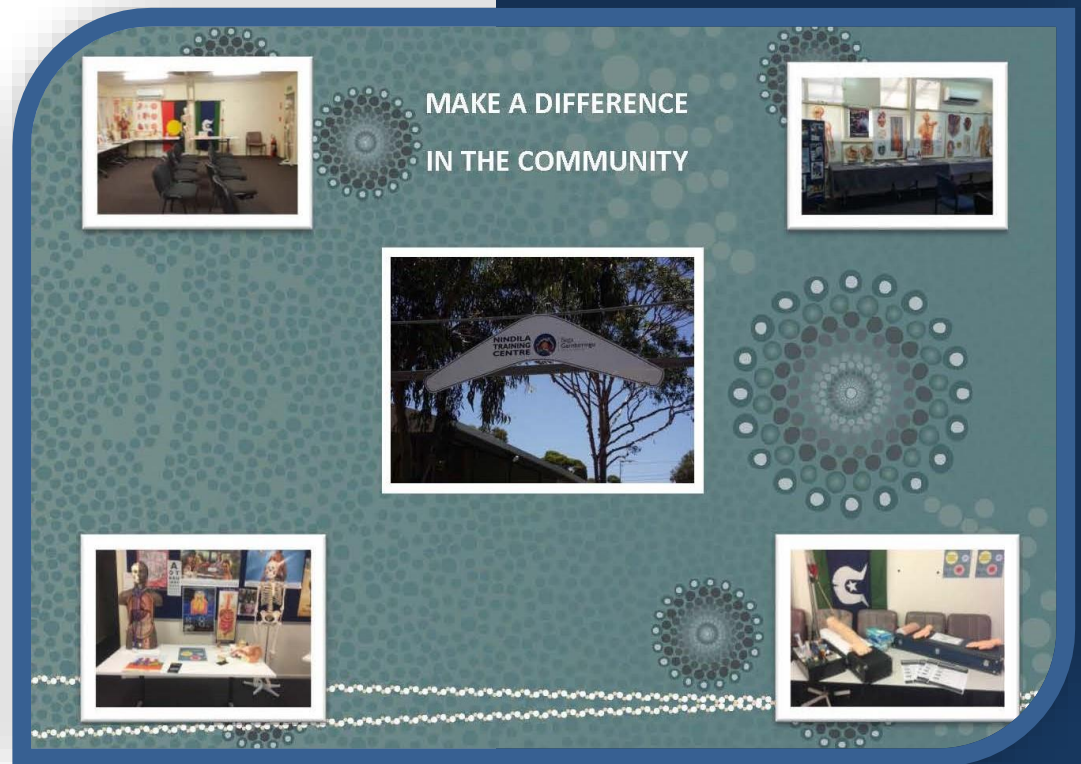




Bega
Garnbirringu
HEALTH SERVICE

Student Handbook HLT40213

Certificate IV in in Aboriginal and/or Torres Strait Islander
Primary Health Care Practice



Bega Garnbirringu Health Service Nindila Training Centre

68 Porter Street,
PO Box 1655 Kalgoorlie WA 6433
P 08 9022 5500 **F** 08 911 1302
W www.bega.org.au

Nindila Training Centre
Bega Garnbirringu Health Service

RTO # 5729

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HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice

Units of Competency

Core Units:

- CHCLEG001 Work legally and ethically
- HLTAHW005 Work in an Aboriginal and/or Torres Strait Islander primary health care context
- HLTAHW006 Facilitate and advocate for the rights and needs of clients and community members
- HLTAHW016 Assess client's physical wellbeing
- HLTAHW017 Assess and support client's social and emotional wellbeing
- HLTAHW018 Plan, implement and monitor health care in a primary health care context
- HLTAHW019 Deliver primary health care programs for Aboriginal and/or Torres Strait Islander communities
- HLTAHW020 Administer medications
- HLTAHW021 Provide nutrition guidance for specific health care
- HLTAHW022 Address social determinants of Aboriginal and/or Torres Strait Islander health
- HLTAHW037 Support the safe use of medications
- HLTAID003 Provide first aid
- HLTINF001 Comply with infection prevention and control policies and procedures
- HLTWHS001 Participate in workplace health and safety

