

RTO#  
45064



**Heed Health Education**  
RTO Registration Code - 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 and Heed Education contains information that is correct at the time of publication. Business names Heed Health Education and Heed Education are used interchangeably in this document. 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:

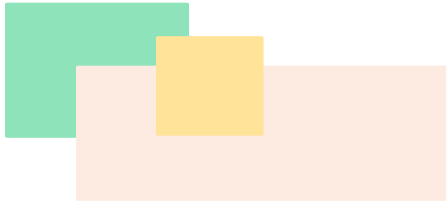
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This handbook is prepared as a resource to assist students in understanding their obligations, and those of Heed Health Education.



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## 1. WELCOME TO HEED HEALTH EDUCATION

Dear Student,

On behalf of myself and the entire team at Heed Health Education, I extend a heartfelt welcome to you.

At Heed, we are deeply committed to nurturing the growth of aspiring healthcare professionals. Our mission is to empower individuals to pursue their dreams and build meaningful careers in pre-hospital and out-of-hospital care. Whether you've joined us as a stepping stone toward university studies or are seeking a fulfilling role in the healthcare sector, you are now part of a community that values compassion, excellence, and lifelong learning.

Your enrolment marks the beginning of what we hope will be a long and rewarding journey in a dynamic and fast-paced industry. Pre-hospital care demands not only technical skill and clinical knowledge but also empathy, resilience, and a deep sense of purpose. Our goal is to support you in developing the foundational competencies that will serve your future patients and communities with excellence.

Success in our programs requires active engagement—through study, clinical placements, and exposure to new and sometimes challenging environments. We encourage you to immerse yourself fully in the learning experience, participate in trainer-led sessions, connect with industry professionals, and take advantage of every opportunity to grow.

Throughout my career as a paramedic, one phrase has always stayed with me: "Knowledge dispels fear." In this field, your knowledge and skills can profoundly influence patient outcomes. Stay curious, remain humble, and never stop learning—because every lesson brings you closer to becoming the clinician your future patients will rely on.

At Heed, our support goes beyond academics. We understand that life can present personal challenges, and the nature of healthcare work can be emotionally demanding. That's why we offer a free and confidential wellbeing service, Relationship Matters, available to all students throughout their time with us. Your wellbeing is just as important as your education.

We are excited to walk alongside you on this journey and look forward to seeing you thrive in your studies and beyond.

Warm regards,

Brodie White  
Chief Executive and Paramedic  
Heed Education  
E: [manager@heededucation.com.au](mailto:manager@heededucation.com.au)



## 2. INTRODUCTION

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

- HLT51020 Diploma of Emergency Health Care
- HLT41120 Certificate IV in Health Care
- FNS40222 Certificate IV in Accounting and Bookkeeping

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 Work Placement
- Recognition of Prior Learning
- Credit Transfer
- Recognition of Prior Learning

Heed 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 their relevant industry.

## 3. COURSE INFORMATION

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

The 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 – units of competency under each course webpage
- Course Fees, VET Student Loan, payment plans and resource requirements
- Location of training/Clinical Intensive Workshops (where required)
- Information regarding Clinical Intensive Workshops and Clinical Work Placement requirements (where required)
- 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                                   |
| HLTINF006 Apply basic principles and practices of infection prevention and control | 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                                    |
| FNS40222 Certificate IV in Accounting and Bookkeeping                              | 12 months                                   |
| BAS Agent Skills Set – FNSSS00004  | 6 months                                    |
| Accounting Principles Skill Set – FNSSS00014                                       | 12 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, Face to Face Clinical Intensive Workshops and Clinical Work 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 units of competency, submits the assessments tasks (except where a practical component is required to be completed in a Clinical Intensive Workshop and/or Clinical Work Placement as per the unit of competency requirements), including evidence of Clinical Work Placements (e.g., completed logbooks), trainer and assessor feedback on the assessment submission and completion.

### 2. FACE-TO-FACE WORKSHOPS

Face-to-face Foundation Skills and Clinical Intensive Workshops incorporate lectures, practical hands-on training, simulated emergency training scenarios, patient transportation, written and practical assessments for the required units of competency.

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

Detailed information regarding Foundation Skills and 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 Workshop 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 if mandatory due to government-imposed protocols. All staff and students attending Workshops and/or visiting the office will be required to check-in at the entry.

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

### 3. CLINICAL WORK 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 Work 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 Work 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 Work 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 Work 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 Work 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 Work 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 a 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 organise 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.

## 4. ENROLMENT

### 4.1 ENROLMENT PROCEDURE FOR STUDENTS TAKING - VET STUDENT LOAN (VSL)

VSL Program is an Australian Government income contingent loan program to assist eligible Vocational Education and Training (VET) students to pay their tuition fees for selected courses at the Diploma level and above. The program is designed to provide financial loan support to students undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment. VSL Program is an income contingent program and is paid through the Australian tax system when you reach the minimum income threshold for repayment. The minimum income threshold for repayment is set by the Commonwealth each year and is published on Study Assist (Loan Repayment) and in the [VET Student Loans information booklet](#). **There is a loan fee of 20% for full fee-paying students.**

**You must be aware that your loan remains a personal debt until it is repaid, and it may reduce your take-home (after tax) wage and your borrowing capacity. You may wish to seek independent financial advice before applying.**

## VET STUDENT LOANS

Students who are enrolling into *HLT51020 Diploma of Emergency Health Care* course may elect to take out a government VET Student Loan to pay for their course if the student meets the VET Student Loan eligibility criteria (mentioned above).

At the time of evaluating your enrolment application, Heed Health Education will inform you in writing whether you meet the loan eligibility criteria (explained below).

All student loans are expected to be repaid back to the government via the income tax system when the student's annual income exceeds the pre-determined repayment threshold.

VSL student information can be accessed here: [VET Student Loans - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://dewr.gov.au/employment-and-workplace-relations/vet-student-loans)

Your loan obligations can be accessed here: [Information for VET Student Loans students - Department of Employment and Workplace Relations, Australian Government \(dewr.gov.au\)](https://dewr.gov.au/employment-and-workplace-relations/vet-student-loans)

## VET STUDENT LOANS – APPLICATION PROCESS

In accordance with the VET Student Loans Act (2016), all students wishing to apply for a Commonwealth VET Student Loan must be assessed for academic suitability to undertake a high-level VET qualification.

This academic assessment is in addition to any entry requirements that may be required for the specific course you are undertaking.

### STUDENT ACADEMIC SUITABILITY REQUIREMENTS:

In order to apply for a VET Student Loan to cover your course fees or part of your fees, you must meet one of the criteria listed below and provide evidence, if applicable.

#### Either:

- you need to have completed your senior secondary certificate of education (Year 12 Certificate), awarded by an Australian authority or agency or an International Baccalaureate Diploma Programme (IB) Diploma. Please provide a copy when you apply to enrol. A statement of outcomes meets this requirement only if it confirms that the student received the Senior Secondary Certificate. Heed Health Education is required to store this for five years after you enrol.

#### OR

- you need to have completed an Australian Qualifications Framework qualification at Certificate IV level or above (or at a level in a framework that preceded the AQF, that is equivalent to level 4 or above in the AQF), that was delivered in English, or evidence of an approved Australian Government assessed overseas qualification<sup>1</sup>. Please provide a copy of your certificate if this was achieved at a provider other than Heed Health Education. This may be issued by your previous provider or through the national USI Registry at <https://www.usi.gov.au/students> (for qualifications from 2015).

#### AND

- you need to undertake a Language, Literacy, Numeracy and Digital capability (LLND) skills assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). Heed Health Education will advise you how to undertake this assessment. It is free of charge. Heed Health Education uses LLN Robot tool to assess your skills.

<sup>1</sup> From 1 January 2019, overseas qualifications can be used to demonstrate academic suitability if there is evidence that the qualification is comparable to an AQF Certificate IV level or above. The evidence must be a document issued by an Australian Commonwealth or State Government Department or agency contracted by government for the purposes of assessing overseas qualifications, for example a state or territory overseas qualification unit or the Australian Government Department of Education, Skills and Employment qualification assessment service. Please note that these agencies charge a fee for the assessment of overseas qualifications.

Heed Health Education must be confident that you complete this test independently and have the required skills. Heed Health Education will inform you of your results as soon as practicable after the assessment. A copy of your results will be stored for five years after you enrol and may be provided to the Commonwealth if requested.

If you are not able to meet any of these above-mentioned requirements, you will not be eligible to apply for a Commonwealth VET Student Loan.

Heed Education does not enrol any applicant where a significant Language Literacy Numeracy and Digital capability (LLND) gap is identified. Instead, an alternative training product may be offered/suggested that matches their current skills a referral to career counselling for appropriate pathway advice may be made.

