



Bega
Garnbirringu
HEALTH SERVICE

Student Handbook



MAKE A DIFFERENCE
IN THE COMMUNITY



Bega Garnbirringu Health Service Nindila Training Centre

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Nindila Training Centre
Bega Garnbirringu Health Service
RTO # 5729

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HANDBOOK DISCLAIMER

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Bega Garnbirringu Health Services Incorporation (BGHS) – Nindila Training Centre’s** policy may impact on the currency of information included. **BGHS – Nindila Training Centre’s** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting. **BGHS – Nindila Training Centre**

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **BGHS – Nindila Training Centre**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

BGHS – Nindila Training Centre

55 MacDonald Street Kalgoorlie, Western Australia 6430

Ph: 08 90225523



IMPORTANT DETAILS

Registered Training Organisation (RTO) Details:

Bega Garnbirringu Health Services Incorporation (BGHS)

Head Office: Bega Garnbirringu Health Services Incorporation – Nindila Training Centre

RTO#5729

55 MacDonald Street Kalgoorlie, 6430

T 08 9022 5523

W www.bega.org.au

Your Details:

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
My trainer name:	
My assessor name:	

Employer Details (if applicable):

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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WELCOME

Congratulations on your choice to undertake a qualification with **Bega Garnbirringu Health Services Incorporation (BGHS) – Nindila Training Centre**

Bega Garnbirringu Health Services Incorporation (BGHS) has been set up to provide a health service in helping “sickness gets better” through a holistic approach in Clinical, Education and Prevention services.

Bega is the beginning of a long road to better management and control of our own lives. Controlling and managing health problems within our communities, minimising death rates and reducing health problems are our immediate goals. To do this we need more knowledge and understanding of the health issues faced by Aboriginal and Torres Strait Islander people.

Nindila Training Centre is the training arm of Bega and is therefore best placed and the most culturally appropriate provider of health-related training in the region. It is in fact the only local Registered Training Organisation that provides Aboriginal and Torres Strait Islander (ATSI) Health Worker training within the Goldfields and surrounding areas and has done so since 1996.

Nindila Training Centre is an important business unit of Bega Garnbirringu Health Service. It was established to ensure that AMS's have the capacity to deliver appropriate services to meet the needs of their communities.

The Bega Garnbirringu Health Services Board of Directors has endorsed three strategic training and development objectives for Nindila Training Centre. They are:

1. Increase the number of Aboriginal health professionals who possess qualifications relevant to the needs of clients serviced by Aboriginal Medical Services (AMS's)
2. To promote and protect the role of the Aboriginal Health Worker
3. Provide professional development opportunities to non-Aboriginal health professionals working with Aboriginal clients, families and communities.

Our Vision is: for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

Our Mission is: the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to Aboriginal and Torres Strait Islander people.

The organisation will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.



ABOUT US

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice
- HLT40113 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

Units of competency

- HLTAID001 - Provide cardiopulmonary resuscitation

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **5729**

The details of our registration and the courses and Qualifications we are registered to deliver can be found at training.gov.au

Our courses are held at Nindila Training Centre and delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons

CONTACTING US

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with **BGHS – Nindila Training Centre**.





LEGISLATION

As an RTO, **BGHS – Nindila Training Centre** is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, **BGHS – Nindila Training Centre** abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- National Vocational education and training regulator Act 2011
- the Standards for Registered Training Organisations (RTOs) 2015
- Occupational Safety and Health Act 1984 (the OSH Act)
- Occupational Safety and Health Regulations 1996 (the OSH regulations) supported by codes of practice and guidance notes
- Student Identifiers Act 2014
- Competition and Consumer Act 2010
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Disability Services Act 2006
- Public Health Act 2016
- Racial - Discrimination Act 1975
- Commonwealth Racial Hatred Act 1995
- Privacy Act 1988
- Sex Discrimination Act 1984
- Copyright Act 1968
- Fair Work Act 2009
- The Children and Community Services Act 2004
- Copyright Act 1968
- AHPRA Student Guidelines
- Organisational policies and procedures

BGHS – Nindila Training Centre is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.tac.wa.gov.au The Training Accreditation Council (TAC or the Council) is Western Australia's registering and course accrediting body. It is responsible for the quality assurance and recognition of vocational education and training (VET) services in WA.



