

student handbook



Welcome to All Health Training

All Health Training (AHT) (RTO ID.22066) is a private, Registered Training Organisation established to assist individuals wishing to be involved in the health industry specialising in Individual Support, Disability Support, Pathology, Ageing Support and Health Services Assistance.

Our training and assessment meets regulatory standards, is delivered by experts in the industry, is appropriate for each individuals needs and is delivered in a learning environment conducive to student success.

AHT recognises that students have different learning styles, needs and vocational expectations. AHT courses are designed to include a variety of learning strategies to:

- Meet adult learning principles
- Suit individual and group learning styles and needs
- Prepare students for future roles as a member of a professional team
- Focus on the required competencies identified in the training package
- Assist all students to achieve course competencies and acquire professional qualifications

Our mission is to provide professional, nationally recognised and accessible training courses in order to increase your knowledge and strengthen your skills

“Making you the future of health care”

AHT is committed to equal opportunity and promotes a learning environment that is free from discrimination, harassment and bias, where individuals are treated with fairness, respect, equality and dignity.

Objectives:

- Provide a range of courses and workshops within the health care industry
- Employ professional and appropriately qualified educators with up-to-date industry experience
- Deliver contemporary practical and theoretical training
- Provide ongoing support for past and present students
- Empower all members of the education team at AHT
- Promote professional development at all levels
- Deliver accessible education to all clients and customers
- Promote quality training and education in the pursuit of excellence

This Student Handbook has been compiled to ensure you are fully informed about what we offer in our programs. Please read carefully and if you have any queries or concerns speak to us.

On behalf of our team we wish you an enjoyable and productive time during your studies with AHT.



Simon Gray
CEO & Owner

Zoe Crowder
Operations Manager

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Course Information

Prior to application, we will provide all prospective students with course information, including course content, statement of fees and vocational outcomes. Please refer to individual Course Outlines for course details, entry requirements, the enrolment process and related information.

Information/Application for Entry into Courses

Information related to nationally recognised courses on AHT's scope of delivery can be accessed via:

Web www.allhealthtraining.edu.au
Phone 03 9894 3900
Email admin@aht.edu.au

Our AHT student administration team are available to answer any queries related to individual courses.

For further information regarding vocational education and training, new apprenticeships and traineeships, training packages, Australian Quality Training Framework and study pathways visit the Victorian Department of Education and Early Childhood Development website - www.skills.vic.gov.au. Other websites that may be useful are www.training.gov.au & www.education.vic.gov.au

Application process

Students can apply online at www.allhealthtraining.edu.au or request a Student Application Form and forward the completed form by post or in person.

Post: PO Box 5169, Laburnum LPO, Blackburn 3130
Head Office: Level 2, 29 Railway Road, Blackburn 3130

Once you have applied, AHT will contact you with the course commencement dates and send additional documentation to support your application. Our student admin team can provide support to students to complete the enrolment process which can be done via phone, email or a face to face appointment at our office. We also conduct a Pre Training Review after the documentation is returned to determine a student's suitability for the course.

AHT reserves the right to cancel any course in the event of insufficient student numbers. Students will have an option to defer to a later intake of the same course, flexible learning may be offered for small student numbers, or alternatively, a full refund will be made.

Statement of Fees

AHT provide all students with an individual Statement of Fees at application. The Statement of Fees includes the following information for students to review and confirm their agreement prior to confirming their enrolment:

- Fees for the proposed course of study including tuition, resources and/or placement fee (if applicable)
- Practical placement arrangements
- Refund policy

The student fees published on our website are subject to change once we have confirmed individual circumstances at enrolment and reviewed documentation which may include Credit Transfer applications.

AHT Training Plan

Within 4 weeks of a training course commencement date AHT will provide an enrolled student with their individual training plan which will be emailed to you at the address nominated on your enrolment form.

This document will detail how the course will be delivered including:

- Course start and end dates
- Trainer/Assessor details
- Unit start and end dates
- Mode of delivery/assessment
- Any CT/RPL that have been approved in accordance with AHT's policy and procedures process

Skills Recognition

Some students find when they look at the units in course they have selected to study, that they may have some past experience or may have completed a unit/s in a previous qualification. Skills Recognition is the term given to a process that measures the student's skills and knowledge from previous study, training, work or life experiences against the outcomes of the course in which they require a qualification. The two categories in which their skills can be recognised are:

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Source: Australian Qualifications Framework Council

In layman's terms, you may have studied elsewhere previously and/or been working in the industry you wish to study and want to be recognised appropriately for this.

Credit Transfer (CT)

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Source: Australian Qualifications Framework Council

In layman's terms, this must be an exact unit code match or be deemed equivalent by the Training Package.

When must this be done?

Any student who believes they may be eligible for RPL or CT must apply for this prior to the course commencing. If you apply after the course commences it will not be accepted.

How will it help you?

If your application is successful, you will not be required to complete assessments for those units, however classroom students must still attend all classes in the timetable.

How do you apply?

Discuss RPL/CT with Student Administration who can provide you with additional information or go to our website which also provides you with the process involved.

Your request will either be:

Granted: Application accepted and prior learning recognised.

Request denied: Your prior learning has not been recognised as relevant to the course.

What does it cost?

RPL attracts once off application fee of \$250 and processing fee of \$200 for each unit you are seeking RPL for (e.g. if seeking RPL for 2 units, you will need to pay \$250 + \$200 + \$200 = \$650)

Credit Transfer does not attract a fee.

How will you know if your application has been successful?

You will be advised by email that RPL/Credit Transfer has been granted or denied.

RPL/Credit Transfer Appeal Process

If you are dissatisfied with the outcome of the CT/RPL process please first discuss your reasons with student administration who will ensure the file is reviewed by the Compliance Manager.

Entry requirements

Course entry requirements

Each course has different course entry requirements which we outline in the Course Outline on our website. Any non-compliance regarding these requirements may lead to exclusion from the course commencement and/or practical placement. Please check this information prior to applying for your course.