Elective units

- CHCCCS014 Provide brief interventions
- CHCCOM002 Use communication to build relationships
- CHCCCS019 Recognise and respond to crisis situations
- HLTPAT001 Identify and respond to clinical risks in pathology collection
- HLTPAT002 Perform venous blood collection
- HLTPAT004 Collect pathology specimens other than blood
- HLTAHW041 Assess and manage emergency treatment of burns



Qualification description

This qualification reflects the role of Aboriginal and/or Torres Strait Islander people working to provide a range of clinical primary health care services to Aboriginal and/or Torres Strait Islander clients and communities, including specific health care programs, advice and assistance with, and administration of, medication.

This qualification addresses the specific legislative responsibilities of Aboriginal and/or Torres Strait Islander Health Practitioners and is required for national registration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia.

Nindila's HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Care Practice (Current Release 5 - 8th Dec 2015) qualification complies with all requirements as per the qualification rules on [Training/Details/HLT40213](#)

Intended client group (s) and their characteristics

Aboriginal and/or Torres Strait Islander people who want to obtain employment as an Aboriginal Health Practitioner in a clinical environment, in a variety of job roles and undertake a broad range of tasks either individually or as a member of a multidisciplinary team.

Employment pathways

Examples of suitable roles for HLT40213 Certificate IV graduates include but are not limited to:

- Workforce entry into Clinical Practice health work
- Workforce entry into a variety of Health sector employment opportunities

Aboriginal Health Practitioner Registration

'From 1 July 2012 Aboriginal and Torres Strait Islander health practitioners must be registered under the national registration and accreditation scheme with the Aboriginal and Torres Strait Islander Health Practice Board of Australia and meet the Board's Registration Standards, in order to practice in Australia.

Students are advised that the governing body **Australian Health Practitioner Regulation Agency (AHPRA)** will require information about student progress, and as such, information will be provided as requested. Students who successfully complete this course of study will be required to formally register qualification details with the governing body **Australian Health Practitioner Regulation Agency (AHPRA)**.

Your registration will be recognised in all the States and Territories of Australia



Who should be registered?

The Health Practitioner Regulation National Law, as in force in each state and territory (the National Law), requires a practitioner to be registered if they wish to, or their employer requires them to use one of the protected titles. The protected titles are:

Aboriginal and Torres Strait Islander Health Practitioner
Aboriginal Health Practitioner, and
Torres Strait Islander Health Practitioner.

A practitioner may be required to be registered as part of their employment requirements, even if the protected title is not used.

The current wording implies that an employer must have their staff use a protected title for anyone performing the functions of an Aboriginal and Torres Strait Islander health practitioner. In fact, an employer may call a job anything they like, but if the employer requires the practitioner to hold registration as an Aboriginal and Torres Strait Islander health practitioner as a requirement of the job, the practitioner must be registered to be employed. While the employer's requirements are not part of the National Law, it is another situation that may apply to a practitioner without using a protected title.

Registered Aboriginal and Torres Strait Islander Health Practitioner must operate solely within their scope of practice, as determined by their training and skills competencies.

Further information on the registration process is available on the [AHPRA website](#).

Course Information

Bega Garnbirringu Health Service (BGHS) – Nindila Training Centre will supply all materials needed for you to complete your training such as:

- you will be given your training materials in hard copy.
- All Textbooks and resources are provided BGHS – Nindila Training Centre.
- BGHS – Nindila Training Centre will supply all stationery and materials needed to complete the course.
- You will have free access to computers and Internet at Nindila Training Centre during your scheduled block sessions.
- During your placement BGHS – Nindila Training Centre will cover your expenses for any PPE, Uniforms, and any other required materials associated with the course delivery.
- BGHS – Nindila Training Centre will reimburse your costs associated with any checks you need to apply for to complete your training and clinic placement such as:
 - National Police Clearance
 - Working with Children's Check

You will be given an outline for training appointments which may be:

- Scheduled Block Sessions.
- Clinic placement
- Workplace visits
- Scheduled Mentoring sessions



Course delivery method

The course is delivered on a mixed method approach with a combination of face to face trainer led sessions which will involve group activities, case studies, scenarios and clinic/work placements. Clinic/work placements will provide the opportunity to observe, learn and demonstrate the new skills. Students will be provided with module materials which include learning information, assessment workbooks and activities, and clinic placement record books.