CODE OF CONDUCT

As a responsible member of the VET community, **BGHS – Nindila Training Centre** follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, **BGHS – Nindila Training Centre** has expectations for student behaviour. These are outlined in the section ‘Student Conduct’.

BGHS – Nindila Training Centre’s Code of Conduct states that:

*This Code of Conduct applies to all students enrolled in any training offered by **BGHS – Nindila Training Centre** and applies whilst in the classroom, on practical placement and whilst participating in any community activities as part of the training.*

A copy of the Code of Conduct can be obtained by contacting **BGHS – Nindila Training Centre** on: **08 9022 5523**

OTHER POLICIES AND PROCEDURES

The following Policies and Procedures underpin **BGHS – Nindila Training Centre’s** operations. Please contact our administration department for more information:

- Access and Equity Policy
- Complaints and Appeals Policy and Procedure
- Assessments Policy and Procedure
- Student Intervention Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

PRIVACY

BGHS – Nindila Training Centre strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.



ACCESS TO YOUR RECORDS

If you wish to access your student information file, please direct your enquiry to BGHS – Nindila Training Centre administration department.

ENROLMENT

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required identification, observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

ENTRY REQUIREMENTS

Please contact **BGHS – Nindila Training Centre** to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

No minimum education standard is set as a prerequisite to entry to this course.

However, a general command of spoken and written English, the ability to write a simple report and basic maths is required for units of competency within this qualification.

This course requires the satisfactory completion of oral and written tasks.

Students are required to participate in an LLN assessment as part of the enrolment process.

Student need to be 18 years or above to be eligible for AHPRA student registration.



UNIQUE STUDENT IDENTIFIER (USI)

A USI is required by all Australians 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, so it will show student achievements from 1 January 2015 onwards.

A USI is a randomly-generated alpha-numeric code allocated free to each student who enters the Vocational Education and Training (VET) system. Once allocated, the USI will stay with the student for life and will be used to record any nationally recognised VET training undertaken by that student.

The Student Identifiers Act 2014 states that an RTO cannot issue certification documentation unless a verified Student Identifier is received. Therefore, it is mandatory that all students supply their USI upon enrolment.

A small number of exemptions from the USI initiative are provided for in the National Vet Data Policy. Where an exemption applies, training organisations will be able to issue Vocational Education and Training (VET) qualifications or statements of attainment to students who do not have a USI.

Training organisations with an exemption will not be required to include a USI in respect of those students in any submission of AVETMISS compliant data to the National Vet Provider Collection.

If Nindila Training Centre is delivering exempted training, we will inform all students that their training will not appear on their USI transcript.

Exemptions for individuals can be provided if the individual is an offshore international student studying outside of Australia.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.

please visit this link for further information <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals>

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.

When Nindila Training Centre holds their Orientation Day laptops will be available to set up USI's, staff will also be available to assist or set up your USI and give you further information.

PERSONAL LEARNING PLAN

As part of the overall enrolment process, **BGHS – Nindila Training Centre** will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.



ACCESS AND EQUITY

BGHS – Nindila Training Centre will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. **BGHS – Nindila Training Centre** prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

BGHS – Nindila Training Centre will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at **BGHS – Nindila Training Centre** to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **08 9022 5523**.

F E E S

BGHS – Nindila Training Centre offers our student's flexible payment plans to assist them in reaching their learning goals.

It is important that clients / participants clearly understand the fees to be charged for courses they are undertaking prior to training commencing and Bega will endeavour to ensure this information is freely available.

Where Bega – Nindila Training Centre collects fees in advance Bega – Nindila Training Centre will endeavour to protect individual students in the event they are unable to deliver the training, assessment and support services as agreed by:

- Accepting payment of no more than \$1500 from each individual student prior to the commencement of the course.
- Following course commencement, payment of additional fees will not exceed \$1,500 at any given time.

Course fees are to be paid in full prior to issuing the outcome Qualification or Statement of Attainment.