### VET STUDENT LOAN ELIGIBILITY

To be eligible to apply for a VET Student Loan for Diploma of Emergency Health Care, the student must:

- be an Australian citizen<sup>2</sup>, or
- hold an eligible permanent humanitarian visa and usually residing in Australia, or
- be a New Zealand citizen on a Special Category Visa (SCV subclass 444) and meet the long-term residency requirements: first began living in Australia at least 10 years before applying for a loan, and at that time, were a child under 18 years of age and did not have a spouse or de-facto partner; and has been in Australia for at least eight of the 10 years immediately prior to applying and at least 18 months of the last two years.
- special visa holder who meets the long-term residency requirements.
- be a resident in Australia for the duration of their study.
- students must provide proof of their identity and provide proof of their date of birth.
- intend to undertake your course primarily in Australia.
- if a student is under the age of 18:
  - o have a [VET Student Loan Parental Consent Form](#) signed by a responsible parent of the student, or

<sup>2</sup> If you DO NOT have a CURRENT Australian Passport, the evidence required to demonstrate Australian Citizenship will be dependent on the following:

- Applicants born in Australia BEFORE 20<sup>th</sup> August 1986
  - MUST provide their FULL birth certificate
- Applicants born in Australia ON OR AFTER 20<sup>th</sup> August 1986 and one of their parents was an Australian citizen at the time of their birth
  - MUST provide their FULL birth certificate
  - If neither parent was born in Australia, the applicant must also provide a parent's Australian citizenship certificate to prove at least one parent was a citizen at the time of their birth
  - If the parent was born in Australia on or after the 20<sup>th</sup> August 1986, the parent's full birth certificate or the parent's citizenship certificate is required.
  - Applicants born overseas and acquired Australian citizenship by application must provide ONE of the following:
    - A current Australian passport
    - an Australian citizenship certificate
    - A citizenship by decent extract
- A NEW ZEALAND citizen is eligible if they hold a Special category Visa and:
  - Been residing in Australia for at least 10 years and
  - Was a dependent child aged under 18 years when they first arrived in Australia, and
  - Has been in Australia for periods totalling 8 years during the previous 10 years, and
  - Has been in Australia for periods totalling 18 months during the previous 2 years

- have evidence that the student has received youth allowance (within the meaning of the *Social Security Act 1991*) on the basis that the student is independent.
- not have exceeded your lifetime Commonwealth student loan limit, which is set each year by the Commonwealth.
- have a Unique Student Identifier (USI) (explained in USI section below).
- have a Tax File Number (TFN) or be applying for one.
- have read the [VET Student Loans information page](#).
- have given the required documents to Heed Health Education and submitted the electronic [Commonwealth Assistance Form](#) (eCAF) online by the first census day no less than two business days after enrolling.
- comply with ongoing Commonwealth engagement and progression requests to log on to complete their online student engagement form to confirm that you are a genuine student, continuing to study and progress in your course. You will get these requests two or three times a year, depending on how long your course is. If you do not complete the form and survey within the required time, you may be ineligible to continue accessing VET Student Loans to pay for the remainder of your course tuition fees.
- Meet the academic suitability requirements mentioned above.

For more information regarding VET Student Loan eligibility, Click [here](#) to view the VET Student Loans information booklet.

#### COLLECTION AND VERIFICATION OF INFORMATION FOR VET STUDENT LOAN

As part of the enrolment process, Heed Education will collect and verify the following information and documents relating to a student applying for a VET Student Loan including:

- information about the student's identity and date of birth
- if the student is under 18, information that:
  - one of the signatories to the application is a responsible parent of the student (by submission of the signed parental consent form available at [VET Student Loans – Parental Consent Form](#), or
  - the student has received youth allowance on the basis that the student is independent within the meaning of Part 2.11 of the *Social Security Act 1991* (evidence of this assessment from the student in the form of their Centrelink Income Statement)
- information and documents to establish that the student meets the citizenship and residency requirements in section 11 of the Act.
- Tax File Number (TFN). If the student has applied for, but not been issued with a TFN, a certificate from the Commissioner that the student has applied for a TFN.
- Unique Student Identifier (USI) (explained below).

## 4.2 Enrolment Procedure for Full FEE-PAYING student

### INDUCTION AND PRELIMINARY ASSESSMENT

Heed Education undertakes a pre-enrolment review process with every applicant to be aware of:

- Their foundation skills levels,
- Whether the applicant may require support to improve their foundation skills levels,
- Understanding the skills and experiences of the applicant, and how these may impact on their course progress, and

- Conditions that may require adjustment of training and assessment methods, such as flexibility with timing, reasonable adjustments or the use of alternate technologies and resources.

The methods used by Heed Education for Foundation Skills Assessment of students are as follows:

- Language, Literacy and Numeracy Assessment Screening Tool by The Learning Resources Group
- Digital Capability Assessment Screening Tool by The Learning Resources Group
- Discussion with the student about prior education and industry experience.
- Records of previous skills, education and training.
- Combination of above.

Heed Education reviews the applicant's situation against the minimum competencies needed to successfully complete the course and identify possible reasonable adjustments.

Heed Health Education uses the Learning Resources Groups' LLN Robot Platform (LLN Robot) and Digital Capability Platform to assess the foundation skills.

Heed Health Education must be confident that you complete this test independently and have the required skills. Heed Health Education will inform you of your results as soon as practicable after the assessment. A copy of your results will be stored for five years after you enrol and may be provided to the Commonwealth if requested.

Heed Education does not enrol any applicant where a significant Language Literacy Numeracy and Digital capability (LLND) gap is identified. Instead, an alternative training product may be offered/suggested that matches their current skills a referral to career counselling for appropriate pathway advice may be made.

#### RESIDENCY REQUIREMENT FOR FULL FEE-PAYING STUDENT IS:

Student holds one of the following:

- Australian Citizenship/Permanent Residency
- A valid visa for domestic study without study restrictions.

#### COLLECTION AND VERIFICATION OF INFORMATION FOR FULL FEE-PAYING STUDENT

As part of the enrolment process, Heed Education will collect and verify the following information and documents relating to a student applying for a VET Student Loan including:

- information about the student's identity and date of birth
- if the student is under 18, information that:
- one of the signatories to the application is a responsible parent of the student (by submission of the signed parental consent form – provided at the time of enrolment)
- information and documents to establish that the student meets the residency requirements for Full Fee-Payment Student as stated above
- Unique Student Identifier (USI) (explained below)

#### 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.

#### MEDICAL SCREENING

When a candidate indicates any disability, impairment, or long-term condition on the Enrolment Application Form, Heed Health Education requires a medical screening to be completed by the candidate's General Practitioner (GP) or specialist. This is to ensure the candidate's ability to safely undertake the healthcare course, including its clinical skills training and placement components.

All information provided will be treated with strict confidentiality and used solely to assess medical suitability for course participation.

## 5. 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](#). 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.

Heed 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, students availing VET Student Loan are provided with the following information in accordance with section 98 of the Rules:*

- The total amount of course fees including tuition fees, administration fees, learning material cost and any other additional charges.
- The student's options for paying tuition fees, including:
  - payment by the student as fees become due, and
  - a VET Student Loan.
- Information about VET Student Loans.
- The eligibility criteria for a VET Student Loan.
- The application process for a VET Student Loan.
- Student responsibility for course progression and engagement requirements.
- The maximum amount of VET Student Loan availability and total amount of VET Student Loan debt incurrence.
- Explanation on the reasonable apportionment of the tuition fees.
- Information about census days.



- Fees associated with withdrawal, cancellation and Re-Credit of Fee-Help balance for VET Student Loan.

*At the time of enrolment, Full Fee-Paying students are provided with the following information:*

- The total amount of course fees including tuition fees, 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.
- Student responsibility for course progression and engagement requirements.

Heed Health Education's Chief Executive Officer is responsible for overseeing the implementation of Fees, Refund and Re-Credit Policy.

### TUITION FEES

Unless and otherwise specified, Heed Health Education's tuition 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).

### ITEMS NOT INCLUDED IN THE TUITION FEES

Travel, boarding, and lodging costs related to workshop attendance, textbooks (e-texts or paper back copy of textbooks), uniform cost (student T-shirt), Clinical Work Placement related charges and purchase of equipment e.g., stethoscope, protective clothing etc, are not included as part of course fee, unless stated otherwise for certain units.

Please refer to additional fees and charges listed under Table 1 below.

Estimated cost pertaining to learning material requirement for each qualification is published on Heed Health Education's website under each qualification page.

Student shall be provided with supplier/publisher details regarding purchase of textbooks (if required) through Learning Management System that can be accessed after enrolment.

### VET STUDENT LOAN FEES

For students paying for a course via VET Student Loan, the course will be divided into three approximately equal lengths of time known as a 'Fee Period' or 'Unit of Study'. Each 'Fee Period' will have an associated tuition fee with census dates.

VET Student Loans are capped and, in some cases, may not fully cover the cost of your course. If so, you will need to pay the difference (gap fee) between the course fees and the VET Student Loan cap prior to each census date, where the amounts will be divided amongst three (3) proportional study periods.

If you are eligible to pay via a VET Student Loan, you will be advised of the following for the whole course and each Fee Period:

1. Tuition fee
2. Maximum loan amount
3. Loan fee
4. Gap fee
5. Due date for Gap fee

The loan fee is set to 20% of the loan amount for each Fee Period. Each Fee Period has a date that you can withdraw without penalty known as the 'census day'. If you change your mind, you can withdraw on or before a census day and you will not incur any payment liability for that fee period or any subsequent fee periods. Students must inform Heed Education in writing. Refer to Table 3 along with Appendix 1 and 2 below for procedure and fees associated with withdrawal, cancellation, and re-credit of FEE-HELP Balance for VET Student Loan.

If a student defers, withdraws, cancels or completes their course they MUST let the Commonwealth know via their progression form within the eCAF system. This advice will close

the loan and can be re-opened if and when the student returns to the same course with same course code.

It is important to note that VET Student Loans are indexed annually.