Student will sign a Student Placement Agreement that outlines:

- the responsibilities of all parties (Bega Garnbirringu Health Service (BGHS) Nindila Training Centre, Student, and Host Organisation) for training courses delivered by BGHS Nindila Training Centre, where student training placements are part of the course requirements. This Agreement is required for any Work Placement undertaken as part of a training course being conducted by BGHS Nindila Training Centre.

All parties (BGHS Nindila Training Centre, Student, and Host Organisation) must sign this agreement to initiate this approved work placement agreement. This agreement is required where the work placement:

- managed and organised by BGHS Nindila Training Centre;
- undertaken under the supervision of a host organisation.
- is directly related to the course of study being undertaken by the student;

Course duration and location

- This course will be delivered over a period 24 month
- The course runs for a total of 1675 hours, with block training hours reflecting the complexities of block modules.
- The training modules are organised into weekly study/learning blocks, with one week of theory followed by one week of practical skills based training.
- Theory component conducted at Nindila Training Centre 68 Porter Street Kalgoorlie.
- Practical/Workplace component conducted at various locations including:
 - Wizard Central Pharmacy Kalgoorlie
 - Bega Garnbirringu Health Service Clinic
 - Bega Garnbirringu Health Service – Social Support Unit

Entry requirements

No minimum education standard is set as a prerequisite to entry to this course. However, a general command of spoken and written English, as well as the ability to write a simple report is required. This unit requires the satisfactory completion of oral and written tasks.

Legislative / regulatory requirements

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

- Occupational Health & Safety Regulation 1996 WA
- Workplace Health & Safety Bill 2014 WA
- Privacy and anti-discrimination legislation
- Human rights and equal opportunity legislation
- Codes of ethics
- Disability Discrimination Act
- Council by laws
- Duty of Care responsibilities



Reasonable adjustment options

As per Legislation, reasonable adjustment options are available for this course. Where access and equity issues exist for the learner reasonable steps will be taken to consult, consider and implement adjustments for that learner. The purpose of any reasonable adjustment will be to ensure that all learners have a fair and equitable chance of completing the training successfully.

The Trainer will ensure that the academic integrity of the training program is maintained and that the required competency standards are covered, regardless of any reasonable adjustments made. Where possible for groups with students at risk, the RTO will adopt a team teaching model and make reasonable adjustments to assessment methods.

Facilities, equipment and resources

All BEGA Learning and Assessment tools including learner manuals, guest presenters, Internet, Handouts, Pens, paper etc. will be available to ensure learners are able to obtain and absorb the required skills and knowledge to successfully navigate this course.

The RTO has reviewed the equipment and facility requirements required for this unit of competency and guarantees it has access to the equipment needed to implement the program. Training will take place in a fully equipped training room with state of the art learning resources. Training will also be conducted in a fully equipped clinic simulation room. Prior to the commencement of the course, Trainers and Assessors will complete a resource checklist to ensure that the workplace meets the specific unit requirements.

Access to:

- Timetable
- Staff will be provided with manuals and/or materials, which are current, sufficient and effective resources for this unit of delivery.
- Laptop/computer
- USB stick
- Projector
- Projector screen
- Printer
- Whiteboard, whiteboard equipment
- Attendance sheet
- Session plans
- Student Documentation

All staff (including full time, part time and casual staff) involved in the delivery and assessment of this qualification have direct access to the current version of the relevant unit content, including the specific performance criteria, assessment guidelines.

