outcomes within 10 working days from the receipt of Refund Application Form.
- All course cancellations will incur non-refundable administration fee of \$500.

Table 2 - Course withdrawals, cancellations, and refunds

Action	Refund Outcome
Student withdraws from the course within the 14-day evaluation period of course commencement with a condition that no unit assessment has been submitted and marked	Full refund after deducting non-refundable administration fee of \$500
Student withdraws from the course within the 14-day evaluation period of course commencement but has submitted assessment(s) that have been assessed and marked	Pro-rata basis after deducting non-refundable administration fee of \$500
Student withdraws from the course after 14-day evaluation period of course commencement.	No refund and full course fee payable by the student
Student abandons the course without notice	No refund and full course fee payable by the student
Course cancelled by Heed Health Education	Full refund
Recognition of Prior Learning (RPL) pre-course assessment fees if the out is unsatisfactory	No refund
Student withdrawn/suspended by Heed Health Education CEO due to inappropriate student behaviour	No refund
<p>Suspending study due to illness or hardship</p> <p>Heed Health Education may consider a pro rata refund of fees and charges at any time during the delivery of their course if a student withdraws for reasons of hardship beyond their personal control for instance:</p> <ul style="list-style-type: none"> • <i>Serious illness</i> • <i>Injury or disability that prevents the student from completing the course/qualification</i> • <i>Other exceptional reasons at the discretion of the CEO.</i> <p>Please note that a documentary evidence to support the claims of illness or hardship will be required at the time of application.</p>	Pro-rata basis after deducting non-refundable administration fee of \$500

All refund requests should be made in writing using a Refund Application Form (found on [Heed Health Education's website](#)) and addressed to Chief Executive Officer (CEO) via email to: monica@heededucation.com.au

All requests for refund will be assessed by Heed Health Education's CEO and the student will be advised of the outcome in writing within ten (10) business days.

Any refund of amounts owed to the student will be paid within ten (10) business days following a decision being made.

Please note that the fee paid to Heed Health Education is not transferable to another person or institution. The refund will only be processed back to the original account that funded the deposit/payment of course with Heed Health Education unless Heed Education Pty Ltd receives written direction to refund to another account by the original account holder.

FAILURE TO MAKE PAYMENTS ON TIME

If fee payment is not made as agreed at the time of enrolment, Heed Health Education may find it necessary to suspend training until the balance payment is received with any late payment charges where applicable. Failure to meet payment obligations may result in the outstanding debt being handed over to a Registered Debt Collector Agency.

Any fees associated with Registered Debt Collector Agency service will be added to a student's total outstanding amount for recovery.

Heed Health Education will not issue a qualification to a student where fees have not been paid in full.

If you are experiencing any issues meeting your course fee payment arrangements and agreements, please contact Heed Health Education as soon as practicable to discuss options.

Suspending study due to illness or hardship

Heed Health Education may consider a pro rata refund of fees at any time during the delivery of their course if a student withdraws for reasons of hardship beyond their personal control for instance:

- Serious illness resulting in unable to continue their study;
- Injury or disability that prevents the student from completing the course/qualification;
- Other exceptional reasons at the discretion of the CEO.

Please note that a documentary evidence to support the claims of illness and/or hardship will be required.

4. ASSESSMENT

Australian VET system is competency based where students are assessed on the occupational skills standards which are set out in the units of competency within training packages and accredited courses. Student assessments are conducted to assess students' ability (demonstration of competency) against the pre-determined set of criteria for the Unit of Competency. This means assessment is conducted to assess whether a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency-based assessment means the student is marked as 'Not Yet Competent'/'Unsatisfactory', and more training is required to get to the point of being 'Competent'/'Satisfactory'. Assessors will look for evidence against which to base their judgements of competency.

Heed Health Education maintains a Training and Assessment Strategy for each of the qualifications delivered that outlines the required approaches for the conduct of assessment to meet the mandatory Standards for Registered Training Organisations 2015 and the Qualification outcomes.

The ways to demonstrate to our qualified assessors that you can perform to the required standard is to be classed as Satisfactory (S) in your individual unit assessment tasks, resulting in a Competent (C) unit outcome where all assessment tasks in a specific unit are deemed Satisfactory.