*Student MUST read following information on VET Student Loans BEFORE submitting the 'request for vet student loan eCAF' form:*

- [https://www.studyassist.gov.au/sites/default/files/2022\\_fee\\_factsheet.pdf?v=1640216057](https://www.studyassist.gov.au/sites/default/files/2022_fee_factsheet.pdf?v=1640216057)
- [https://www.studyassist.gov.au/sites/default/files/help\\_publications\\_2022\\_fee-help\\_booklet.pdf?v=1637039308](https://www.studyassist.gov.au/sites/default/files/help_publications_2022_fee-help_booklet.pdf?v=1637039308)

Heed Health Education will provide your census days in writing prior to enrolment and will also issue an invoice for the gap fee (if applicable) prior to each census day which must be paid by the due date. Students will receive the following via email for each census day:

- VET Student Loans Statement of Covered Fees – before the first census day
- VET Student Loan Fee Notice – 14 days before the census day
- Commonwealth Assistance Notice – 28 days after the census day

Census dates publicly available on our website, listed under the 'Intake Dates' section of the relevant course page: <https://heedhealtheducation.com.au>

#### PAYMENT METHODS

##### FOR VET STUDENT LOAN

Where a student is eligible to pay part of their tuition fee via VET Student Loan, the loan amount is paid directly to Heed Health Education by the government. The gap fee will be paid directly to Heed Health Education by the student.

All student loans and the loan fee are expected to be repaid back to the government via the income tax system when the student's annual income exceeds the pre-determined [repayment threshold](#).

*If you do not qualify for a VET Student Loan, you are welcome to take up Heed Health Education's flexible and convenient payment plan option explained as follows:*

##### FOR FULL FEE-PAYING STUDENT

Where a student opts to pay course fee out of their pocket, Heed Health Education offers interest-free, flexible and convenient payment plan via Debit Success (third party). At the time of enrolment, student pays a deposit via Direct deposit via Electronic Funds Transfer (EFT) or Credit/Debit card (Visa or Master card). 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 card).
- Following the receipt of 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 or email us to discuss your options.

#### FEE PROTECTION FOR FULL FEE-PAYING STUDENT

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  |
|---|--|
| <b>Cancellation of Clinical Intensive Workshop</b><br>A cancellation fee of \$200 will be charged if student: <ul style="list-style-type: none"> <li>• cancels due to non-completion of the required theory component of the course.</li> <li>• fails to attend the Clinical Intensive Workshop without giving written (email) notice 28 days in advance to Heed Health Education.</li> <li>• changes their mind to attend their reserved seat in Clinical Intensive Workshop.</li> </ul> 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 by student due to such events. | \$200  |
| <b>Re-issue a Qualification Testamur or Statement of Attainment transcript.</b><br>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  |
| <b>Re-enrolment into a Unit of Competency</b><br>The student will need to re-enrol in the unit after three (3) unsatisfactory attempts. Cost of each unit varies from \$300 to 2,600 per unit.  | Unit cost  |
| <b>Formal extension to the Nationally Recognised qualifications (course)</b><br>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 for full course enrolment and one-month extension for a unit of competency enrolment 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 3 months.<br>Fees to extend the course duration is payable upon application for extension.<br>Student must apply for extension request before the course expiry date.  | <ul style="list-style-type: none"> <li>• First 3-month extension – No charges*</li> <li>• First 1-month extension - No charges* for a unit of competency enrolment.</li> <li>• Subsequent 3-month extension - \$400 per incomplete unit up to a maximum of total 6 months extensions.</li> </ul> *Only available for Nationally Recognised qualifications. |
| <b>Course Transfers</b><br>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)   |
| <b>Course Upgrade Fee</b><br>If the allowed timeframe to complete the course has passed and your enrolled course is superseded and/or course updated by the VET regulator.<br>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  |
| <b>Late payment fee charge (not applicable to VSL)</b><br>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   |
| <b>Payment dishonour fee charge</b><br>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.  | \$19.95 per dishonoured payment  |
| <b>In case of Academic Misconduct</b><br>In accordance with the warnings listed below in the Academic Misconduct section, student will need to re-enrol in the unit. Cost of each unit varies from \$300 to 2,600 per unit.   | Unit cost  |

|   |   |
|---|---|
| <p><b>Student T-shirt</b><br/>Student T-shirt for Workshops and Clinical Work Placements</p>  | <ul style="list-style-type: none"> <li>\$40+ postage</li> </ul>   |
| <p><b>Textbook requirements</b><br/>Textbooks purchase is required for some units from the nominates suppliers to complete a course with Heed Health Education. The total cost will vary depending on the choice of a e-text or textbook (hard copy).</p> | <p>Approximate textbook cost* is</p> <ul style="list-style-type: none"> <li>\$500 for Diploma of Emergency Health Care</li> <li>\$350 for Certificate IV in Health Care</li> </ul> <p><i>*Textbooks cost may vary at the discretion of the publisher</i></p>  |
| <p><b>Other cost</b><br/>Where the course requires student to attend Workshop/s and completing Clinical Work Placements, all cost is borne by the student</p>   | <ul style="list-style-type: none"> <li>Workshop – travel, boarding and lodging cost varies.</li> <li>Clinical Work Placement – the cost is at the discretion of the host organisation. Note that not all host organisations charge for Clinical Work Placement but the cost of Clinical Work Placement ranges between \$0 to \$1,000 approx.</li> </ul> |
| <p><b>Other Equipment</b><br/>As part of attending Clinical Intensive Workshop/s and Clinical Work Placements, students will need to purchase stethoscope, safety glasses, enclosed work boots (black colour and no requirement for steel cap).</p>       | <p>Cost varies but approx. between \$100 to \$200.<br/>Student is required to purchase their own equipment.</p>   |

#### FEES ASSOCIATED WITH WITHDRAWAL, CANCELLATION AND REFUNDS FOR **FULL FEE-PAYING STUDENT**:

- 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 plus any payment plan set up fee and charges.

Table 2 - Course withdrawals, cancellations, and refunds for full fee-paying student (not applicable to VSL):

| 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 plus any payment plan set up fee and charges    |
| 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 plus any payment plan set up fee and charges |
| 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) assessment fees if the outcome is unsatisfactory   | No refund  |
| Student withdrawn/suspended by Heed Health Education Chief Executive Officer due to inappropriate student behaviour  | No refund  |
| Suspending study due to illness or hardship<br>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: <ul style="list-style-type: none"> <li>- Serious illness</li> <li>- Injury or permanent disability that prevents the student from completing the course/qualification</li> <li>- Other exceptional reasons at the discretion of the Chief Executive Officer.</li> </ul> Please note that documentary evidence to support the claims of illness or hardship will be required at the time of application. | Pro-rata basis after deducting non-refundable administration fee of \$500 plus any payment plan set up fee and charges |

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 via email to: [study@heededucation.com.au](mailto:study@heededucation.com.au)

All requests for refund will be assessed by Heed Health Education's Chief Executive Officer 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 permanent disability that prevents the student from completing the course/qualification.
- Other exceptional reasons at the discretion of the Chief Executive Officer .

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

#### FEES ASSOCIATED WITH WITHDRAWAL, CANCELLATION AND RE-CREDIT OF FEE-HELP BALANCE FOR VET STUDENT LOAN

Table 3 – Course withdrawals, cancellations and re-crediting FEE-HELP balance for VET Student Loan:

| Action   | Outcome  |
|--|--|
| Student withdraws from the course on or before the census date   | Full refund of any gap fee paid for the unit of study period.<br>No VET Student loan debt incurred |
| Student withdraws from the course after the census day commencement but has submitted assessment(s) that have been assessed and marked | Any gap fee paid are not refundable<br>VET Student Loan is incurred and is not refundable          |
| Course cancelled by Heed Health Education  | Refer to Statement of Tuition Assurance in Appendix 1  |
| Special Circumstances for Re-crediting a student's FEE-HELP balance  | Refer to Special Circumstances for Re-crediting FEE-HELP balance in Appendix 2                     |

## 6. STUDENT SUPPORT AND COURSE PROGRESSION

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

#### COURSE PROGRESSION AND MONITORING

Once the student begins their course, Heed Education will continually monitor the students' progress to ensure that they remain an engaged and genuine student.

The process by which this will be achieved is outlined below:

- Where a student is undertaking a VET Student Loan approved course and chooses to utilize VSL to pay the tuition fees, they must complete an eCaf (Electronic Commonwealth Assistance Form) submission within two (2) weeks of the course start date. Students will receive their eCaf via email two (2) working days after the course start date and MUST submit the form BEFORE the first census date. Failure to submit



the eCaf will result in the removal of the student from the course as they will no longer be eligible to receive a VSL.