- All staff (including full time, part time and casual staff) involved in the delivery of this unit has access to trainer, assessor and participant support materials relevant to their areas of delivery and assessment.
- All assessors have access to printed and electronic copies of the assessment tools used in this unit.
- The RTO has access to staff and training/assessment resources to meet the requirements of participants with special needs and has an assessment process that incorporates reasonable adjustment procedures.



Recognition of prior learning (RPL) and Recognition of current competency (RCC)

In our effort to acknowledge the skills and knowledge already existing within our communities, we offer the opportunity for students to apply for recognition of prior learning or current competence for part or all of a qualification.

Competencies already held by individuals can be formally assessed against the units of competency in the HLT40213 Training Package, and should be recognised regardless of how, when or where they were achieved. RPL also involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system.

RCC applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required (e.g. by a licensing authority or employer) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised. An unsuccessful RCC assessment does not invalidate the previous competent assessment outcome.

In an assessment-only (RPL) pathway the applicant provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the applicant and verified by the assessor, such as in the compilation of portfolios, or directed by the assessor, such as through observation of workplace performance and the application of skills, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required. The RPL requirements of the AQTF must be met (Standard 1).

The Assessor must be confident that the evidence indicates the candidate is currently competent against the endorsed unit of competency.

The evidence may take a variety of forms including but not limited to:

- Certification
- References from past and present employers
- Testimonials from clients
- Work samples/portfolios/videos

It is up to the applicant to provide sufficient evidence to satisfy assessors that they currently hold relevant competencies. When using third party evidence gathering techniques to support assessment decisions, it is essential to ensure that the evidence collected meets the rules of evidence i.e. validity, sufficiency, currency and authenticity. Discussion on the requirements for the third party evidence collector and the suitability of the third party will be discussed with the candidate and the candidate's employer/supervisor in advance. No third party collection of evidence will be admissible without prior arrangement with the RTO manager.

All evidence provided must be verified for authenticity with the third party (ex-employer, RTO, training provider etc.).

A demonstration of competency is still required to ensure competency is current under workplace conditions and the evidence is valid, sufficient, current and authentic.



To recognise prior learning, it is necessary to:

- Ensure the candidates know that RPL provides an alternative pathway to course attendance
- Determine in consultation with the candidate, the learning, skills and knowledge that the candidate is able to demonstrate against the learning outcomes or performance criteria of the course or qualification for which the candidate is seeking entry or credit
- Determine whether any further evidence is needed to support the claim of competence and arrange for appropriate additional learning experiences or gap training where appropriate
- Conduct an assessment that confirms competence

To apply for RPL or RCC a student is required to do the following:

- Complete a student RPL form.
- Once application form has been received a RPL application package will be sent to you.
- Complete and return all paperwork to Nindila Training Centre.
- An Interview time will be made to assess your Application
- After an assessment has been made you will be contacted in writing of the outcomes
- You have the right to appeal at any outcome that you feel is inappropriate.
- Nindila Training Centre recognises AQF Qualifications and statements of attainments issued by other RTO's.

Mutual recognition and credit transfer

Mutual recognition is a feature of the Australian Quality Training Framework which allows qualifications and statements of attainment issued by any RTO to be accepted and recognised by all other RTOs.

If you have undertaken training with other providers and wish to seek recognition for this training, discuss this with your Trainer.

Please provide original Statements of Attainment and / or Certificates, with a copy of the originals. Alternatively, provide a certified copy of the original signed by a Justice of the Peace. Your documentation may be verified for authenticity by contacting the issuing RTO.

Changes to Qualifications and Units of Competency

Transition requirements if this training course is superseded

Bega Garnbirringu- Nindila Training Centre will ensure that it adheres to the Guidelines on Training Package Transition Arrangements in Western Australia. Where training packages have been reviewed, the new training package will be implemented within 12 months.

As per Clause 1.26 of the Standards for Registered Training Organisations 2015, where a training product on its scope of registration is superseded all learners training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement within a period of one year from the date the replacement training product was released on the National Register

Students who have enrolled in a superseded qualification and have completed less than 50% will be encouraged to transfer to new qualification. No new students will be enrolled into qualifications and/or units of competency from superseded training packages after 12 months from the release date.