Assessment tasks include, and are often a combination, but are not limited to the following:

- Multiple choice question and answers
- Written responses to theory questions
- Practical and theory Exams
- Report writing
- Solving case studies
- Role plays with audio/video recordings
- Practical scenarios
- Performance tasks
- Third party reports
- Portfolio of evidence
- On the job training (Placements)
- Recognition of Prior Learning (RPL)

SUBMITTING ASSESSMENTS

Student will receive full and detailed instructions on the requirements for each unit assessment via student learner portal. Student are encouraged to talk to their trainer/assessor to clarify any doubt(s). Your trainer /assessor is available to support your success.

Your individual unit assessments will be reviewed, and the outcome identified by the trainer/assessor as either:

- Satisfactory (S) also known as Competent (C) or
- Unsatisfactory (U) also known as Not Yet Competent (NYC)

Competency (C) across a unit of study can only be achieved once a student has been identified as Satisfactory (S) across the collective assessment tasks within a unit (or module) of study.

If after three (3) attempts, student submission is deemed as being 'Unsatisfactory' (U), student will then be given a final 'Not Yet Competent' (NYC) outcome result, and the unit will not be awarded towards the Qualification/Skill Set.

You will receive feedback from your trainer/assessor regarding the outcome of each of your submitted assessment items. This feedback will support and guide you if any re-assessment required. Trainer/assessor at Heed Health Education will make every reasonable effort to support you to succeed in your studies and unit outcomes. Please talk to your trainer/assessor for more clarification/support.

The student will need to re-enrol in the unit after three (3) unsatisfactory attempts.

SUBMISSION ASSESSMENT TIME:

- Initial submission- up to 15 business days
- Re-submission - up to 15 business days

Heed Health Education trainers/assessors aim to meet above-mentioned timeframes in assessing student submissions but there may be instances, due to circumstances beyond our control where assessment may not be marked in the suggested timeframe. Our trainers/assessors will ensure to keep such delays to absolute minimum.

QUALIFICATION ISSUANCE

On competent completion of all required units of study and provided all fees are paid, Heed Health Education will award the student a Course Certificate (Qualification) with record of result/Statement of Attainment within 30 calendar days of the student being assessed as competent in all units of study.

Should a student be deemed as 'Not Yet Competent' in one or more of the enrolled units of study, the student will not be issued the 'Qualification', however Heed Health Education will issue a Statement of Attainment for all units deemed as Competent.

PREVIOUS STUDY AND SKILLS RECOGNITION

Heed Health Education offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning took place in the form of Credit Transfer and/or Recognition of Prior Learning.

Credit Transfer (CT)

Heed Health Education recognises Australian Qualification Framework (AQF) Qualifications and Statements of Attainment that have been issued by other RTOs. If you have completed a prior Qualification or a Statement of Attainment with unit(s) equivalent to those enrolling in, issued under AQF from any state or territory, Heed Health Education will offer exemptions for those unit(s) of competency.

To apply for a CT, student will be required to take following measures in accordance with the VET regulator's requirement:

- supply a certified copy of the relevant documents (certificates and/or statement of attainment/s), and/or
- provide access to student USI portal to verify completed unit of competency/qualification, and/or
- allow permission to contact the issuing education provider (third party) to verify the authenticity of the qualification/transcript/record of results.

CT must be applied at the point of enrolment.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment process that involves your assessor making a judgment on the skills and knowledge you have acquired through work experience, employment and other life experience. All students where permissible have the opportunity to apply for RPL with Heed Health Education. RPL acknowledges an individual's skills and knowledge.

The aim of RPL is to recognise your existing competencies without having to go through the complete process of training and assessment. You will need to provide evidence(s) on which your assessor can base their judgement. All assessment evidence must be:

- Authentic – it must be your own work.
- Sufficient – it must demonstrate competence over a period, that the competencies can be repeated, and the evidence must be sufficient for an assessor to make an accurate judgement regarding competency.
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past.
- Valid – it must be relevant to what is being assessed.

The assessment process for RPL incorporates competency acquired through formal, non-formal and informal learning.