When the enrolment is processed, the agreed fees and charges will be invoiced to the student/client in line with fees and charges outlined on the enrolment form and the current Statement of Fees



FUNDED TRAINING FEE

- HLT40213 Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice
- HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

Funded training by the Department of Training and Workforce Development (DTWD) delivered under Jobs and skills WA Program

Fees will be determined by units approved Vet Fees and Charges Policy. Concession rates and fee exemptions may be applied as per this policy.

You are eligible for a guaranteed partially funded training place if you have left school, your primary place of residence is in Western Australia and you are:

- an Australian citizen;
- a permanent visa holder;
- a holder of visa subclass 309, 310, 820 or 826; or
- a dependent or spouse of the primary holder of a visa subclass 457.

Bega Garnbirringu Health Services (Bega) – Nindila Training Centre will assess your eligibility prior to commencement of training.

NON-FUNDED TRAINING FEE

Any training that is not funded by Department of Training and Workforce Development (DTWD) will be charged at the RTO rate or if an Individual agreement has been made between the RTO and the student.

CONCESSION ELIGIBILITY

Concession rates

Eligible students are entitled to a 50% concession rate on fees for training up to Certificate IV level.

Students who are eligible for the concession rate in 2016 are:

- holders (and their dependants) of either a pensioner concession card, repatriation health benefits card or health care card;
- recipients (and their dependants) of AUSTUDY, ABSTUDY or Youth Allowance;
- inmates of a custodial institution (and their dependants); and
- students born on or after 1 July 1998 who are at least 15 years of age.

Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).



SERVICE GUARANTEE

Unless noted otherwise, payment of the above fees guarantees:

- The provision of all training materials
- Training delivery by our facilitator
- Conduct of assessments
- Post-course telephone and email support during normal office hours
- Issuance of a statement of attainment or certificate on successful completion of all course requirements

Should competency not be met after resubmission of assessment and the client still wishes to proceed:

- a) Additional support or one-on-one coaching may be recommended at the rates shown below, and / or
- b) The client may choose to re-attend the training, in which case the full training fee would apply, or
- c) The client may choose to re-attend part of the training for a fee determined by Nindila Training Centre

COURSE FEES

Qualification	Course Code	Funding Type	Non-Concession	Concession
Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice	HLT40213	Targeted Fee Relief	\$ 1200.00*	\$ 400.00*

The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment

*** Please note** these course fees are part of the 2020 Lower Fees, Lower Skills Initiative and are capped annually

RPL FEES

Qualification	RPL Fee per unit
HLT40213 - Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice	\$70.00



PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer to invoice that employer for the student's fees and charges;
- c) pay the fee by instalment;
- d) declare their intent to defer payment under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs, subject to eligibility and acceptance by the provider;
- e) pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs; or
- f) make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible Diploma and Advanced Diploma courses (excluding the Diploma of Early Childhood Education and Care).

PAYMENT PLANS

Nindila Training Centre offers our student's flexible payment plans to assist them in reaching their learning goals. As with all agreements it is important that you have read and understood prior to signing this Agreement if you have any queries please feel free to speak to staff members at Nindila Training Centre.

Upon invoice please make payments quoting your name and invoice number via Electronic funds transfer (EFT) these services are available at your bank or financial institution, or Payment by cheque is to be made payable to Bega Garnbirringu Health Services – Nindila Training Centre.

If at any time you fall behind in your payment plan you will not be enrolled in any additional units until appropriate arrangements have been made and agreed upon by BGHS – Nindila Training Centre and the Student.

STUDENT CONCESSION FEE

To be eligible for the Student Concession fee you must meet one of the entitlement criteria in Part A or B and be receiving the entitlement at enrolment.

For Youth Allowance, AUSTUDY or ABSTUDY, you must provide the Department of Human Services (Centrelink) approval letter as evidence.

The Concession fee may be payable by instalments. See our Administration Assistant for more information.



ELIGIBILITY

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school aged persons, not enrolled at school

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

LIST OF APPROPRIATE EVIDENCE TO SUPPORT YOUR APPLICATION

A letter or Income Statement from the Department of Human Services (Centrelink) or the Department of Veterans' Affairs confirming that you are currently receiving the stated allowance or your current Pensioner Concession Card.