All students

- Students are required to be able to access a computer, the internet and have reasonable digital literacy to complete assessments through our online Learning Management System
- Nationally Coordinated Criminal History Check (NCCHC) (commonly known as police check), are required for placement & must be provided to AHT by week 4 of the course. This is at the student's own cost. If a student has a Disclosable Court Outcome registered against their name, we are unable to assist with placement as industry will not accept students without a clear record. Please note, this includes any offence that may have occurred up to 10 years ago.
- Working With Children's Check (WWC) – all courses require students to obtain a WWC check. Refer to the course outline and website to confirm if it is the volunteer or employee WWC. This is required to be submitted to our admin team by week 4 of the course commencing.

Aged care & Disability students

- Students who attend placement at an NDIS registered provider will be required to obtain a NDIS Worker Screening Check at their own cost.

Immunisation

Immunisation requirements are set by our placement providers and are based on State and Federal legislation for Health Care Workers.

All students completing a qualification that has an immunisation requirement for placement must at their own cost attend a GP and obtain confirmation of their immunisation status. AHT will provide all students with the form which must be returned to AHT no later than week 4 of the course commencing which may be in the form of a serology report and/or immunisation records from MyGov.

Certificate III in Pathology Collection

- Students must have documented Hep B protection + influenza vaccination. Covid-19 vaccination is strongly recommended.

Certificate III in Health Services Assistance

- Students must be able to provide evidence of immunisation protection against the following: Hepatitis B, Pertussis, Varicella, Diphtheria, Measles, Tetanus, Mumps, Rubella + influenza vaccination. Covid-19 vaccination is strongly recommended.

Certificate III In Individual Support (Ageing) & Certificate III In Individual Support (Disability) & Certificate IV In Disability Support

- Students must obtain the flu vaccine. Covid-19 vaccination is strongly recommended.

National Coordinated Criminal History Check

If a student has a Disclosable Court Outcome registered against their name, we are unable to assist with placement as industry will not accept students without a clear record. This requirement is non-negotiable and is a specific request from our placement partnerships. Please note, in Victoria, this includes any offence that may have occurred up to 10 years ago. Driving offences can be discussed with Student Administration who can check any impact, or not, on placement.

Students can complete the theory component of the course but will be provided with a Statement of Attainment only for those units not assessed in the workplace.

All information provided to us by the student for their National Coordinated Criminal History Check is kept secure and protected by implementing safeguards to prevent loss, unauthorised access, use, modification, disclosure or other misuse. All National Coordinated Criminal History Checks are retained by AHT for a period not exceeding six months from the date of application.

All our trainers are required to have a clear and current National Coordinated Criminal History Check.

Working with Children's Checks (WWC)

If your check comes back with a Negative Notice you will not be able to commence practical placement. You can still complete the theory for the course but will be withdrawn from all units linked to placement and will obtain a Statement of Attainment only. If you wish to reapply at a later date to complete the course this would be a new enrolment and the student fees would be payable again.

NDIS Worker Screening Check

Students working with participants under NDIS must obtain the NDIS Worker Screener Check which is required. For further information on the NDIS Worker Screening Check visit
<https://www.vic.gov.au/ndis-worker-screening-check>

Unique Student Identifier (USI)

The government introduced the Unique Student Identifier (USI) in 2015. The USI provides students with an online account of all training records and results. Students can apply for a USI by accessing the government website www.usi.gov.au and following the simple steps, taking no more than several minutes to complete.

Students cannot commence a course at AHT without providing a valid USI. Furthermore, certificates and Statements of Attainments cannot be supplied to students who have not supplied a USI.

Under 18 years of age

Due to restrictions on placement with people under the age of 18 requiring all mentors/buddies to have a current Working with Children's Check, students must be over 18 years of age to commence placement.

Child Safety and Wellbeing

All Health Training is committed to providing a safe, respectful and inclusive learning environment for all students, including those under 18 years of age.

We uphold the Victorian Child Safe Standards and require all staff to follow our Child Safety Code of Conduct and policies. Trainers and staff who work with students under 18 hold a valid Working with Children Check and receive training on child protection responsibilities.

If you are under 18 and have a concern about your safety, wellbeing, or how you are being treated, you can:

- Speak with your trainer or the administration team
- Contact our Operations Manager
- Make a confidential complaint following our Complaints and Appeals Policy

You have the right to feel safe and supported throughout your training at AHT.

Medical Conditions, including pregnancy

If a student develops a medical condition that may affect their ability to complete practicals, either in industry or the simulated practical room, the student must provide Medical Clearance from their GP or specialist confirming when they are fit for placement / practicals, and the duties it entails. A Medical Clearance form can be provided on request.

Pregnancy is an exciting time, and under no circumstances do we ever want to put undue risk to the mother or baby. As such, we request a letter from the student's GP or obstetrician confirming that the student is fit for placement / practicals and the duties entailed.

If after commencement of a course, a student experiences a medical or health issue (including pregnancy) that prevents them from completing practicals or placement, whilst every attempt will be made to provide time / support / reasonable adjustment, it may result in the withdrawal from that course intake if continued progress cannot be demonstrated.

Literacy, Language, Numeracy & Digital (LLND) and Foundation Skills (ACSF) Requirements

Students must have an adequate level of Language, Literacy, Numeracy & Digital skills (LLND) to commence the course at AHT. Students are requested to complete an LLND assessment as part of the application process. Should a student's LLND not be sufficient to commence the course, the student will be referred to external support for further assistance. Should we identify that a student may require LLND strategies to assist them during the course, we will discuss and document these with the student and follow up to ensure honest attempts are being made by the student as agreed.

Students can contact the Reading Writing Hotline at www.readingwritinghotline.edu.au for additional information and support.