- Student's interactions within the Learning Management System (LMS). To ensure that the student remains engaged and progressing through their course the following evidence will be monitored and gathered:
  - Completion of the compulsory introduction engagement task – required to be completed within the first two weeks of beginning the course
  - Continued monitoring of student login, time spent, and sites accessed on the Learning Management System (LMS)
  - Timely submission of online modules
  - Completion of the compulsory forum discussion tasks and submission of compulsory engagement reflection tasks and surveys each term
  - Where there is evidence that a student is not logging in and completing the above tasks mentioned, the student will be contacted by the Training Manager to discuss alternate study options or have their enrolment cancelled.
- Student attendance at scheduled face to face Workshops, Online Lectures/Tutorials and Clinical Work Placements. Where a student does not attend the practicum components of the course, they will have the option to reschedule with another intake or have their enrolment cancelled.
- **VSL Progression Points** - Students undertaking a VET Student Loan to pay for their tuition fees will be required to confirm their intent to continue accessing the loan through the course duration. This is done via a progression that will be triggered by Heed Education at three (3) progression points, annually. The first progression is usually triggered approximately 4 months after the eCAF submission and from then on, in 4-month intervals.
  - Once the progression is triggered, the student will be notified, two (2) weeks prior, at time of enrolment and reminder throughout the two-week submission period that if their progression is not submitted with the continuing status this may impact their ability to continue accessing a VET Student Loan for the remainder of the course.

#### TRAINING EVALUATION

Each student is requested to complete online surveys during the course of their training and upon completion of their course. These surveys assist Vocational Education & Training (VET) Regulatory Bodies and Heed Education to evaluate its quality of training and any opportunities for improvement.

## 7. ASSESSMENT

#### ASSESSMENT SYSTEM

Heed Education has implemented a comprehensive system of assessment based around the principles of assessment and the rules of evidence, that is fit-for-purpose and consistent with each training product being delivered.

The assessment system is quality assured by appropriately skilled and credentialed persons through a regular process of validating assessment practices and judgements. The organisation ensures that assessors are appropriately applying the assessment tools and related guides, and that consistency of assessment is being achieved in practice.

The assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents that inform the way assessment is conducted within Heed Education.

The organisation ensures assessment is consistent with the requirements of the training product being delivered.

Heed Education develops and maintains detailed training and assessment strategies that holistically describe the assessment in line with each training product on the organisations Scope of Registration and that the organisation delivers.

For a student to be assessed as competent, Heed Education ensures the student demonstrates their:

- Ability to perform relevant tasks as specified in the training product,
- Understanding of what they are doing, and why, when performing tasks.

All students must demonstrate they hold all of the required skills and knowledge, as specified in the unit or module.

Heed Education assessment approaches are always based on the performance of the individual student. If assessment tasks are undertaken as a group, each student is still assessed on each component of the assessment task.

Regardless of the mode of delivery or engagement, all assessment meets the same requirements.

Heed Education's assessment system is quality assured by appropriately skilled and credentialed people through a regular process of validating assessment practices and judgements.

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.

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)

#### ASSESSMENT REQUIREMENTS

Each Unit of Competency contains assessment requirements grouped into three areas:

- Performance evidence,
- Knowledge evidence, and
- Assessment conditions.

Performance and knowledge evidence describe what a student must demonstrate to be considered competent. Assessment conditions describe the conditions under which a student must demonstrate this, including any specific requirements for resources, trainers and assessors and the context for assessment.

Note that some training packages and courses may not have been updated to this format. In these cases, 'required skills and knowledge' and 'evidence guide' or similar terms are used.

#### SUBMITTING ASSESSMENTS

Student will receive full and detailed instructions on the requirements for each unit assessment via student LMS. 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.

#### 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 i.e., before the course commencement date.

##### RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

RPL is simply a form of assessment of a student's competence. As such, recognition of prior learning must be conducted with the same rigour as any other form of assessment. Recognition of Prior Learning uses evidence from formal, non-formal and informal learning. This evidence is often combined with assessment activities sometimes known as 'challenge testing'.

Heed Education ensures all students are made aware of their right to have their prior learning considered for RPL (where it is not prevented by any licensing or regulatory requirements). Students with prior skills, knowledge and competencies are supported to seek recognition of prior learning to progress through the training product. Students are offered opportunities to seek recognition of prior learning and are made aware of the organisation's policies for this. RPL is based on evidence of prior skills, learning and/or experience, and is conducted in accordance with the assessment system. Decisions relating to RPL are:

- Based on evidence of prior skills, learning and experience, and are undertaken in accordance with the organisation's assessment system, and
- Documented and decided in a way that is fair, transparent, consistent amongst VET students, and maintains the integrity of the training product.

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 i.e., before the course commencement date.

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

#### STEPS FOR AN RPL ASSESSMENT

- Student approaches Heed Health Education with RPL request.
- Student is requested to complete the Preliminary RPL Assessment Application Form and share the relevant information that is reviewed by the assessor as part of pre-course assessment.
- After conducting pre-course assessment, the assessor may (or may not) schedule a call with the student to further assess RPL eligibility.
- The student is advised via email if they would be eligible to go ahead with RPL application based on the pre-course assessment.
- If a student opts to go ahead with the RPL application, student enrolment is initiated.
- The assessor will advise student of the evidence requirements and course learning outcomes/competencies.
- After the enrolment is finalised, Student collects and submits further evidence (if required) 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 and/or student employer/supervisor, third party reports, forms etc.
- Student will be advised of the outcome. If the outcome is 'Satisfactory' against appropriate learning outcomes/competencies, student is granted RPL.
- 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.

#### ASSESSMENT RECORDS

Retention of student evidence on file through delivery services is a key requirement of Heed Education operations. All personnel must keep evidence on file for various purposes throughout the course program, and on completion and archiving of the student records.

Heed Education securely retains completed student assessment items for at least two (2) years following the student's completion of the training product, and typically for longer periods as per stakeholder requirements.

**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.

## 8. STUDENT SUPPORT

**ACCESS, EQUITY, WELFARE, WELLBEING AND STUDENT SUPPORT POLICY**

The purpose of this policy is to ensure that Heed Education provides inclusive, equitable, and supportive learning environments that promote student success and wellbeing. This policy outlines the organisation's commitment to removing barriers, offering tailored support, and fostering a culture of respect and inclusivity for all students.

This policy applies to all students enrolled at Heed Education and covers all services, including access to training, assessment, support services, and welfare provisions. It also applies to personnel, contractors, and third-party providers involved in the delivery of services.

Heed Education is committed to providing equitable access to education and training, ensuring all students have the support they need to achieve their learning goals. The organisation will uphold the principles of access and equity, catering to the diverse needs of its student body and fostering an inclusive and respectful environment.

Heed Education ensures students have reasonable access to training support services, teachers, trainers and assessors and other personnel to support their progress through the training product.

The organisation determines the training support services to be provided to each student and makes these available and informs students about how and when they can access trainers and assessors and other personnel.

Heed Education fosters a learning environment that promotes and supports the diversity students. The organisation fosters a safe and inclusive learning environment for students, including a culturally safe learning environment for First Nations people.

The organisation ensures the wellbeing needs of student cohorts are identified as relevant to the training content, and appropriate wellbeing support services and strategies are put in place to support these needs. Students are advised of the actions they can take, the personnel they may contact and the wellbeing support services that are available.

Confidential wellbeing support is available via Heed Educations contracted provider, 'Relationship Matters' by calling 03 8650 6262 or emailing [contact@relationshipmatters.com.au](mailto:contact@relationshipmatters.com.au). Importantly, this service is separate from Heed Education, and students should contact their trainer if they feel they need specific support in relation to their course.

Please refer to [Heed Health Education website](#) for Access, Equity, Welfare, Wellbeing and Student Support Policy.

### STUDENT CODE OF CONDUCT

This Student Code of Conduct establishes the behavioural expectations for all students at Heed Education. It promotes a respectful, professional, and safe learning environment while ensuring compliance with academic and industry standards.

This Code of Conduct applies to all Heed Education students across all modes of study (face-to-face, online, workplace-based). It governs behaviour during training, assessments, work placements, and interactions with Heed Education personnel, trainers, assessors, fellow students, and external stakeholders.

### STUDENT RESPONSIBILITIES

#### General Behaviour & Respect

Students are expected to:

- Treat fellow students and Heed Education personnel with respect, fairness, and courtesy.
- Follow any reasonable direction given by Heed Education personnel, including trainers and assessors.
- Engage in training sessions professionally, avoiding disruptive behaviour.
- Use appropriate language and refrain from excessive or offensive swearing.
- Respect the rights, opinions, and privacy of others.
- Maintain a cooperative and inclusive learning environment.

#### Academic Integrity

Students must:

- Complete assessments honestly, demonstrating their own knowledge and skills.
- Refrain from plagiarism, collusion, or cheating in any assessment activity.
- Follow all academic integrity guidelines, including referencing sources appropriately.
- Submit assessments by the due date or seek approval for an extension.
- Acknowledge and follow Heed Education policies regarding the ethical use of Generative AI tools as outlined in the Academic Integrity section 9 below.

#### Attendance & Participation

Students are required to:

- Be punctual and attend all scheduled training sessions and assessments.
- Participate actively in all learning activities.
- Refrain from using mobile phones during workshops and training sessions unless approved by the trainer for learning purposes.
- Notify Heed Education if unable to attend due to illness or other valid reasons.

#### Work Health & Safety (WHS) Responsibilities

Students must:

- Observe all normal safety practices, including wearing approved clothing and protective equipment where required.
- Follow all WHS policies and procedures.
- Avoid behaviours that may endanger themselves or others.



- Report any hazards, injuries, or unsafe practices to Heed Education personnel immediately.
- Refrain from smoking in Heed Education buildings and designated non-smoking areas.

### Use of Heed Education Property & Resources

Students are expected to:

- Treat all Heed Education facilities, materials, and equipment with care.
- Return Heed Education equipment and materials on time.
- Avoid damaging, stealing, modifying, or misusing any property, including electronic records.
- Follow ICT policies when using Heed Education digital platforms and resources.