The validation of your CRN with Centrelink as part of the enrolment process.

AUSTUDY or ABUSTUDY approval for year of enrolment

Evidence that the benefit provider currently accepts you as the dependent child, spouse or partner of a beneficiary receiving a benefit or allowance at time of your enrolment

NOTE 1: A Department of Human Services (Centrelink) Health Care Card is not acceptable proof of current beneficiary status.

NOTE 2: Entitlement - in the context of this form means a Department of Human Services (Centrelink) or Department of Veterans' Affairs benefit, pension, payment or allowance

WAIVING OF CHARGES

Where payment of the Student Contribution Fee would cause the Student severe financial hardship it is up to the discretion of Nindila Training Centre's Manager to waive the fees.



FINANCIAL HARDSHIP ASSESSMENT

The assessment of whether an applicant qualifies for a fee waiver is to be made on the basis of their individual circumstances and those of any dependent family members.

Subject to the exceptional circumstances outlined below, a fee waiver cannot be given unless **ALL** of the following criteria are met.

Where these criteria are not met, instalment plans are appropriate and extended payment periods may also be considered

Criteria for Severe Financial Hardship

The student's income must not exceed the Department of Human Services income thresholds for the low-income health care card, as outlined below.

	Status	Weekly income	Total Income in the 8 Week Period Prior to Applying
1	Single, no children	\$546.00	\$4,368.00
	Couple combined, no children	\$943.00	\$7,544.00
	Single, one dependent child	\$943.00	\$7,544.00
	For each additional child, add	\$34.00	\$272.00

2 The student does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.

3 There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (e.g. 12 months).

SUPPORTING DOCUMENTARY EVIDENCE

The student must provide relevant supporting documentation to evidence their claim, including detailed evidence as to their financial circumstances. The nature of the evidence provided will depend on the individual circumstances of the student.

Example evidence for assessing income includes pay slips and bank statements. Example evidence for assessing outgoings includes tenancy agreements and utility bills

EXCEPTIONAL CIRCUMSTANCES

Short term hardship or temporary financial difficulty that arises from a sudden change in circumstances does not generally qualify a person for fee waiver consideration. Only in exceptional circumstances can a fee waiver be considered.

An exceptional circumstance is when one of the following events occurs, which compromises the student's ability to meet their essential living needs or those of their dependents.

- The student or family member has a sudden or unexpected health issue or disability.
- Death of a significant wage earner in the family.
- Relationship breakdown or domestic violence.
- Natural disaster.



CANCELLATION AND REFUNDS

Bega /Nindila Training Centre offer a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined within the pre-enrolment information and discussed prior to enrolment.

Course fees shall not be refunded to the student under any circumstances unless;

- You withdraw from a course due to serious illness (we will refund any course fees paid less an administration fee) - a medical certificate is required. The Organisation will then refund any payments made after the initial deposit; however, an administration fee is also payable.
- You withdraw with written notice more than 7 days prior to the commencement of the course.

If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks' notice, you will forfeit any monies paid.

Students who have left the course without a valid medical reason and doctor's certificate will be liable for remainder of course fees owing.

Courses and course fees are not transferable.

The Manager reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

ORGANISATION'S CANCELLATIONS OR POSTPONEMENTS

It is the intention of Nindila Training Centre to provide training and assessment services to all students.

If a training course or training module is to be cancelled or postponed, then Nindila Training Centre will advise all clients / participants with as much notice as possible prior to course commencement.

Where at all possible the course or training module will be offered at alternative times and dates.

In the event that a course is cancelled by **BGHS - Nindila Training Centre** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

REFUNDS – MISCONDUCT

Student's will not be entitled to a refund of any course fees if they are removed from the course for any breach of the BGHS – Nindila Training Centre's Policies and procedures or any other serious misconduct.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.



Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Refunds are to be paid via electronic funds transfer using the authorised bank account of the Person/Company who paid the course fees.