The Australian Core Skills Framework (ACSF) describes the core skills of learning, reading, writing, oral communication and numeracy across five levels of performance. The framework is primarily used by language, literacy and numeracy (LLND) practitioners for reporting on core skill levels of a learner. However, the ACSF can also be used in other contexts, such as in the workplace and in training specifications to accurately and consistently describe core skill requirements

Marketing & Advertising

All Health Training ensure that all marketing activities are conducted with integrity, accuracy and professionalism; avoiding vague, misleading or ambiguous statements and information. All information outlined must be accurate, professional and written in clear, concise English. We believe that by doing this we enable students to make informed choices about their education provider.

All Health Training do not, under any circumstances, pay, provide or offer, either directly or indirectly, incentives to undertake training at AHT, whether to a prospective student or to any other person (such as an employer).

All Health Training are an independent training company and pride ourselves on not having any third-party arrangements or partnerships with any party.

Surcharge Pass-On Policy

To cover the costs associated with payment processing, a surcharge will be applied to transactions made through our online shop, WEBPay, EziDebit, and EFTPOS payment methods. This surcharge will be calculated and added at checkout or when finalising payment.

Should a refund of fees be approved for any reason, surcharge fees will not be refunded.

This policy ensures that our payment processing fees are clearly communicated and accurately reflected in the total cost of your purchase.

Student course fees

To confirm your enrolment the following fees must be paid prior to commencement. A student cannot commence a course at AHT without the \$500 course deposit payment being made. This includes a \$250 non-refundable administration cost.

AHT will not accept payments of more than \$1,500 prior to a course commencement.

A payment plan can be arranged. If you wish to pay your course fees on a payment plan, the only option for payment method is Ezidebit, where funds will be deducted on dates nominated by the payee (weekly or fortnightly) and must be paid in full by week 8 of the course.

Funds can be deducted from your cheque, savings or credit card (Visa or Mastercard) account by direct debit – [fees apply](#).

Please note that if a debit or a payment is returned by your financial institution as unpaid, a failed payment fee may also be payable by you to your bank.

If 2 consecutive payments dishonor, or 3 in total across the agreement, this will result in the total amount being due immediately.

Payments after a student withdraws from a course

Please refer to our Student withdrawal policy. If a student is not liable for further tuition and/or resources, either a refund will be made or your payment plan will be ceased. If a student continues to be liable for tuition and/or resources, no refund will be made and your payment plan will continue until the liability has been paid.

Difficulty paying fees & Collection of unpaid fees

If you are experiencing financial hardship and having trouble paying the fees please discuss in confidence with the Operations Manager.

We believe that we have a generous and flexible approach to our student's payments plans, and in return we ask that the commitments made, are kept.

The following steps will be taken in relation to the collection of unpaid tuition/resource fees:

1. For those who fail to keep up with their commitments, the matter will be brought to your attention promptly by SMS and response sought by the student to rectify the payment.
2. If this fails, an email from AHT will be sent to remind students of their obligation
3. If this occurs on multiple occasions, AHT may suspend a student from class attendance and/or access to AHT Online, until the matter is rectified. This will include an invitation to discuss the matter with the Operations Manager.
4. Should no action be taken by the student, or no communication made by the student about the matter, a withdrawal would be instigated.

Please note: Your financial obligations are accepted at the time of enrolment on return of documentation required to secure a place in a course.

Public Workshops fee policy

Terms & Conditions

- Workshop dates are subject to change due to numbers
- Fee payment is required at time of booking – your booking is not confirmed until payment is made

Rescheduling, Cancellation & Non-Attendance

Please be advised that rescheduling, cancellation and non-informed absence fees may apply.

- If you have paid and enrolled in a workshop such as First Aid or CPR, and are unable to attend, we will allow you to rebook into another workshop date if you advise us 2 business days prior to the workshop date, otherwise your fee will be forfeited. If you do not attend the second booking, the fee is forfeited.
- Should you wish to cancel your booking and provide us with more than 10 business days' notice prior to the workshop date, you are eligible for a 50% refund in fees. If you cancel your course within 10 business days prior to the workshop, your fee is forfeited. If you do not attend and have not informed us, your fee is also forfeited.
- Should AHT cancel a workshop due to insufficient student numbers and the next scheduled date is not suitable to the student, you will be eligible for a refund (less costs of \$30.00 for CPR & First Aid).

Refund of Fees for Certificate courses

Student Refund Policy

- If a student withdraws, by written notice, prior to the course commencement, All Health Training will retain the \$250 non-refundable registration fee
- If a student withdraws, from the commencement date of the course to up to 14 days, All Health Training will retain the \$250 non-refundable registration fee + 50% tuition fees + resources
- After 14 days from commencement date of the course, no refund is provided
- Resource fees are non-refundable on withdrawal at any time after course commencement.
- If a student is on an Ezi-Debit payment plan, the Ezi-Debit will not be terminated until the payment of fees have been made as per the refund policy stated above
- Requests for refund of fees must be made in writing and will take one month to process. Fees will be refunded by direct debit only and the student must notify the correct account name, BSB & account number. Refer to Student Withdrawal form on our website or call the office and the form can be emailed to you.

Definitions:

- The withdrawal date is taken as the date of return of the withdrawal form
- The timeframe is calculated in the number of days from the first date of class commencement to the withdrawal date, regardless of public holidays, school holidays or weekends

Fees will be refunded in full on default by AHT when:

- The course does not start on the agreed commencement date and the new date does not suit the student
- AHT cancel a course
- The course ceases to be provided before its completion date

Additional fees that may be applicable

The following fees are applicable for students:

1. Certificate III in Pathology Collection

AHT offer our students the opportunity to complete extra bleed sessions during the course if they wish to. Bookings are essential. Students must bring a "patient" and bookings are \$25 for 30 minutes.

48 hours' notice MUST be given if you are unable to attend your scheduled session. If you fail to give 48 hours' notice, students will be required to pay the fee regardless.

2. CHC33021 Cert III Individual Support (Ageing) students only

Employers request all students complete HLTAID011 Provide First Aid when applying for roles in industry. We offer this unit of competency to our CHC33021 Cert III Individual Support (Ageing) students at a 50% discount rate of \$50 which can be conducted at any of our public courses.