### Work Placement & Industry Engagement

For students undertaking work placements, they must:

- Adhere to the workplace policies and procedures of the host organisation.
- Represent Heed Education professionally in all work placement activities.
- Follow all industry-specific WHS requirements and wear appropriate safety attire.
- Respect workplace confidentiality and employer expectations.

### Behavioural Misconduct

Heed Education students must not:

- Harass, bully, intimidate, or discriminate against fellow students or Heed Education personnel.
- Engage in any behaviour that offends, embarrasses, or threatens others.
- Be under the influence of alcohol or drugs while engaged in learning activities.
- Engage in unlawful or unethical behaviour that could damage the reputation of Heed Education.

### Student Support & Complaints Process

HEED EDUCATION is committed to supporting students through:

- Learning support and academic guidance.
- WHS and student wellbeing resources.
- Clear procedures for raising complaints and appeals, outlined in the Heed Education **Complaints Policy** and **Appeals Policy**.

### DISCIPLINE

Heed Education is committed to the principle of ensuring that every student has the right to participate in training programs, free of inappropriate behaviour that may impair the learning processes, or the wellbeing of individuals.

### BREACHES & MISCONDUCT

**Breach of discipline** means any conduct that impairs the reasonable freedom of other persons to pursue their learning or work or is in breach of the Heed Education's expectations. A student commits a breach of discipline if she/he:

- Assaults a person on the premises of the Heed Education training site or nominated facility,
- Unlawfully removes, damages or uses any property of another person or the Heed Education,
- Obstructs personnel of Heed Education in the performance of their duties,
- Obstructs the teaching training of a group or an assessment activity,
- Commits or engages in any dishonest or unfair act in relation to an assessment activity, such as plagiarism or cheating,
- Wilfully disobeys or disregards any lawful order or direction given by a member of personnel,
- Enters part of the Heed Education's premises when directed not to do so by a member of personnel,



- Fails to leave part of the Heed Education's premises when directed to do so by a member of personnel,
- Fails to return Heed Education property or pay replacement costs when instructed to do so,
- Fails to pay financial commitments to Heed Education,
- Enters part of the Heed Education's premises whilst under the influence of alcohol or a drug,
- Engages in any unlawful activity on the Heed Education's premises such as using, possessing or supplying any prohibited drug, substance or weapon,
- Discriminates against a person on the grounds of the person's age, race, sex, sexuality, gender, marital status, physical or intellectual disability, background or religion,
- Incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of the person's age, race, sex, homosexuality, transgender, marital status, physical or intellectual disability or religion of the person or members of the group, or
- Commits any other act which could reasonably be considered to be in breach of HEED EDUCATION expectations.

#### ADDRESSING BREACHES

Heed Education personnel and students have an interest and a responsibility to prevent minor behavioural problems from becoming larger ones. Any individual who believes that a breach of discipline has occurred should report the breach of discipline to Heed Education without delay.

1. All cases of breach of discipline committed by Heed Education representative must be reported to the Chief Executive Officer.
2. In the case of a student breach, the breach must be reported to Heed Education's *Chief Executive Officer* in writing with the following information:
  - Student name and program,
  - Description of the breach of discipline,
  - Damage or inconvenience caused by the breach,
  - Level of cooperation given by the student,
  - Witnesses to the breach, and
  - Evidence available to support the claim of a breach.

3. If appropriate, the student can be ordered off the Heed Education's premises for the remainder of the day on which the breach takes place. Circumstances where it may be appropriate to exclude the student from the Heed Education's premises include serious cases of breach of discipline such as violence, abusive behaviour, discrimination, vandalism or wilful disobedience of a personnel direction.

In situations of greater urgency, such as cheating or violence, an oral report may be made to Heed Education's Chief Executive Officer in the first instance, followed by the written report as soon as practicable thereafter.

4. Within two working days of the report, the Chief Executive Officer will speak to the student concerned, in the presence of the relevant member of personnel if possible and if not then in the presence of a Third party chosen by the *Chief Executive Officer*. The student may also have a representative present to act as a witness to the discussion. Where appropriate, the students are cautioned and advised of the possible consequences and the grounds for such report. Confidentiality of all meetings is maintained.
5. Heed Education's Chief Executive Officer may apply any of the following penalties where satisfied a breach of discipline has been committed and the penalty matches the seriousness of the breach:

- A verbal or written reprimand,
- A requirement to attend counselling at a specified time and place,
- Payment of compensation by student for damages or loss of resources,
- Restitution of property removed or damaged,
- Use of specified equipment only in accordance with certain conditions (for a set period),
- Termination of enrolment, or
- Exclusion from Heed Education.

Attempts are to be made to solve behavioural problems of students through discussion and mediation before the provision of more formal procedures is invoked. At all stages students are provided the opportunity to express their concerns before any decisions are made. All decisions are reviewable using Heed Education's *Appeals* arrangements.

6. Any penalty imposed is communicated to the student in writing within five days of the meeting. The student is also advised of the right to appeal the penalty under Heed Education *Appeals* arrangements.

## 9. ACADEMIC INTEGRITY

### CHEATING AND PLAGIARISM

Cheating is the act of attempting to circumvent the assessment practices in an unethical or illegal manner.

Plagiarism is a form of cheating. Plagiarism is the practice of claiming or implying original authorship of (or incorporating material from) someone else's written or creative work, in whole or in part, into one's own without adequate acknowledgement.

Cheating and plagiarism are serious breaches of academic integrity and may result in disciplinary action, including exclusion from a unit, module, or course. To maintain integrity in assessment, students must ensure that all work submitted is their own and properly reference any external sources used.

Examples of cheating and plagiarism include, but are not limited to:

- Submitting any work created by another person as one's own, whether intentional or unintentional.
- Copying another student's work or allowing another student to copy one's work.
- Submitting work that is substantially identical to another student's work.
- Using unauthorised materials or assistance during an assessment.
- Falsifying data or information within an assessment.
- Failing to properly acknowledge sources, including information copied from the internet.

To help deter this behaviour, Heed Education clearly communicates to students:

- Support services available to students so those who are struggling with course content do not resort to cheating.
- The potential risk of students jeopardising the safety of the community, particularly in high-risk courses, if adequate skills and knowledge required for the workforce are not gained.
- The value of academic integrity and that the positives outweigh the negatives.
- The importance of having a sense of pride in their own work and the downfalls of outsourcing their work to third parties.
- Preventative actions that HEED EDUCATION takes to detect and respond to potential cheating.

### GENERATIVE AI

Heed Education acknowledges the increasing use of Generative Artificial Intelligence (AI) tools in various educational and workplace settings. While these tools can support learning and skill development, their use in assessment must align with principles of academic integrity and the competency-based assessment requirements of the Australian VET sector. Students are expected to demonstrate their own knowledge, skills, and competence in assessment tasks. The unauthorised use of Generative AI tools to produce, modify, or complete assessments without proper acknowledgment may be considered academic misconduct, including plagiarism or cheating.

#### PERMITTED USE OF GENERATIVE AI

Generative AI may be used in assessments only under the following conditions:

- When explicitly permitted by Heed Education within a specific assessment task or unit.
- When students transparently acknowledge the use of AI-generated content, detailing the extent of AI assistance.
- When AI is used to support research, idea generation, or structuring responses, but final submissions must reflect the student's understanding and original work.

#### PROHIBITED USE OF GENERATIVE AI

The following uses of Generative AI are considered breaches of academic integrity:

- Submitting AI-generated responses as original student work without acknowledgment.
- Using AI tools to complete assessments intended to measure individual competency.
- Fabricating evidence, data, or work-based examples using AI.
- Bypassing assessment conditions that require independent completion, such as supervised assessments or practical demonstrations.

Heed Education reserves the right to verify student submissions using AI detection tools, plagiarism-checking software, and direct questioning to confirm the authenticity of student work. Suspected misuse of AI will be investigated under Heed Education's academic integrity and misconduct procedures.

#### STUDENT RESPONSIBILITIES

Students must ensure that all assessments are completed independently unless group work is explicitly permitted. If unsure about proper referencing or citation methods, students should seek guidance from their trainer and assessor before submitting assessments.

Students must ensure that any AI-generated content used in assessments is properly referenced and does not compromise the integrity of their learning outcomes. If unsure, students should seek clarification from their trainer and assessor before submitting work.

All students are required to sign a declaration when submitting assessments, confirming that the work is their own, except where references to external sources are clearly acknowledged. Any suspected breaches of academic integrity will be investigated under Heed Education's academic misconduct procedures.

At Heed Health Education, if evidence of academic misconduct is found in student's assessment submission, the following warnings will apply

1. Warning One – Your assessment will be marked as Not Yet Satisfactory. You will be required to rework and resubmit the assessment, ensuring this is in your own words and /or providing relevant references where required.
2. Warning Two – You will be withdrawn from the relevant unit(s) and will be required to re-enrol. All assessment tasks relating to the unit must be resubmitted. Please note, fees shall be incurred in this case as per Table 1 – Additional fees and charges.
3. Warning Three – You will receive notification and be suspended for a period of 1-3 months in which time you cannot participate in online studies, assessment tasks or workshops during the suspension period. You will then be reinstated to commence studies again online.

4. Warning Four – You will be expelled from the course of study; your enrolment will be cancelled, and you will not be eligible to re-enrol with Heed Health Education.