Students who have completed more than 50% of the superseded qualification will complete the qualification and be offered the opportunity to either complete extra units required for the new or revised qualification or apply for RPL/RCC.



Educational & Support Services

If at any stage throughout the training of this qualification participants are having any difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting their ability to study) they are advised to speak with the trainer or management directly.

If students require extra support Nindila will assist in providing these services to students. Support assistance includes but is not limited to:

- assist the student find a tutor through ATAS (Aboriginal Tutorial Assistance Scheme)
- Students will be offered access to a mentor, also organise with trainers one on one session's.
- language, literacy and numeracy training

Provisions for literacy, numeracy and language difficulties (LLN)

Nindila has developed a Language, Literacy & Numeracy assessment, which is administered during enrolment to the course. This assessment tool has been designed with the knowledge of the course content, and will provide trainers with fundamental information regarding the learner's existing language, literacy and numeracy (LL&N) capabilities.

If it is identified that the student may find it difficult to complete the course in part or full, with their existing (LL&N) levels, a number of options may be available to them including:

- One on one tutoring with trainers in house
- Oral assessing
- Access to interpreters as required
- Modification to the delivery and assessment methodology

Plagiarism

Nindila Training Centre regards plagiarism very seriously, any acts of cheating or dishonesty by way of plagiarism will incur range of penalties to be imposed on a student for academic dishonesty. Encouraging or assisting to commit plagiarism is a form of improper collusion and may attract the same penalties.

Each student will declare and sign that the work presented by them is their own and has not been copied by others.

Anti-discrimination

Any form of discrimination is unacceptable. Appropriate action will be taken as required.

Nindila provide non-discriminatory access to services and work towards comparable educational outcomes by all groups in society, except where prevented by law or regulation.

No person may harass, humiliate, intimidate, or victimise any Nindila employee, client or student. These practices will be discouraged and may result in termination of employment or enrolment.



Student Rights and Responsibilities

All students enrolled in a training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

As a student at Nindila you will be responsible for the following:

- Participate in the learning sessions
- Attend every class
- Arrive on time or before the start of training
- Adhering to the Student Code of Conduct Policy
- Discuss with staff any training needs that are not being met
- Becoming familiar with all disciplinary appeals policies
- Ensuring that you are aware of all assessment requirements of the training you are undertaking.
- Inform Nindila Training Centre of any non-attendance

Nindila Training Centre ensure Students have the right to:

- a safe environment that celebrates diversity and is respectful of individuals life experience
- an opportunity to participate in the development and delivery of training and assessments
- appeal any decision that you feel is incorrect as per the appeals policy
- ongoing communication on progress throughout training
- complete your training once you have commenced.

Training and Assessment Staff

The RTO engages training and assessment staff to deliver and assess this qualification who meet the requirements as specified in the AQTF Essential conditions for Continuing Registration including:

- Certificate IV in Training and Assessment (TAE40110)
- Certificate IV or higher in HLT40213 in Aboriginal and/or Torres Strait Islander Primary Health Care Practice
- an assessor must demonstrate the skills and knowledge of this unit through five (5) years' work experience in the Industry sector; and,
- Where the assessor does not have current experience a co-assessment or partnership arrangement may be used in the assessment process. The Industry expert/subject matter expert must hold the unit being assessed and be currently working in the sector with a minimum of two (2) years' of current work experience;



Delivery and Assessment

Purpose of Assessment

The purpose of assessment is to determine whether or not a candidate has achieved the standard necessary for NINDILA to be able to grant suitable recognition of competence. It may contribute towards evidence collection for a qualification.

NINDILA will ensure that all assessments conducted within the training package and courses for which we have responsibility will comply with the National Standards of the AQTF. This includes the recognition of qualifications and/or statements of attainment issued by another RTO. Participants are provided with an equitable assessment appeals process.