3. HLTAID011 Provide First Aid

Any qualification that has Provide First Aid as a unit of competency has a compulsory practical session to demonstrate the skills and knowledge acquired through the theory. Students who are absent without notice are charged a fee of \$60 to reschedule.

4. Practical placement – Assessor visits

During practical placement, an AHT assessor will visit you to conduct a workplace assessment. If you are absent from placement as scheduled, and do not provide us with at least 48 hours' notice, students will be invoiced \$200 per visit that needs to be coordinated. This fee covers our administrative time plus the cost for the assessor to visit the workplace on another occasion by mutual agreement and may require additional placement hours.

5. Practical Placement – failure to attend

Should a student be booked in and accept placement and they fail to attend or complete the placement as scheduled, an additional placement fee will apply to secure a second placement opportunity, regardless of the reason.

Pathology Collection = \$850

Individual Support, Health Services Assistance, Disability = \$300

6. Practical Placement – rejecting placement offer

AHT will offer a student placement once only. Should a student reject a placement offer, for any reason, the student may be asked to source their own placement and submit for approval within 30 days to ensure it meets the Training Package requirements. If that timeframe cannot be achieved, a withdrawal from the course may be instigated. It is at AHT's discretion if a second placement date can/will be offered, however an additional placement fee of \$500 will apply.

7. Practical Placement – placement cancelled

AHT will organise placement once only with our host employers. Should a student commence placement & placement is cancelled for any reason by the student or the employer, the student will be asked to source their own placement and submit for approval within 30 days to ensure it meets the Training Package requirements. If that timeframe cannot be achieved, a withdrawal from the course may be instigated. An administration fee of \$500 will apply for AHT to complete placement agreements with the student sourced employer.

8. Practical placement – failure to attend orientation/first day of placement

Should a student miss the orientation/first day of placement, for any reason whatsoever, the student will incur an additional fee of \$200 for our administration time to resolve the issue with the student and employer. Missing orientation may require the placement dates to be forfeited and organised for another date.

9. Practical Placement – missed scheduled date of placement

Once a student has commenced placement in any qualification and they miss a scheduled date of placement, an additional fee will be applied for our administration time to resolve the issue with the student and employer. The following fees apply:

- Should a student miss a date due to being sick and a Doctors Certificate (not from a pharmacy) is provided on the same day of the missed date, the fee will be \$60.
- If a family member is sick, causing the student to not attend a scheduled placement date, the fee will be \$120 as planning for these possibilities are discussed prior to the course commencing & on an ongoing basis during your course.
- Should a student miss a date of placement for any other reason the fee will be \$120.

10. Practical placement – employer outside 25kms of training venue

Some students travel great distances to come to All Health Training as their provider of choice but prefer placement be located closer to home. Should a student be placed with an employer outside 25kms of the training venue, an additional fee will be applied to cover the costs of the assessment visit/s.

All qualifications - if located outside 25km radius of your training venue = travel cost of \$0.68/km + \$25/hour for travel time from training venue

11. Printed and Reissued Certificates/Statements of Attainment

Digital certificates are emailed within 30 calendar days of the final assessment being marked competent.

Students may request a printed copy within 10 business days for a fee of \$25. After this period, the fee increases to \$35.

If a certificate is sent to an incorrect or outdated postal address, or if a reprint is required for any reason, a \$35 reissue fee will apply. Reissued Certificates or Statements of Attainment may take up to 10 business days to process and post.

12. Student file archived

At the end of each course student files are sent off-site for archiving. Should a student request, or we are required to bring your file back to complete a request, a fee of \$150 will apply. This includes our administration costs as well as the third party fees for couriers and file retrieval.

13. Flexible Program - Practical Session

- Students must be able to commit to compulsory practical sessions throughout the course. If you cancel your confirmed practical session with less than 48 hours' notice for the first time, you will be charged a single \$80 cancellation fee, regardless of how many sessions were missed that day.
- Any late cancellation (i.e., less than 48 hours' notice) after the first instance will incur a \$80 fee per confirmed practical session. Example: if you had confirmed attendance for 2 sessions in one day but failed to attend or cancelled late, the total fee will be \$160 (\$80 x 2 sessions).
- If you have two or more late cancellations, the following will apply:
 - You will be charged \$80 per missed session as outlined above.
 - In addition, you will be required to book a 1-on-1 practical session with a trainer to complete any missed components. 1-on-1 Session Fees Half Day: \$200
- Failure to respond to practical session invites where we provide students with at least 2 weeks' notice, or repeated cancellations, may result in the suspension of your AHT Online access until outstanding practicals are completed.

14. Flexible Learning – extension to course end date

If a flexible learning student has not completed the course requirements within the timeframes provided at enrolment there are 2 options for a student to consider:

1. the student will be withdrawn and a Statement of Attainment will be provided. Should the student wish to re-enrol at a later time (with AHT or another training organisation), this will allow Credit Transfers for any successfully completed units
2. the student can “buy an extension” of time. This must be agreed within 30 days of the course end date and would formally extend the course end date:
 - a. by 2 months = \$500; or
 - b. up to maximum of an additional 5 months = \$1000

General student information

Student Code of Conduct

Education is a positive experience that empowers the individual and raises self-esteem. To enable all students achieve the best experience at AHT we require students to abide by our Student Code of Conduct. The Code of Conduct ensures that all students are provided with the right opportunity to learn in optimum conditions and that failure to adhere to the guidelines could result in counselling and in some circumstances, withdrawal from the course. The Student Code of Conduct is as follows:

- Each person's rights are respected
- Every student has the right to be heard and taken seriously
- Every student has the right to open and honest communication
- Every student has the responsibility to be prompt and not disrupt the learning environment
- Every student has the responsibility to complete assessments as per each course timetable
- Every student has the responsibility to ensure that their assessments are their own work and they are not copied or plagiarised. Refer to Academic Dishonesty in this Student Handbook for further information and consequences.
- Every student has the responsibility for his or her own behaviour
- When attending placements, students must behave in a manner that reflects the organisations' philosophy, mission and vision
- AHT reserves the right to immediately refuse training and withdraw a student who is disruptive, aggressive to students or trainers, behaving inappropriately or under the influence of drugs and/or alcohol, misuses course equipment and resources intentionally, bullies or intimidates other students, trainers or support personnel – in person, by phone or social media
- AHT campuses are smoke-free; students must not smoke or vape on premises or near building entrances
- Students will not consume food during classes, but wait for the designated breaks. Students will assist cleaning up their work area and common kitchen area after each classes
- AHT reserves the right to withdraw a student who makes no attempt to fulfil the course requirements and is not progressing appropriately
- Mobile phones must be switched off during classes. Students are not to answer phones/text in the middle of class or leave class to answer phones. This is disruptive to the trainers and fellow students.
- Voice and video recording of any session is not permitted under any circumstances due to privacy laws. Any student found recording a session will be asked to delete it immediately.
- Photos of our facilities, trainers or fellow students cannot be taken without consent
- Students must understand that you are the student attending the course and practical placement. As an adult learner, AHT will not speak with anyone other than you about the course and/or placement and as such, no relative (eg. mother or husband) can call AHT and speak on your behalf. This includes any family member speaking with the Employer while they are on practical placement.
- AHT will organise one (1) placement arrangement. Should they commence placement and placement is terminated due to work performance or other breach, the student will either be automatically withdrawn from the course (depending on severity of behaviour/ breach) or they will be asked to organise their own with appropriate timeframes instigated.
- If any student breaches the student code of conduct, specifically in relation to aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that they will be immediately withdrawn from the course. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

Access and Equity

AHT is an equal opportunity education and training organisation, committed to freedom from discrimination, harassment and bias.

AHT acknowledges its obligations under State and Federal equal opportunity law, including:

- The Human Rights Commission Act 1986 (Cth)
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- The Racial and Religious Tolerance Act 2001 (Cth)
- The Sex Discrimination Act 1984 (Cth)
- The Commonwealth Privacy Act 1988 (Cth)

All students applying for courses will be given every opportunity and assistance to enrol in courses of their choice and supported to participate and achieve competency in all curriculum activities.

Using a variety of assessment methods, support will be given to each student to attain competency. If competency cannot be demonstrated as being achieved, the student will not be awarded a result of "competent" until they have met all of the curriculum requirements.

AHT is committed to offer all students the opportunity to access education and be able to perform at their optimum level in all courses.

Harassment and Discrimination

AHT is committed to providing a learning environment free from harassment, bullying and discrimination. Unlawful discrimination covers the following:- age, disability/impairment, gender and lawful sexual activity, marital status, physical appearance, political beliefs, pregnancy, race, religious beliefs.

In accordance with Federal and State legislation, sexual harassment and discrimination on the grounds of age, impairment, industrial activity, lawful sexual activity, marital status, physical features, political belief or activity, pregnancy, race, religious belief or activity, status as a parent, will not be tolerated.

Individuals who feel they are being harassed or discriminated against should document and discuss the situation with AHT management.

Occupational Health and Safety

AHT is committed to providing a safe and healthy environment for staff, students and visitors. AHT is accountable for ensuring a safe workplace and training facility is provided and maintained.

Staff, students and visitors are required to conduct themselves in a manner that does not willfully contribute to the creation of hazards and injuries. Where an accident or hazard has been identified, it is the responsibility of all staff and students to report this immediately to AHT management by completing an Incident Report Form. When training is being conducted off site or at the client's facility, the trainer will ensure a safe working environment before training is conducted.

Student safety and well-being is important to AHT. As such, we ask our trainers and students to abide by the following guidelines:

- Students should not attend classes (including flexible learners) for more than eight hours in one day
- Students are not required to attend any class (including flexible learners) before 8am or after 10pm.
- We advise students & trainers attending our night classes to leave together in a group and look out for each other's safety. Should a student ever feel unsafe, please bring this to your trainer's attention so that measures can be taken to maximise our student's safety.
- For the welfare of other students and staff, students should not attend classes if they have a communicable disease. If you are not sure what is a communicable disease you should contact us for further information & instructions

Homework

Students are required to complete the written assessments outside of class time, which depending on a student's underpinning knowledge, may be approximately 8 – 12 hours per week depending on the unit. Assessments are provided in AHTOnline, our Learner Management System, so students will require access to a computer and sufficient data allowances for internet usage.

Office details, transport & parking

Blackburn Training Rooms

Our Blackburn location is Level 2, 29 Railway Road, Blackburn which accommodates both our Head Office and Training Rooms.

Our office hours for administrative purposes are 9am to 5pm Monday to Friday.

If you are coming outside of business hours for training, please use the intercom system on the ground floor and we will “buzz” you in.

Our Blackburn training rooms are located directly opposite the Blackburn railway station and bus stop. If you are coming by car, there is plenty of 2 hour parking on the surrounding streets and near the station. Day classes will take regular breaks to accommodate moving cars.

Narre Warren Training Rooms

Our Narre Warren training rooms are located on the Level 2, 64 Victor Crescent, Narre Warren. No administration staff are located at this facility.

There is 2 hour street parking available on Victor Crescent and classes take regular breaks to accommodate moving cars. In addition, paid parking for the day is available for \$10 per day. Many buses stop at Fountain Gate shopping centre, which is about a 5 minute walk away. Narre Warren train station is approximately 10 minute walk to the office.

Digital Literacy

Students are required to be able to access a computer with internet in order to research, complete assessments and read information for units of competency. Students may consider accessing computers at home, a library, workplace or friend/family member.

We ask all students about their Digital Literacy and access to appropriate technology as part of the Language, Literacy, Numeracy & Digital (LLND) assessment and during the Pre Training Review prior to course commencement.