### 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. 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.

## 10. ANTI-DISCRIMINATION AND BULLYING POLICY

The purpose of this policy is to ensure that Heed Education provides a safe, respectful, and inclusive environment for all students, personnel, and stakeholders. This policy outlines the organisation's commitment to preventing discrimination, harassment, and bullying, and to promoting equality and respect across all aspects of its operations.

This policy applies to all students, personnel, contractors, and third-party providers associated with Heed Education. It covers all activities and environments, including training delivery, workplaces, and online interactions.

The organisation does not tolerate any form of discrimination, harassment, or bullying and takes immediate and appropriate action to address such behaviours. Heed Education will ensure compliance with anti-discrimination laws and promote a supportive environment for everyone.

Heed Education aims to ensure all those participating in the workplace and services are treated with respect, dignity and fairness with an aim of creating an environment which promotes positive working relationships.

Heed Education ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in Heed Education services.

Heed Education expectations are not limited to the workplace or working hours, and will include all work-related events which includes, but is not limited to, lunches, client functions, meetings and conferences as well as social events.

Heed Education expectations relate to all forms of communications.

Please refer to [Heed Health Education website](#) for Anti-Discrimination and Bullying Policy and complaint procedure.

## 11. COMPLAINTS POLICY AND PROCEDURE

The purpose of this policy is to ensure that all complaints raised by students, personnel, and other stakeholders are handled in a fair, transparent, and consistent manner. The policy aims to promote a culture of integrity and continuous improvement.

This policy applies to all complaints received from students, personnel, industry partners, and other stakeholders regarding the services, operations, or conduct of the organisation.

The organisation is committed to providing a safe, supportive, and high-quality environment for all stakeholders. All complaints will be managed professionally, confidentially, and in accordance with the principles of natural justice, ensuring that complainants and respondents are treated fairly and respectfully.

Heed Education's complaints management system is designed to reflect the principles of fairness, timeliness, and effectiveness. Complaints are handled by unbiased personnel to ensure impartiality, and complainants are given the opportunity to present their case without fear of repercussions. A triage system is in place to prioritise complaints based on urgency and complexity, ensuring timely responses. Acknowledgements of receipt and updates on progress are provided regularly to maintain transparency. All complaints are resolved with procedural fairness, respecting the rights of all parties involved. Clear guidelines, training for personnel, and accountability measures, such as tracking complaints in the Complaints Register, ensure consistency and professionalism.

The outcomes of complaints are systematically analysed to identify trends, root causes, and opportunities for improvement. Substantiated complaints result in corrective actions that are documented in the Continuous Improvement Register, and relevant policies, procedures, or practices are updated accordingly. Heed Education conducts regular audits of the complaints handling process to assess its effectiveness and make adjustments as needed. Feedback from complaints is also used to inform strategic planning, risk management, and resource allocation, contributing to a culture of continuous improvement.

Heed Education complaints process is free, and easily available, to manage and respond to allegations involving the conduct of:

- Heed Education, its trainers, assessors or other personnel, or
- A student of Heed Education.

### COMPLAINTS PROCESS APPROACH

Heed Education is open to receiving feedback and complaints and ensures information about how to provide feedback and make complaints is publicly available and easily accessible, including via the Heed Education Student Handbook and website.

The organisation takes a best practice approach that:

- Fostering a receptive, blame-free culture that is open to feedback and improvement.
- Ensures there is no detriment to people who complain.
- Makes it easy and accessible for people to provide feedback and make complaints.

Students are supported to provide feedback and make complaints. Allowing students to easily engage with the personnel of Heed Education about any concerns they have can stop minor issues becoming larger. There are a range of avenues through which complaints can be made. This includes in person made directly to Heed Education representatives, via phone or in writing, including via email or Heed Education website.

The organisation actively seeks to remove any barriers to making complaints and any fear of repercussions to the complainant.

Complaints are handled impartially, with respect for all parties involved, reflecting procedural fairness and natural justice.

Heed Education personnel are well trained and supported to manage complaints, acknowledging promptly and providing timely responses.

Complaints are resolved without unnecessary delay. Heed Education recognises that some complaints may require more urgent attention than others, and that some complaints may

take longer to resolve than others. Heed Education's process includes triaging complaints where needed.

The organisation communicates transparently with stakeholders about the expected timeframes for acknowledging, resolving and communicating the outcomes of complaints. In any situation where timeframes are not being met (because the complaint is taking longer to resolve than anticipated) Heed Education maintains regular contact with the complainant including to explain any delays.

All complaints are handled by an unbiased person.

Heed Education ensures the privacy of complainants, and the confidentiality of information included in a complaint.

Reflecting the principles of natural justice and procedural fairness, both the complainant(s) and the subject(s) of each complaint are given an opportunity to be heard and to provide relevant information before a decision is made.

The Heed Education Chief Executive Officer has overall responsibility for managing complaints and communicating their value to the organisation. Heed Education ensures:

- Personnel at all levels understand and comply with complaints management policies and procedures,
- Personnel have received appropriate guidance, training and support to handle complaints,
- Students are directed to the complaints process and supported to lodge complaints when they experience a problem or have an issue, and
- Personnel performance is monitored to ensure complaints are handled properly and appropriate remedies are provided.

Heed Education maintains a student complainant's enrolment during any complaint process.

### COMPLAINT, GRIEVANCE AND DISPUTE RESOLUTION PROCEDURE

The following complaints handling framework has therefore been implemented for any stakeholder raising a complaint or issue. This procedure applies to all complaints, including those about:

- Academic matters from students,
- Non-academic matters from students, and
- Non-academic matters from persons seeking to enrol with the Heed Education in a VET course or unit of study.

No fees are applicable or levied to the student or other complainant for any stage of the complaints process.

1. In the first instance the complainant should discuss the matter with the personnel member or responsible person concerned. Where this is not considered appropriate then the complainant is encouraged to discuss the matter with Heed Education management.

If the complainant is satisfied with the outcome of the discussion, it would mean that the matter is resolved.

2. Any stakeholder may submit a formal complaint to Heed Education. Complaints information captured includes:
  - Submission date of complaint,
  - Name of complainant,



- Nature of complaint,
- Date of the event / activity which lead to the complaint,
- The products and services or related organisation practices complained about,
- A description of the complaint and relevant supporting data,
- Any other relevant information or attachments (if applicable),
- The requested remedy,
- Immediate action taken (if any), and
- The due date for a response.

All stages of the complaints process are documented. Complaints may be lodged via various channels including in-person via Heed Education personnel, via telephone, via email and via Complaint Form.

All complaints are immediately recorded in the Heed Education Complaints Register.

3. Heed Education commences processing of complaints as soon as practicable and within two (2) business days of a complaint being made and finalises the outcome as soon as practicable, preferably on the first contact if the complaint is straightforward. Complaints are assessed on a risk-based approach to assign them priority, considering items such as severity, safety implication, complexity, impact, and the need and possibility of immediate action. Personnel are alert in particular to the needs of students who are vulnerable or require special assistance.

Simple complaints may be easily addressed by the personnel who has received the complaint.

More complex complaints are allocated to the Heed Education Quality Manager in the first instance.

Serious complaints are immediately reported to the Heed Education Chief Executive Officer, who may allocate alternate or additional resourcing to the investigation and processing of the complaint.

4. Heed Education acknowledges receipt of complaints in writing immediately, as soon as practicable, and:
  - Arranges a suitable time if needed to discuss the complaint,
  - Advises complainants of expected timeframes, and
  - Gives complainants the contact details of the allocated contact person they can speak to about their complaint.
5. The Heed Education Quality Manager investigates complaints or refers matters to appropriate HEED EDUCATION personnel for investigation. In either case, investigations are expected to be resolved, and decisions made on the complaint as soon as practicable and within twenty (20) working days of the complaint being received in writing.

Complainants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings.

An up-to-date status is made available to the complainant upon request and at regular intervals.

Decisions and outcomes of all complaints are merit-based decisions that consider all available evidence. Heed Education ensures complaints are considered with an open mind and without bias arising from any past issues with the complainant.



Issues raised in complaints are analysed to determine cause(s) and the root cause evident.

6. Complainants are advised on the outcome of complaints in writing, including detailed reason(s) for the outcome, explanations for decisions and remedies where appropriate.

The organisation ensures appropriate responses to complaints are provided promptly, addressing the needs and expectations of complainants while aligning with organisational policies and legal obligations.

Responses are designed to resolve the complaint effectively and prevent recurrence where applicable.

### Types of Responses

Depending on the nature and severity of the complaint, the organisation's responses may include, but are not limited to:

- Issuing refunds where justified.
- Providing replacements for faulty or unsatisfactory products/services.
- Conducting repairs or rework to address service/product issues.
- Offering substitute products or services.
- Delivering technical assistance to resolve specific concerns.
- Sharing information to clarify the issue and its resolution.
- Making referrals to relevant personnel, departments, or external parties.
- Offering other assistance as deemed necessary.
- Awarding compensation for damages or inconvenience caused.
- Issuing an apology to acknowledge the organisation's responsibility.
- Offering a goodwill gift or token as a gesture of sincerity.
- Implementing changes to products, services, processes, policies, or procedures based on the complaint.