- Formal learning refers to learning that takes place through a structured program of instructions and is linked to the attainment of an AQF qualification or statement of attainment (for example a certificate, diploma or a university degree);
- Non-formal learning refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business); and
- Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a health care volunteer).

Students may be eligible to apply for Recognition (RPL/CT) on one or more Units of Competency in their course.

Students must identify their intent for RPL or CT before enrolment.

For more information or to apply for Recognition please contact Heed Health Education.

STEPS FOR AN RPL ASSESSMENT

- Pre-course assessment will be conducted upon receipt of non-refundable pre-course assessment fee (Refer to Fees and Charges section for RPL pre-course assessment fee).
- After pre-course assessment, the assessor will advise student of the evidence requirements and course learning outcomes/competencies.
- Student collects and submits evidence to support their RPL application to Heed Health Education through LMS.
- Assessor analyses supplied evidence against appropriate learning outcomes/competencies. Evidence may involve a telephonic/online interview with the student.
- Student will be advised of the outcome. If the outcome is 'Satisfactory' against appropriate learning outcomes/competencies, student is granted full recognition.
- If the outcome is 'Unsatisfactory' the student is requested for further evidence.
- If further evidence is 'Unsatisfactory' the RPL claim will be rejected.
- The student may appeal the decision and request an assessor to make a recommendation.

5. RIGHTS AND RESPONSIBILITIES

Following section outlines the rights and responsibilities for both (students and Heed Health Education):

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety and respect for others.

Heed Health Education takes student misconduct seriously. It is expected that students will behave in an honest and respectful manner appropriate for a learning environment, and in a way, that will uphold the integrity of Heed Health Education. Consequences of student misconduct vary, up to and including removal from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating;
- Harassment, bullying, discrimination;
- Falsifying information;
- Any behaviour or act that is against the law;
- Any behaviour that endangers the health, safety and wellbeing of others;
- Intentionally damaging equipment and/or materials belonging to Heed Health Education and/or a partner organisation such as a school or workplace;
- Attending classroom training or entering Heed Health Education's premises under the influence of alcohol or illicit substances or abusing Heed Health Education's staff member or students.

Consequences for student misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal written warning;
- Removal from the course without refund and/or credit;
- Reimbursement by the student of any costs incurred for any damage caused;

- Referral to authorities (e.g. police).

Students found guilty of misconduct have a right to lodge an appeal by following Heed Health Education's Complaints and Appeals Policy outlined in below section.

ACADEMIC MISCONDUCT

PLAGIARISM AND CHEATING

Plagiarism is the act or practice of taking thoughts or writings of another and using as one's own without acknowledgement. It is a form of cheating and is taken seriously at Heed Health Education. Students engaging in this behaviour will face disciplinary action.

Following examples constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as individually your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).
- Unintentionally failing to cite the source of information.

If a student is found to have plagiarized, they will be required to redo a new assessment. A new assessment fees of \$400 will apply.

REFERENCING ASSESSMENTS

When it comes to acknowledging where information has come from, students are expected to be aware of referencing protocols. Heed Health Education expects that student uses an acceptable style of referencing (e.g., APA or Harvard style) when preparing assessments. More information on APA referencing and plagiarism can be found by clicking on the following link: [APA Referencing](#).

As a student, you have the right to lodge an appeal with Heed Health Education if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision in writing in accordance with Appeals Procedure outlined in below section.

STUDENT RIGHTS

Besides above all students at Heed Health Education have the right to expect to:

- be treated fairly and with respect by all staff and fellow students.
- not be discriminated, harassed, bullied or victimized against.
- be learning in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- have their personal details and records kept private and secure as per the Heed Health Education's Privacy Policy.
- access to Heed Health Education's student services.
- have their complaints dealt with fairly, promptly, confidentially and without retribution through our complaints policy and procedure.
- have the right to make appeals about procedural and assessment decisions.
- be given clear and accurate information about their course, fees, training and assessment arrangements and their progress.

- have the access and support they need to effectively engage and progress in their training program.
- provide feedback, whether positive or negative to Heed Health Education on the services, training, assessment, and support services.