RPL CANCELLATIONS AND REFUNDS:

At the event that your RPL application is not successful your RPL fee will be credited to the units of competency fee for the units you will need to complete.

CREDIT TRANSFER:

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent

COURSE INFORMATION

(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

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

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



DURATION

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

VOLUME OF LEARNING

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/>)

More information on Volume of Learning can be accessed at:

<http://www.aqf.edu.au/wp-content/uploads/2013/06/Volume-of-learning-explanation-v2-2014.pdf>

COMPETENCY BASED TRAINING

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.



How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. 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 and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

BGHS – Nindila Training Centre has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

TRAINING AND ASSESSMENT STRATEGIES

BGHS – Nindila Training Centre staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by **BGHS – Nindila Training Centre**. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.



Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and **BGHS – Nindila Training Centre**. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

RECOGNITION PROCESSES

BGHS – Nindila Training Centre offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which students are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

Learners are required to complete an RPL self-assessment instrument (which will be provided once enrolment has been completed) and identify the units of competency for which RPL is being sought.

Evidence must be:

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

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact **our administration department** to discuss your options.



Credit Transfer

BGHS – Nindila Training Centre recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs.

Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. These must be the same code and/or equivalent to the units being complete in your course.

Decisions on a Credit Transfer, must ensure that the integrity of the unit/qualifications outcomes are maintained and that there is consistency, fairness and transparency in the decision making process.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact **our administration department** on **08 9022 5523**

FOUNDATION SKILLS

All training and assessment delivered by **BGHS – Nindila Training Centre** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

ASSESSMENT INFORMATION

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 HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Care Practice [HLT40213 - DETAILS](#).

Further information on HLT30113 - Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care [HLT30113 - Details](#)



SUBMITTING ASSESSMENTS

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. **BGHS – Nindila Training Centre** does not charge a fee for resubmission of assessments. If, after **three (3)** attempts of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to **our administration department** for more information.

All of the staff at **BGHS – Nindila Training Centre** will take every reasonable effort to help you succeed in your course.

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:

- Bega Garnbirringu Health Service Clinic
- Bega Garnbirringu Health Service – Social Support Unit



ASSESSMENT FEEDBACK

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

PLAGIARISM

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **BGHS – Nindila Training Centre**. To help you understand, the following are examples that constitute plagiarism:

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

REFERENCING

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. More information about how to do this can be found at:

APA: <http://libguides.jcu.edu.au/apa>

http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard: https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf



COMPLAINTS AND APPEALS

Whilst as a student, you are able to lodge an appeal 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. Follow **BGHS – Nindila Training Centre’s** procedure for lodging an appeal.

WHERE TO GET HELP

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office 08 9022 5523

STUDENT CONDUCT

Just as **BGHS – Nindila Training Centre** has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

BGHS – Nindila Training Centre views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to **BGHS – Nindila Training Centre** and/or a partner organisation such as a school or workplace

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

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.



ACADEMIC MISCONDUCT

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.

PRIVACY AND CONFIDENTIALITY

All Nindila Training Centre staff will safeguard any information obtained about students, individuals or organisations acting on its behalf, against loss and becoming common knowledge.

Prior permission will be sought if the image, audio or work of individuals is to be used for advertising purposes. Employers paying for the costs of the study of a student will have access to that student's results. If your employer is responsible for payment of the account, they will be informed of the student's competence in the units for which they are paying.

The student's results will not be made available to any other source without written permission from the student (except for the purposes associated with RTO compliance).

Follow BGHS – Nindila Training Centre's procedure for Privacy and Confidentiality

WORK HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at BGHS – Nindila Training Centre.

All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

BGHS – Nindila Training Centre 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.



SMOKING, DRUGS AND ALCOHOL

BGHS – Nindila Training Centre is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within five (5) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **BGHS – Nindila Training Centre** premises, to use **BGHS – Nindila Training Centre** facilities or equipment, or to engage in any **BGHS – Nindila Training Centre** activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

ACCESS AND EQUITY

Nindila Training Centre is committed to providing all students with equal opportunity to pursue their training and development.