Students should ensure they have the following requirements at a minimum:

- Computer or laptop with sound card/speakers
- Internet access with sufficient data allowances and ability to use browser/Search engines
- Ability to download apps to phones/tablets/computer

Wi-Fi Access at campuses

Wi-Fi access is available to AHT students at each of our campuses. AHT resources must be properly and efficiently used. Downloading large amounts of data including moves or music is not permitted.

AHT resources are not to be used for inappropriate us eg. pornography, fraud, defamation, breach of copyright, unlawful discrimination or vilification, harassment including sexual harassment, stalking, privacy violations and illegal activities including illegal peer to peer file sharing.

Usage of AHT free student Wi-Fi is monitored. Any student downloading inappropriate content will be immediately suspended.

Security

Trainers will review security arrangements at applicable venues at Induction. We strongly advise students for safety reasons if you are undertaking a night class to walk with a buddy to the carpark, bus or train station and not walk alone at night. Students will be reminded of security arrangements at the conclusion of evening classes.

General Safety, Emergency Rules and Procedures

At Induction, trainers will review General safety and Emergency procedures and students will be made aware of evacuation plan locations and meeting points. In the event of a fire or other life-threatening emergency, the trainer will direct evacuation. In such an event, students should take any valuables which can be secured immediately without danger, and walk directly out of the building in an orderly manner, via the nearest safe exit. Proceed to the indicated emergency assembly area as directed in the fire and safety policy of the building, which is a designated area within a safe distance from the building, and wait for the trainer to check the roll and give further instructions. Under no circumstances may you re-enter the building until you are directed to do so by the trainer.

Emergency Contact

All students are to provide an emergency contact name and number when they enrol in an AHT course. The purpose of the Emergency Contact is to provide staff members with the necessary contact information in a timely manner should they need it in the event of a medical emergency involving a student. Emergency contact lists (providing a student's emergency contact name and number) for all classes will be provided to trainers so they have access to necessary contact information on hand regardless of their location and delivery time of a course. This contact list will be provided to the trainer at the commencement of the course. The content of this list will remain private and confidential.

Change of Address/Personal Details

It is important to advise AHT if you have changed your personal details in any way. Please ask for a Student Change of Personal Details Form (available on the website) and complete all details immediately and forward to admin@aht.edu.au so that your details can be amended. This is important so we are able to contact you at any time regarding any course changes. If you wish to change your name, original documentation needs to be sighted i.e. marriage certificate/deed poll details for the purposes of issuing certificates and statements of attainment.

Marketing, Privacy & Data Storage

Marketing & Communication

All Health Training will never provide your personal details to any external provider for direct marketing purposes.

- You may receive marketing correspondence from AHT by email, sms, telephone & mail. From time to time, we would like to contact you about our products and services, as well as other content that may be of interest to you.
- As part of course enrolment obligations, you are required to receive payment and attendance reminders and default notifications via SMS, email, telephone, or mail where necessary. You do not have the option to opt out of these notifications.
- Individuals can unsubscribe from these communications (Excluding reminders and default notifications for payment and course enrolment attendance obligations) at any time by clicking 'unsubscribe' at the bottom of any email correspondence or by texting STOP for SMS communication.

HubSpot CRM

All Health Training uses Hubspot CRM to store and manage communications such as enquiries, applications, parts of enrolment data and any other contact form, survey or feedback forms you may submit. This includes when you:

- interact with us on our websites or through other channels (for example, communicating with us or attending one of our courses and or events, contacting us via social media channels);
- use our product and services

All Health Training is committed to protecting and respecting your privacy, and we'll only use your personal information to administer your account and to provide the products and services you request from us and those that may be of benefit to you. You may visit the Hubspot CRM privacy policy for further detailed information. <https://legal.hubspot.com/privacy-policy>

Student wishing to change class or move to Flexible Learning

If you wish to change to a different class (e.g., day of the week, time of class or location) you need to discuss this with your trainer or student administration. This must be done within the same intake without any "down period" of non-attendance. For example, if you enrolled in a February class at Blackburn and wish to transfer to the February class at Narre Warren and there is no non-attendance period, this constitutes a Transfer. If, however, you are wishing to move from the February intake to an April intake, this is a withdrawal and re-enrolment with associated fees and documentation required.

Moving classes is not guaranteed and is subject to availability and confirmation of where the proposed class is up to in the timetable. There is a form available on our website to complete or alternatively, student administration will email you the form to complete and sign requesting the change.

Students personal circumstances may also have changed and they may wish to move from a classroom to Flexible learning. Students would need to agree to our Flexible Learning Terms & Conditions before approval is given to move to this learning method.

Any changes incurs a cost of \$250 administration fee which must be paid prior to moving classes. This fee is non-refundable.

Student Attendance & Punctuality

A student is only permitted to miss two (2) day classes or four (4) night classes over the duration of the course. If a student is unable to attend a class, they must either contact their trainer or our Head Office.

“Informed Absence” is where a student has spoken to the trainer in advance of the class to advise they are unable to attend. “Absence” is where no contact has been made or contact only made after class commencement.

Students are not able to “make up” classes on another day or at another location.

Students are reminded that classes start promptly at either 9am for day classes or 5pm for night classes. Students are expected to arrive 10 minutes early and stay for the class duration. In addition, students must arrive back from breaks on time. Attendance and punctuality are strong indicators of employability skills and it is a question that an employer will ask us about you when conducting a reference check.

Should a student miss more than the 2 day classes or 4 night classes, has consistently arrived late or left early, or is not completing assessments in a timely manner, you will be required to discuss this with your trainer and may result in AHT withdrawing you from that course intake.

First Aid Attendance Policy

HLTAID011 Provide first aid includes two components in order for students to achieve competency. Both the theory and practical components must be completed successfully before you can be deemed competent for this unit.

Non Attendance for Practical session

1. Options for student if absent/sick on day of practical:
 - a. If you are sick with a Dr's certificate, you can book into next public course at Blackburn location only, FREE of additional charge.
 - b. Students absent without notice you are charged special public course rate of \$60
2. Should a student fail to obtain their First Aid certificate by week 5 this may jeopardise the student's ability to be booked for placement or continue practicals in the simulated environment.