STUDENT RESPONSIBILITIES

All Heed Health Education students are responsible for the following during their course of enrolment:

- ensure they have read, understood, and agree to all terms and conditions outlined in the Heed Health Education's Student Handbook.
- treat others with fairness and respect and not do anything that will potentially offend, embarrass or threaten others.
- follow all workplace health and safety policies and procedures as directed.
- notify Heed Health Education where there is a change in personal or contact detail information.
- engage in the enrolled course with due personal commitment and integrity dedicating the necessary time, diligence and application to the learning and assessment requirements.
- submit and complete all required assessment tasks, learning activities, observation requirements, attend and participate in all Clinical Intensive Workshops and Clinical Placements and any other evidence in a timely manner, with honesty and without plagiarism.
- notify Heed Health Education should you be unable to attend a scheduled workshop or required meeting for any reason prior to the commencement of the workshop or meeting.
- make timely payments of your agreed fees and charges.

CHANGES IN PERSONAL INFORMATION OR SITUATION

Students must advise Heed Health Education of any change in their personal details (legal name/address/contact details) or situation by emailing: info@heededucation.com.au

EQUAL OPPORTUNITY POLICY

Heed Health Education is committed to providing equal opportunity through the recruitment, training and assessment services to all our students regardless of race, sex, socio-economic status, religion, national origin, mental or physical disability.

Heed Health Education will work to ensure all participants have the right resources available to allow successful completion of their course requirements. This includes flexible delivery, assessment arrangements where necessary, and LLN support.

Students identified as having significant LLN and/or Learner Support needs may be referred to external support agencies and will be advised of any optional studies to support their learning journey where necessary.

It is the responsibility of all staff and students at Heed Health Education to uphold our commitment to Access and Equity principles.

¹ Others refers to all staff, educators, student and/or stakeholders of Heed Health Education, including representing Heed Health Education for any work placement requirements)

COMPLAINTS AND APPEALS POLICY AND PROCEDURE

Heed Health Education is committed to undertake all necessary actions to resolve student complaints, grievances and appeals relating to both academic and non-academic matters in a fair and expeditious manner.

If a student has a concern, they should initially discuss it with the relevant staff member of Heed Health Education. If, however the student is not satisfied with the outcome they are then able to escalate their complaint and use of the complaints and appeals procedure outlined below. All complaints and appeals shall be subject to notification within the Heed Health Education's management meeting and require the implementation of Heed Health Education's complaints and appeals process.

COMPLAINTS PROCEDURES

Student may choose to submit a complaint to the Heed Health Education's staff via an Informal or Formal Process outlined below:

INFORMAL PROCESS:

- Students may submit a complaint (verbally or in writing) directly to Heed Health Education's staff with the purpose to resolve a complaint through discussion and through mutual agreement.
- Student may be accompanied by a third party of their choice to support them in the informal process discussion.
- All informal complaints when finalised shall be reported to Heed Health Education's Management by its staff using 'Stakeholder Feedback Form' for further review and consideration for potential continuous improvement, regardless of whether the complaint was resolved or not.
- All informal complaints that are not resolved with students by mutual agreement with Heed Health Education's staff will require the completion of the formal complaints process.

FORMAL PROCESS

- When a student wishes to submit a formal complaint or is dissatisfied with the attempt to resolve an informal complaint (directly with staff) the student may submit a formal complaint to Heed Health Education's management utilising the 'Complaint Form'.
- Heed Health Education's Management will respond in writing to all formal student complaints within five (5) business days of receipt of a 'Complaint Form'.
- Where a Complaint is recognised as requiring more than sixty (60) calendar days to resolve, Heed Health Education's management will inform the complainant in writing, including reasons why more than sixty (60) calendar days are required; and shall regularly update the complainant on the progress of the matter as required.
- Heed Health Education's Management shall respond to formal complaints from student in writing proposing a resolution to the complaint.
- Heed Health Education's Management response to the complainant shall include information and procedures concerning the complainant's right to appeal the proposed solution and request for an independent adjudicator.
- All formal complaints when finalised shall be reported to Heed Health Education's Management by its staff using 'Stakeholder Feedback Form' for

further review and consideration for potential continuous improvement, regardless of whether the complaint was resolved or not.