### IMPLEMENTATION CONSIDERATIONS

The organisation will take into account the following when deciding on and implementing responses:

- Addressing all aspects of the complaint comprehensively to ensure resolution.
- Conducting follow-ups where appropriate to confirm complainant satisfaction and resolution effectiveness.
- Determining if it is suitable to extend remedies to others who might have been similarly affected but did not file formal complaints.
- Ensuring the level of authority required for approving various types of responses.
- Ensuring the dissemination of information about the response to relevant personnel for proper action and future prevention.

All approvals must be recorded in the Complaints Register, including the name and role of the approver.

If an approver is unavailable, the request should be escalated to the next level of authority. This procedure ensures all responses are effectively authorised, documented, communicated effectively to the complainant, and aligned with the overall complaints-handling framework.

With this notification, all complainants receive information on how they can progress their complaint if still unhappy.

If a complainant is not satisfied with the outcome, they may appeal the decision.

Please refer to the Appeals Policy for further information.

#### COMPLAINTS PROCESSING DELAYS

If at any stage HEED EDUCATION considers more than twenty (20) working days are required to process and finalise a complaint, Heed Education:

- Informs the complainant in writing, including reasons why more time is required, and
- Regularly updates the complainant on the progress of the matter.

HEED EDUCATION retains records of all complaints and grievances for a period of at least ten (10) years, allowing parties to the complaint or grievance appropriate access to these records.

## 12. APPEALS POLICY AND PROCEDURE

The purpose of this policy is to ensure that all appeals raised by students, personnel, or other stakeholders regarding decisions made by the organisation are managed fairly, transparently, and consistently. The appeals process is designed to uphold the principles of natural justice and ensure that all parties are treated equitably.

This policy applies to all appeals relating to decisions made by the organisation, including but not limited to:

- Application outcomes.
- Assessment outcomes.
- Disciplinary actions.
- Complaints resolution outcomes.

#### APPROACH

Heed Education is committed to providing a fair and transparent appeals process that allows individuals to seek a review of decisions that directly affect them. All appeals are managed in a timely, impartial, and confidential manner.

Heed Education's appeals process reflects the following key expectations:

- Right to appeal. All stakeholders have the right to lodge an appeal if they believe a decision was unfair or incorrect.
- Accessibility. The appeals process is easily accessible and user-friendly.
- Transparency and procedural fairness. Appeals are handled impartially, with a clear process and open communication at all stages.
- Timeliness. Appeals are acknowledged and resolved promptly, with clear timeframes communicated to all parties.
- Continuous improvement. Outcomes of appeals inform continuous improvement within the organisation.

Stakeholders are informed about avenues for appeal with information about how to make an appeal publicly available and easily accessible, including via the Heed Education Student Handbook and website.

Grievances or issues not pertaining to decisions made by the organisation should be referred to Heed Education's complaints process.

#### GROUNDINGS FOR AN APPEAL

Appeals may be considered valid and accepted for review under the following grounds:

- Procedural fairness or irregularity. Where it is believed that the original decision was made without following established procedures or policies, resulting in an unfair or biased outcome.
- New evidence. When new, relevant evidence becomes available that was not considered during the original decision-making process, and this evidence has the potential to affect the outcome.
- Incorrect or unjust application of policies or standards. If it is believed that the policies, procedures, or standards were incorrectly applied or interpreted, leading to an unjust decision.
- Bias or conflict of interest. If there is evidence of bias, discrimination, or a conflict of interest by the person(s) involved in making the original decision.
- Assessment outcome disputes. When a student believes that an assessment decision was unfair, inconsistent with assessment criteria, or not conducted in accordance with the organisation's assessment policies and standards.
- Severity of outcome or penalty. If the appellant believes the outcome or penalty applied was disproportionate, harsh, or unreasonable in relation to the situation.

These grounds ensure that appeals are raised on legitimate and substantive bases, supporting the organisation's commitment to fairness, transparency, and continuous improvement.

Heed Education's appeals process is free, easily accessible and facilitates requests for a review of decisions, including assessment decisions, made by Heed Education.

The appeals process follows the principles of natural justice and procedural fairness by allowing anyone subject to a decision by Heed Education, or anyone who has allegations made against them, to tell their side of the story before a decision is made.

Heed Education maintains a student appellant's enrolment during any appeal process. Heed Education's process ensures that the decision-maker is independent of the decision being reviewed (for example, an assessor does not consider or decide an appeal against an assessment decision they made).

## APPEAL AND DISPUTE RESOLUTION PROCEDURE

1. Before making a formal appeal, individuals are encouraged to discuss the matter with the relevant Heed Education personnel in an effort to reach a shared understanding of the matter and agreement.

If a stakeholder is still unhappy, they may lodge a formal appeal in writing to Heed Education Chief Executive Officer.

2. Any stakeholder may submit a formal appeal to Heed Education about a decision. Appeals information captured includes:

- Submission date of appeal,
- Name of appellant,
- Nature of appeal,
- Date of the event / activity which lead to the appeal,
- The products and services or related organisation practices relevant,
- A description of the appeal and relevant supporting data,
- Any other relevant information or attachments (if applicable),
- The requested remedy,
- Immediate action taken (if any), and
- The due date for a response.

All stages of the appeals process are documented. Appeals may be lodged via various channels including in-person via Heed Education personnel, via telephone and via email.

All appeals are immediately recorded in the Heed Education Appeals Register.

3. Heed Education commences processing of appeals as soon as practicable and within five (5) business days of an appeal being made and finalises the outcome as soon as practicable.

Appeals are allocated to the Heed Education Chief Executive Officer, who may allocate alternate or additional resourcing to the investigation and processing of the appeal.

4. Heed Education acknowledges receipt of appeals in writing immediately, as soon as practical, and:
  - Arranges a suitable time if needed to discuss the appeal,
  - Advises appellants of expected timeframes, and
  - Gives appellants the contact details of the allocated contact person they can speak to about their appeal.

An up-to-date status is made available to the appellant upon request and at regular intervals.

5. Appeal investigations are expected to be resolved, and decisions made on the appeal as soon as practical and within twenty (20) working days of the appeal being received in writing.

Appellants are given an opportunity to formally present their case at no cost and be accompanied and assisted by a support person at any relevant meetings. Decisions and outcomes of all appeals are merit-based decisions that consider all available evidence. Heed Education ensures appeals are considered with an open mind and without bias arising from any past issues with the appellant. Issues raised in appeals are analysed to determine cause(s) and the root cause evident.

6. Appellants are advised of the outcome of the appeal in writing, including detailed reasons for the outcome. With this notification, appellants also receive information on how they can progress their appeal if still unhappy.
7. If an appellant, on receiving written advice on the initial appeal, is still unhappy they may escalate the appeal to the Heed Education Chief Executive Officer for independent external review. Escalated appeals are to include the following information:
  - Submission date of appeal,
  - Name of appellant,
  - Nature of appeal,
  - Reasons why the appellant is not satisfied with the outcome of the original appeal, and
  - Any other relevant information or attachments (if applicable).

8. Heed Education Chief Executive Officer acknowledges receipt of escalated appeals in writing as soon as possible and within five (5) working days of receipt of the appeal.

The Chief Executive Officer refers the matter to an external dispute resolution process by a body appointed for this purpose by Heed Education.

Heed Education gives due consideration to any recommendations arising from the external review within ten (10) working days of the receipt of the recommendations, including implementing the decision(s) or recommendation(s) and/or taking the preventive or corrective action(s) required by the decision and advises the appellant of that action in writing.

Investigations are expected to be resolved, and decisions made on the appeal as soon as practical and within twenty (20) working days of the escalated appeal being received in writing.

For external review/appeal – student bears cost of Independent Third Party where applicable.

Appellants are advised on the outcome of appeals in writing, including detailed reason(s) for the outcome, explanations for decisions and remedies where appropriate.

Heed Education securely maintains records of all details of the appeals process and retains evidence of all documentation relevant. Each appeal and its outcome is recorded via the Appeals Register.

#### APPEALS PROCESSING DELAYS

If at any stage Heed Education considers more than twenty (20) working days are required to process and finalise an appeal, Heed Education:

- Informs the appellant in writing, including reasons why more time is required, and
- Regularly updates the appellant on the progress of the matter.

HEED EDUCATION retains records of all appeals for a period of at least ten (10) years, allowing parties to the appeal access to these records.

## 13. 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 1988 (Cth). 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 Employment and Workplace Relations (DEWR), 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](http://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.

DEWR 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 DEWR will handle your personal information, please refer to the <https://www.dewr.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 [study@heededucation.com.au](mailto:study@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

#### CHANGES IN PERSONAL INFORMATION OR SITUATION

Students must notify Heed Health Education as soon as practicable of any changes to their personal details (such as legal name, address, or contact information) or circumstances by emailing: [study@heededucation.com.au](mailto:study@heededucation.com.au)



## APPENDIX 1

*Statement of Tuition Assurance*

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA); and Chapter 2 of the Higher Education Provider Guidelines, Heed Health Education must comply with the higher education tuition assurance requirements.

Tuition assurance protects students in the event that Heed Health Education ceases to provide the program of study they are undertaking. The definition of 'ceasing to provide a course of study' as set out in Chapter 2 of the higher education Provider Guideline.