Nindila Training Centre is committed to maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Our course delivery is flexible to meet students and employer needs, which include:

- Intensive teaching sessions
- Practical / clinical placements

Competence is gained through:

- Participation in group discussions and activities during teaching sessions
- Completion of activity books
- Returning signed Third party form from books after practical placements
- Completion of on-the job assessment tasks
- Completion of all set assessment tasks
- Completion of nominal placement hours

Assessment benchmarks, performance and knowledge evidence

The assessments for each unit of this qualification use a national, industry or organisational standard to benchmark the performance of the candidate. To complete the qualification requirements safely and effectively, the individual must provide evidence of the essential knowledge and ability to complete tasks outlined in the elements and performance criteria of each of the units in this qualification. Candidates must also show evidence of the ability to manage tasks and contingencies in the context of the job role. There must be demonstrated evidence that the candidate has completed the outlined tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures. The performance and knowledge criteria for each individual unit of this qualification will be reviewed at the commencement of each unit.

Further information on the HLT40213 qualification and each of its units can be obtained from website:

www.training.gov.au.



Understanding the assessment grading system

As part of a competency based qualification, each task/activity is not graded as a pass, fail or a percentage. Assessment results are recorded as follows:

Satisfactory (S): Your submitted work satisfies the basic criteria and learning requirements specified. It addresses the elements and performance criteria at a satisfactory, adequate or capable level in relation to the learning requirements specified. Work also reflects a thorough understanding of application in the workplace.

Not Yet Satisfactory (NYS): Your submitted work does not fulfil the criteria. If a student is deemed a 'not yet satisfactory' outcome, he or she will receive written feedback in the task/activity feedback section, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit their assessment for marking.

Once a student receives a satisfactory result for all required assessment questions, case studies, activities and projects, a Competent (C) outcome will be awarded for that particular unit of competency.

Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment (see section on Reasonable Adjustment process).

Student assessments will be conducted using assessment tools developed provided by NINDILA and with industry input to ensure their relevance to the workplace.

Students will be provided with clear information about assessment tasks. The needs of individual students must be identified and met when conducting assessments.

Students will be provided with clear feedback in regard to their assessments that is honest, constructive, consistent, timely and fair. Trainers are asked to support the assessor in this regard by reminding students about timelines for assessment tasks, and answering any questions they may have. The results of all student assessments are kept on the NINDILA database.

Student directions for each assessment

Students must read and adhere to all assessment instructions that accompany each individual assessment. If you are unsure of any of the requirements, discuss this with your trainer.

1. Each student must complete the assessment cover sheet that is attached to each individual assessment.
2. If a student is unsure of the requirements of a question, the student should ask the trainer or assessor for clarification.
3. Students must ensure that they have attempted and completed all questions prior to submitting for assessment
4. Each student has 3 attempts to achieve a competent outcome

Assessment Conditions

Skills outlined in the elements and performance criteria of each of the units in this qualification must be demonstrated: in the workplace OR in an environment that provides realistic in-depth industry validated scenarios and simulations to assess candidates' skills and knowledge.



Assessment in the workplace

As part of your assessment, Nindila may need to collect evidence of your competence from your workplace. You will be informed at the start of training if this will apply to the unit / qualification you are enrolled in.

If you do not wish to have your workplace supervisor or management involved in your assessment, please discuss the matter with your trainer.

For candidates on a Traineeship program observation must be conducted in paid time. Workplace Supervisors need time to conduct the observations. Workplace observation is part of the essential process of supervising, supporting, developing and mentoring of direct care staff. Workplace observations are conducted in the Workplace Supervisor work time.

It is an expectation of professional conduct when an observation is in progress, neither the Supervisor/buddy nor candidate will be interrupted.

If students are not currently within the Health Service Industry, Nindila will assist student with Practical placement where possible.

Currently Practical components are conducted at various locations including:

- Wizard Central Pharmacy Kalgoorlie
- Bega Garnbirringu Health Service Clinic
- Bega Garnbirringu Health Service – Social Support Unit

Work Health & Safety during the assessment process

Regarding Workplace Health and Safety, Nindila is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

Assessment must ensure use of:

current workplace policies and procedures for WHS

- PPE relevant to the workplace and job role of the worker
- In addition, assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.