Student Withdrawal

If you wish to withdraw from a course for any reason, it is essential that you notify AHT and complete the Student Withdrawal Form. If your student fees are paid, AHT will generate a Statement of Attainment for any units successfully completed.

If a student withdraws from a course intake (at the student request or by AHT), it is at our total discretion if we allow the student to re-enrol and commence another course intake. This will be determined on a case by case basis. Should this occur twice, no discussion will be entered into as we will not accept the next application.

Should we accept your second application, we treat this as a new application. The application process including documentation must be completed again and the fees associated with that course are payable again (resource fees are not). If there has been a fee increase, the current fee is payable.

Withdrawal at course conclusion

At the conclusion of the course, students have one (1) month to complete any outstanding assessments. After this date, we will be forced to deem the student Not Yet Competent in the qualification and issue a statement of attainment for units completed competently.

There may be occasions when practical placement has not been finished within one month of classes concluding.

- If this is an AHT scheduling issue with Employers, we will communicate this with the students on a case-by-case basis and work towards finalizing placement as soon as possible
- If this is a student issue that has been agreed to by AHT by way of Special Consideration Form, this will be documented and agreed at course commencement and a plan/strategy developed
- If this is a student issue that has not been discussed/agreed to by AHT we will deem the student Not Yet Competent in the qualification and issue a Statement of Attainment for units completed that are not required to be assessed on placement

Fees for the second application would be calculated by applying Credit Transfer to any units you may have successfully completed and making an adjustment to the new fee. This will be sent to the student prior to commencement of the course for approval.

Please read the heading “Refund of Fees for Certificate courses” within this Student Handbook for fees that are applied to your withdrawal.

Practical Placement

Our Placement Coordinator will assist our students by organising placement on our students behalf. Practical placement is unpaid work experience in industry.

Please read the course information provided to each student prior to enrolment, regarding placement for each qualification, the timing of when placement may commence and the start/finish hours of placement shifts. Both your Trainer and the Placement Coordinator will provide students with further placement information when the course commences so that students are comfortable and confident starting their placement in industry.

Please note, night shifts are not authorised during placement due to student safety. Shifts on weekends or public holidays are not organised by AHT, however, if the employer and the student come to this mutual agreement, the student must advise the Placement Coordinator of the new arrangements in writing prior to the new shift being conducted so that confirmation from the Employer can be sought and adjustments to the Placement Agreement are made and signed off.

A student can apply to organise their own placement either in their own workplace or via an industry contact. A student must complete a "Special Consideration form" with employer details, contact information & other documentation which we will provide to you on enrolment. Conditions do apply as it must meet the Training Package requirements. The completed form is submitted for review and either approved or rejected.

Students must understand that you are the student attending the course and placement. As an adult learner, AHT will not speak with anyone other than you about the course and/or placement and as such, no relative (eg. parents, partners or other family) can call AHT and speak on your behalf. This includes any family member speaking with the Employer while you are on practical placement.

AHT will offer a student placement once only. Students should expect to travel up to an hour to complete placement, which is for a short period of time to complete the qualification. Should a student reject a placement offer, the student may be asked to source their own placement prior to the conclusion of the classes and submit for approval to ensure it meets the Training Package requirements. If that timeframe cannot be achieved, a withdrawal from the course may be instigated.

Should you commence placement and placement is terminated due to work performance or other breach, the student will either be automatically withdrawn from the course (depending on severity of behaviour/ breach) or they will be asked to organise their own with appropriate timeframes instigated.

If any student breaches the student code of conduct, specifically in relation to aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that they will be immediately withdrawn from the course. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

Students will be required to wear an All Health Training polo shirt and name badge (both provided) on placement. In addition, long black pants & black closed in, non-slip shoes will be required which students will either need to provide or purchase at their own cost.

Practical Placement information for each qualification

Certificate III in Pathology Collection

Practical placement is for 35 hours and will be commenced at the end of the course

Cert III in Individual Support (Ageing) & Cert III in Individual Support (Disability)

Practical placement is for 120 hours and can be commenced during the course

Cert III in Health Services Assistance

Practical placement is for 80 hours and can be commenced during the course

Covid-19 impact on placement

- Students may be asked to wear an N95 face mask or a surgical face mask whilst on placement
- Students may be asked for a negative Covid test prior to attending placement – this may be RAT or PCR testing. This will depend on the host employer policies and procedures at the time of placement.

All students

If a student completes the classroom component of the course but does not complete the practical placement, the student is withdrawn from those units which are assessed in the workplace.

Student wishing to return to AHT study after withdrawal

Students can return to study with AHT after withdrawing, to complete their study subject to a discussion on their current circumstances and preparedness to complete.

Student fees will apply for the second application; however, some documentation will already be on file and may not be required to be completed again (eg. LLND).

Option 1: 0 - 6 months after course completion

- Re-enrol & pay applicable fees
- Return to learning environment & complete any units that were not deemed Competent as part of your first enrolment. If written assessments and/or practicals have been completed in your first enrolment, but not placement, these assessments will not have to be completed again.
- Complete any outstanding assessments including practicals
- Complete placement

Option 2: 6+ months after course completion

- Re-enrol & pay applicable fees
- Return to learning environment & complete any units that were not deemed Competent as part of your first enrolment which will include all theory and practical aspects of the unit/s of competency to ensure currency of skills & knowledge
- Complete placement

Practical Placement Workbook & expectations

All Health Training provide all students with an AHT polo shirt, name badge and placement workbook prior to commencing placement in industry. The polo shirt and name badge must be worn every day on placement and the placement workbook must be completed daily by both the student (daily reflection and tally of hours) and the mentor/buddy (confirming hours worked per day). In addition, the placement workbook must be available to the assessor on request.