In accordance with Part 7, Division 1 Subdivision J of the Student Loans Rules Heed Health Education must have in place procedures and actions when Heed Health Education ceases to provide course. As an approved course provider Heed Health Education must have a procedure to ensure that the provider performs the following actions after the provider ceases to provide an approved course after it starts but before it is completed:

- a. Within 24 hours days, notify students enrolled in the course, in writing that the course is no longer being provided; and
- b. Within 7 business days after notifying the students, hold a meeting with the students and the tuition assurance scheme operator for the course at the location where the course was primarily delivered;
- c. As soon as practicable, update the provider's website to reflect that the course is no longer being provided and to give tuition assurance information;
- d. Give the operator notice of events as required under sections 52 (information about events that affect provider) and 53 (notice and information when course ceases);
- e. As soon as practicable after receiving notice from the operator required under subsection 73(2) (notice that a student's FEE-HELP balance must be re-credited) the student's FEE-HELP balance be re-credited.

In accordance with section 92 of the Student Loan rules, Heed Health Education must have procedures as to a replacement provider and ensure that a student is enrolled in a replacement course with the provider:

- a. is granted course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualification Framework; and
- b. is not charged tuition fees for a replacement component of the replacement course

## APPENDIX 2

### *Special Circumstances for Re-Crediting FEE-HELP balance*

#### **A. Special Circumstances**

In accordance with the VET Student Loans Act (2016), Part 6, Division 2 (68), Heed Health Education must, on the Secretary's behalf, re credit a student's FEE HELP balance if:

- the student applies in writing to you for the re-credit
- the application is made:
  - within 12 months after the census day for the course, or the part of the course or
  - within such longer period for the application as allowed by you and
- Heed Health Education is satisfied that **special circumstances** prevented, or will prevent, the student from completing the requirements of the course or the part of the course.
- The amount re-credited must equal the amount of the VET Student Loan that has been used to pay tuition fees for the student for the course, or the part of a course.

The course provider must, as soon as practicable:

- consider an application for a student's FEE HELP balance to be re credited under this section; and
- notify the student of the provider's decision on the application.

The notice must include a statement of the reasons for the decision.

#### **Meaning of 'special circumstances'**

Circumstances are special circumstances under the VET Student Loan Act (2016), if a student can satisfactorily demonstrate to Heed Health Education that the circumstances were [Act s 68]:

- beyond the student's control, and
- did not make their full impact on the student until on, or after, the census day for the course, or the part of the course, and
- made it impracticable for the student to complete the requirements for the course, or part of the course, during the student's enrolment.

#### **Special circumstances beyond a person's control**

Examples of circumstances that may be considered beyond a person's control and may meet the criteria, might include a motor vehicle accident or the worsening of a serious illness.

#### **Special circumstances that do not make full impact until on or after the census date**

Circumstances could be considered not to make their full impact on the person until on or after the census day for the VET unit of study if the person's circumstances occurred:

- on or before the census day, but worsen after that day
- on or before the census day, but the full effect or magnitude did not become apparent until after that day, or
- on or after the census day.

Students do not need to demonstrate they were unable to withdraw from the course on or before to the census day.

#### **Special circumstances arising from pre-existing conditions**

A circumstance that first occurred on or before the census day may satisfy the special circumstances requirement where it worsens after that day or the full effect or magnitude does not become apparent until after that day.

For example, a person may have an illness or other underlying, pre-existing condition or incapacity on or before the census day for a course, but the condition may worsen, or the person may suffer from an aggravation, deterioration or serious episode, after the census date.

Alternatively, the full implications of a person's condition may not have been apparent until after the census day. This may be because recovery does not go to plan, or the degree of disability or incapacity for study is not fully realised until after the census day.

The course provider must consider whether the person's circumstances changed on or after the census day and when the full effect or magnitude of the circumstances became apparent, taking into account any additional circumstances, including continuation of a pre-existing condition which may have affected the person on or after the census day.

### *Circumstances that made it impracticable to complete a course*

The term 'impracticable' is defined as 'not practicable, that which cannot be put into practice with the available means. The course provider should keep this definition in mind when deciding whether a student's circumstances made it impracticable for them to complete a course, or part of a course.

In considering whether circumstances are special circumstances because they make it impracticable for the student to complete the requirements of the course, or part of the course, during the student's enrolment, the course provider must consider:

- whether the student could do enough private study, or attend training sessions and other activities, or engage online, to meet course requirements
- whether the student could complete any required assessable work, or demonstrate competencies required, and
- whether the student could complete any other requirements arising from the student's inability to do the above [Rules s 145].

Circumstances which make it impracticable for the person to complete the requirements for their course may include (among other things):

- medical circumstances – for example where a person's medical condition has changed to such an extent that they are unable to continue studying
- family or personal circumstances – for example death or severe medical problems within a family, or unforeseen family financial difficulties which affect the student to such an extent that it is unreasonable to expect a person to continue studies or
- the student's employment related circumstances – for example where a person's employment status or arrangements have changed so the person is unable to continue their studies, and this change is beyond the person's control [Rules s 146].

### **B. Evidence of Special Consideration**

Attach any independent evidence (original or certified copy of original) to support your claim. For example, a letter from a doctor, psychologist, psychiatrist, registered counsellor. Please note that in cases of mental health issues, further documentation is required from treating mental health professionals.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET Student Loans assistance or
- a student's incapacity to repay a FEE-HELP debt, as repayments are income contingent, and the student can apply for a deferral of a compulsory repayment in certain circumstances.

Special Circumstances does not cover an inability to repay student loans. If you would like to find out more about repaying your FEE-HELP debt, please visit the [Study Assist website](#).

### C. Process for re-crediting a HELP balance

Each application for re-credit of a Student's FEE-HELP balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

Heed Education's Chief Executive Officer is the designated officer responsible for the assessment of a student's request for a re-credit of their FEE-HELP balance due to special circumstances and for the initial decision regarding the request.

A student must apply in writing as per above-mentioned information with supporting evidence to: [study@heededucation.com.au](mailto:study@heededucation.com.au)

Heed Education has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period.

The application for re-crediting a FEE-HELP balance must include the following information:

- unit(s) for which a student is seeking to have a FEE-HELP balance re-credited
- special circumstances as referred to above, including supporting documentation.

Heed Education will consider each application within 28 days of receipt of the application. It will consider each request to re-credit a HELP balance in accordance with the requirements of Part 6 – re-crediting HELP balances of the Act. Applicants will be notified in writing of the decision within 28 days.

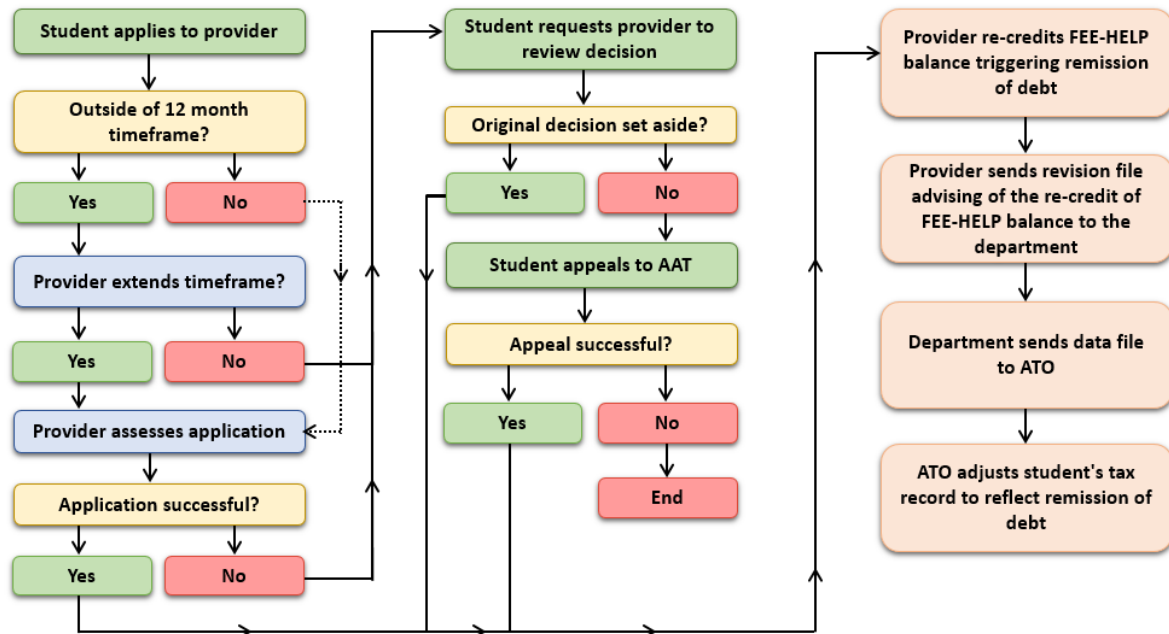
If you are unhappy with Heed Health Education decision regarding your application for Re-Credit of a FEE- HELP Balance, you need to inform Heed Health Education in writing within 28 days for an internal review of the decision. If you are unhappy with Heed Health Education's final internal review decision, you can apply to the Administrative Appeals Tribunal (AAT) within 28 days for an external review. For more information, visit [www.aat.gov.au](http://www.aat.gov.au)

The Secretary of the Department may re-credit a student's HELP balance in relation to special circumstances if a course provider:

- is unable to act or being wound up or has been dissolved, or
- has failed to act and the Secretary is satisfied that the failure is unreasonable.

Following is a Review procedure flowchart (adapted from VSL Manual for Providers v5.1) for an illustration of the re-credit process overview

Figure 1: Review procedure flowchart



**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 July 2025