Issuance of Certificates

The Standards for Registered Training Organisations (RTOs) 2015 (Standard 3.1) requires that:

“The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.”

Further, the AQF Qualifications Issuance Policy 2013 (2.1.1) states that graduates who have completed a program of learning which leads to a qualification are entitled to receive the certification documentation.

As per Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015, Bega’s certification documentation meets the requirements of the AQF for issuing AQF qualifications and statements of attainment.

This requirement of the Standards, and the entitlement granted by the AQF, applies regardless of where funding is sourced for the training. The student (employee) is the rightful owner of and recipient of the certificate, not the employer, regardless of whether or not the employee paid for the training.

If an employer engages a provider to deliver training and/or assessment to its employees, it is the employee who undergoes the assessment process. Therefore, the employee is the person whom the provider has ‘assessed as competent’.

Consequently, the provider (RTO) MUST issue the qualification or statement of attainment to the employee (not the employer). The original certificate is sent directly to the student and a copy to the employer.

In accordance with AQF Qualifications Issuance Policy 2013 (2.1.1), Bega will NOT issue certification documentation to students, unless the student has completed the training. Bega, as per the stipulations of Standard 3.3, will not issue certification documentation until full payment of all related fees has been received.

Bega will NOT issue any form of interim certification including but not limited to; record of attendance, interim licensing or certificates of completion.

The date displayed on testamurs, statements of attainment, record of results and statements of completion will be the date of completion of the qualification; the date the student is as “assessed as competent”.

The date of issue will be displayed in the lower left corner of the certification.

The statement “if relevant, statement regarding use of non- English languages for delivery/assessment” is not applicable to Bega and will not appear on any certification documents.

Date of birth and individual student identification numbers will not appear on Bega testamurs, statements of attainment, record of results or statements of completion.

A testamur and record of results will be issued after successful completion of an AQF recognised qualification. A statement of attainment is issued after a student successfully completes one or more units of competency.

Statements of Attainment will not be issued for a qualification.

Upon confirmation of a student meeting the requirements of training and all financial obligations, certification will be issued to the student, within 30 calendar days.



Re-issuing of certificates

All requests for the re-issuing of certificates or cards must be made in writing. There is a fee for this service. Please contact us to receive appropriate form.

You will be required to provide identification when making this request. There may be delays in producing certificates as they cannot be generated automatically.

Complaints and appeals

All complaints and appeals are taken seriously and their findings incorporated into procedures as appropriate.

Should a student have a complaint or appeal, the following steps are to be followed:

1. Student should discuss the issue / complaint with his / her trainer to see if it can be resolved.
2. The student brings the complaint or appeal to the attention of the trainer within seven (7) days of the issue taking place.
3. If still no resolution the student should complete WO 02 Complaint form. This form is available from administration staff at Nindila Training Centre.
4. If the complaint or appeal is not dealt with to the student's satisfaction within the advised period, s/he may bring it to the attention of the manager. The manager will either deal with the issue personally or arrange for it to be dealt with by a Bega Garnbirringu Health Services representative. This process must commence within 48 hours from the time the manager receives written notification from the student about their dissatisfaction to the response received from their trainer and a response / resolution must be presented within 7 days.
5. Should the issue still not be resolved to the student's satisfaction, Bega Garnbirringu Health Services will make arrangements for an independent external person to resolve the issue. The student will be given the opportunity to formally present his or her case. The time frame for this process may vary.
6. All parties involved will receive a written statement of the outcomes, including reasons for the decision.
7. If the student is still not happy with external mediation, he / she may take his / her complaint to the State Training Authority.
8. All documentation relating to complaints or appeals should be archived for audit purposes.
9. Nindila Training Centre management will be responsible for the implementation and maintenance of the policy.



Bega
Garnbirringu
HEALTH SERVICE

**Bega Garnbirringu Health Service
Nindila Training Centre**

68 Porter Street, PO Box 1655 Kalgoorlie WA 6433

P 08 9022 5500 **F** 08 911 1302 **W** www.bega.org.au