APPEALS PROCEDURES

In the event of a student advising that they are dissatisfied with the proposed solution for a formal complaint to Heed Health Education's management, the CEO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process outlined as follows:

EXTERNAL APPEAL

- The CEO shall advise the student that an Independent Third party shall be sought to consider the nature of the complaint and a possible further resolution at no cost to the student.
- The selection of the Independent Third party shall be communicated to the student and the selection must be with mutual agreement.
- Heed Health Education's management shall contact the Independent Third party and provide all documentation related to the formal complaint.
- Independent adjudication responses must be within fourteen (14) business days from the date that all formal complaint documentation is provided to the Independent Adjudicator.
- Where an appeal process is recognised as requiring more than sixty (60) calendar days to resolve, Heed Health Education's management must inform the appellant in writing, including reasons why more than sixty (60) calendar days are required; and regularly update the appellant on the progress of the matter where required.
- On receipt of the formal complaint documentation the Independent Third party shall make contact with Heed Health Education's Management staff and student and shall arrange a suitable time for further discussion pertaining to the formal complaint.
- All Independent Third Party proposed solutions shall be final and be reported to Heed Health Education's management and student in writing and will require immediate implementation by both parties.

ASSESSMENT RESULT APPEALS

All appeals from student relating to assessment results must be received in a period no longer than 3 months following the competency decision.

ASSESSMENT APPEALS PROCEDURE

Staff delivering training and assessment services on behalf of Heed Health Education will be required to:

- Provide timely guidance to all course participants regarding the assessment appeals procedure.
- Clarify any aspects of the assessment results that a student does not understand.
- Provide each student that requests an assessment appeal with the required 'Assessment Appeal Form'.
- Communicate directly via email as soon as possible with Heed Health Education's management on any advice (verbal or written) provided by a student that they are seeking to appeal an assessment decision.

- Schedule a meeting as soon as practical with the student and Heed Health Education's management when a completed Assessment Appeal Form is received from a student.
- Communicate any outcome decision by Heed Health Education's management to uphold or overturn an assessment appeal to the student by completing the Assessment Appeal Form clearly identifying the reason for the outcome.
- All assessment appeals will be processed by Heed Health Education's staff and management within ten (10) business days of receipt of an appeal. All assessment appeals must be maintained on the student file.
- Student records will be adjusted to comply with Heed Health Education's management appeal outcome decisions.

COMPLAINTS AND APPEALS RECORDS

Heed Health Education's management shall maintain records of all informal and formal complaints and appeals along with their outcomes and reference its complaints and appeals in its management meeting minutes identifying potential causes of complaints and appeals and takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.

PRIVACY POLICY

Heed Health Education is committed to ensuring the privacy of its prospective, current and past students and employee information in accordance with the Privacy Act. Heed Health Education collects personal information that is necessary for the conduct of its business and assures to use it only for the purpose intended.

All personal information supplied to the organisation is handled with confidentiality, in accordance with the guidelines and standards that apply to Registered Training Organisations. No information is provided to third parties unless required by law and/or legislation.

Under the *Data Provision Requirements 2012*, Heed Health Education is required to collect personal information about you and disclose that personal information to the National Centre for Vocational Education Research (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by Heed Health Education for statistical, administrative, regulatory and research purposes. Heed Health Education may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt-out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>)

Privacy Notice Schedule 1

MINIMUM MANDATORY CONTENT FOR INCLUSION IN A PRIVACY NOTICE

Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you choose not to agree to this, you will not be able to enrol with our college.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt-out of the survey at the time of being contacted.

Contact information

At any time, you may contact Heed Health Education by writing an email to info@heededucation.com.au:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

WORKPLACE HEALTH AND SAFETY

Heed Health Education is committed to providing a safe and healthy environment to all our students and staff by following Occupational Health and Safety and Security by adhering to the Government Legislation and taking personal interest in the wellbeing of our staff and students.

Students and staff are responsible for not only their own health and safety but also the health and safety of others within their training/workplace environment. Students should immediately

report any unsafe working conditions, faulty equipment and accidents in the workplace environment to the training consultants or supervisor.

DOCUMENT VERSION CONTROL

This student handbook shall be updated from time to time in order to reflect updated policies and procedures. Is it important to ensure you are reviewing the latest version of this student handbook.

This document was updated in October 2022