Nindila will deliver training that will include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Nindila will also take into consideration the diverse needs of clients/students facing barriers due to gender; cultural difference; disability; language, literacy and numeracy ability; unemployment, imprisonment or isolation; or any other barriers in relation to access, participation and successful outcomes.

Nindila Training staff will make reasonable adjustments to how the course is delivered where a special need has been identified. The adjustments must still meet the requirements of the training package.



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 directly

LLN SUPPORT

Where a student with an LLN support need is accepted for enrolment, the student will be referred to the relevant trainer for individualised support and adjusted training and assessment methods as required.

This may include:

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

The student progress will be monitored by the trainer and the Manager of training.

Where it is identified that the student requires additional support that the staff at Nindila cannot carry out we will recommend external Agencies and resources that may assist the student.

- Eligible students may have access to Language, Literacy and Numeracy Program (LLNP) Nindila staff will liaise with their registered contact to assist in the LLN support.
- Eligible students may have access to Skills for Education and Employment (SEE) program Nindila staff will liaise with their registered contact to assist in the LLN support.
- Central Regional Tafe Kalgoorlie - Foundation courses – These courses will improve your literacy and numeracy and bring you up to speed with what's expected in the workplace and will enable you to go onto further study or find employment.
 - 22476VIC Certificate I in General Education for Adults (Introductory)
 - 22472VIC Certificate I in General Education for Adults
 - 10362NAT Certificate I in Spoken and Written English
- Reading, Writing Hotline - Student resources
 - Vocational Training for Indigenous learners



SOCIAL/EMOTIONAL SUPPORT

BGHS – Nindila Training Centre understands that Learners participating in full time study can, at times, experience stressors that impact their ability to successfully engage with the training. This might include social and emotional issues such as depression, anxiety, grief and loss, and other psycho-social stressors. If this occurs during a training program, Learners will be encouraged to access social support services, where strategies can be developed to directly address the issues.

Through BGHS Social Support Unit, Learners will have access to a registered Psychologist, Counsellors, as well as support services that address issues relating to relationships, family, youth and homelessness. External referral services to our Alliance Partners HOPE and Goldfields Rehabilitation Services, are also in place to support Learners, through difficult times.

DISABILITY SUPPORT

Where a learner discloses a disability on their enrolment form Nindila staff are responsible to follow up on the nature of the disability and the impact it may have on the learner.

REASONABLE ADJUSTMENT OPTIONS

Where access and equity issues exist for 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.

Reasonable adjustment may include:

- allow the student to complete a practical exam instead of a written exam
- allow the student to have a sign language interpreter in the lessons
- allow the student to provide written answers due to a hearing impairment
- allow the student to answer oral questions if they have writing difficulties
- provide audio recordings of the lesson for those who are hearing impaired

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.

Whilst studying at Nindila Training Centre you have the right to the following:

- 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
- To complete your training once you have commenced.

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



QUALITY MANAGEMENT SYSTEM

Nindila Training Centre has a Quality management system that governs all aspects of the training delivered by us. Procedures are put into place to ensure all Nindila staff conducts themselves professionally and in the best interest of the Students/clients.

The QMS is monitored regularly through

- delivery and performance data
- client feedback
- trainer and assessor feedback
- validation outcomes, and information from complaints and appeals.
- By monitoring the above Nindila can ensure the best procedures are in place for their students/clients learning needs.

QUALITY CONTROL

Nindila Training Centre seeks feedback from students and clients on their satisfaction with services received. Nindila values your feedback. Please ensure that you fill out the Learner Feedback Form after you complete your training.



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.. 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.



VALIDATION AND CONTINUOUS IMPROVEMENT

BEGA Garnbirringu Health Services Aboriginal INC (Bega) RTO 5729 (NINDILA) has established a strategy to support competency-based training through regular meetings to address:

- The moderation and validation of learning and assessment strategies, course materials and tools; and
- The review and continuous improvement of learning and assessment systems, processes, records and reports.

The Moderation Assessment Validation and Continuous Improvement (MAVCI) Strategy will be developed and implemented by the MAVCI Group and reviewed as needed.

CHANGES TO QUALIFICATIONS AND UNITS OF COMPETENCY

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 the 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.



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