Prior to commencing placement an agreement between AHT, the employer and the student must be signed and returned. Failure to sign and return this form in a timely manner may affect your placement commencement.

Expectations of Student whilst on placement:

- To undertake the Placement with due care and to the best of their ability, knowing that you are representing All Health Training whilst on placement
- To ensure their attitude every day is positive and comes from a place of learning, professionalism and cultural sensitivity, and willingness to show initiative, be a good communicator, be courteous and show a “can-do” attitude
- To comply with the Dress Code for students on placement
- To comply with all reasonable workplace rules and requirements governing safety and behaviour. A student will be removed from placement immediately if any unsafe practice is identified.
- To be reliable and punctual, and to attend all allocated shifts to complete the required hours of placement. This includes arriving early for every shift ready to commence on time and only taking the allocated time for breaks. Repeated lateness may result in placement being cancelled.
- To aim for 100% attendance during placement. If however, the student is unable to attend a shift due to illness they must inform All Health Training and provide a doctor's certificate.
- To be available for a continuous block of time to be able to complete placement
- To accept placement locations and dates provided by AHT
- To understand that placement may be cancelled due to changes in employer conditions beyond AHT's control eg. Influenza outbreak. AHT will contact the student as soon as practicable to advise when and where placement is available
- To follow the directions of the staff of the Employer and ask for clarification when needed
- To comply with the internal rules and regulations of the Employer which govern the daily operation of the Employers business
- To treat all confidential information while performing Placement as confidential and not disclose to any third party except with written consent or as required by law
- Any inappropriate student behaviour on placement will result in suspension of placement whilst the allegations are investigated further and may result in placement being cancelled.
- As an adult learner, that you understand that AHT will not speak with anyone else about placement and as such, no relative (eg. mother or husband) can call AHT and speak on my behalf. This includes any family member speaking with my Employer while I am on practical placement.
- Should placement be terminated due to my work performance or other breach, that a student will either be automatically withdrawn from the course (depending on severity of my behaviour/breach) or they will be asked to organise their own with appropriate timeframes instigated.
- Any aggressive behaviour (either verbal or physical) to AHT staff or students, or staff at our partner facilities, at any time, that I will be immediately withdrawn from the course I am undertaking. This does not represent the values of All Health Training and we will not tolerate this behaviour under any circumstance.

Who assesses the student on placement?

Students are provided with a workplace mentor or buddy during placement hours to show the student the role of the worker in industry. An assessor from AHT will organise to come and assess the student in the workplace during the dates and hours of practical placement. The assessor will be required to observe the student performing tasks in the workplace environment and will use observation checklists to make a judgement on whether the student has met the required skill level for the qualification/units of competency.

After placement completion

Please make a copy of your placement workbook, then return it to either your Trainer or to Blackburn Head Office for your trainer to review. This is an assessment book and without it a determination on competency cannot be made by your trainer.

Course Information

The course structure and content is available for all students to view on our website. Course materials and timetables will be handed out at the commencement of each course.

The courses are presented in a variety of learning modes, including:

- Face to face training
- Assessments
- Self-paced learning
- Research
- Practical, hands-on

Skills required for effective learning include: note taking, reading, researching texts and other publications, referencing, computer and Internet use for research purposes. The ability to study and reinforce learning is an important success factor in completing the course.

Simulation environment

All Health Training have invested in simulation work environments at each of our training venues for our students to undertake the practical skill sets required for the job outcome. These learning environments are conducive to student success and allow students to develop and demonstrate skills, and reinforce their knowledge, prior to commencing practical placement.

We believe it is one of our major points of difference in the marketplace when comparing AHT to other education providers and welcome students to tour our training facility at Blackburn so they are confident they have made an informed decision and trusting AHT as your course provider.

AHT/Student contact & communication

Your trainer and staff at Head Office, including the Placement Coordinator will be contacting you throughout the duration of your course by email, phone and SMS. It is imperative that you respond in a timely manner. If your email or mobile phone number changes you must advise us immediately.

What would happen if All Health Training ceased trading?

In the event that All Health Training had to cease trading, AHT have a Policy & Procedure in place to protect our current students who may have commenced a class from being further disadvantaged. This would include, but is not limited to, ensuring Statements of Attainment or Certificates are provided for any completed units/qualifications, possible transfer to another RTO who have the qualification on scope, upload of student data to ensure the USI register is accurate & ensuring our records management is provided as per our requirements under our governing bodies.

It is important for students to note that our students and staff are at the centre of all our decision making and a determination to cease trading would not be taken lightly.

Submission of work

Assessment Information

Throughout the duration of your course with All Health Training there are written assessments that are required to be completed. In the VET (Vocational Education & Training) sector it is **competency** based learning and assessing. **You need to attempt all of the questions in the assessment books** and answer the questions to a satisfactory standard. Make sure you read the question in full and answer all components required. For example, if you only attempt 80% this will be assessed as “NYS – Not Yet Satisfactory”, which is an automatic resubmit.

Please note, AHT provide students with a variety of resources, but as an adult learner, not all the answers are going to be found in our resources – some independent research is required by you!

Due dates of assessments

Please refer to your timetable for the dates that assessments are due.

We believe that meeting due dates is a show of respect to your trainer. It also allows your trainer to mark all student assessments for that unit at one time.

Should you require an extension you will need to email your trainer to make an application to extend.

Failure to submit an assessment without requesting an extension is not acceptable and will result in a conversation with your trainer about your commitment to the course and its requirements. in addition, it is an employability skill that is enquired about by employers about our students when conducting a reference check.

Marking Turnaround

Our Trainers/Assessors aim to mark your assessments one (1) week from the due date. This timeframe can be achieved when all assessments are provided on the due date. Please note, assessments submitted early are not marked earlier than the due date.

Resubmission Information

Adult learning is competency based and as such, students are given **two (2)** opportunities to resubmit assessments that a Trainer/Assessor has deemed Not Satisfactory.

This should not be seen as “failing” in our learning environment; it’s just that you are not yet satisfactory.

Trainers will provide you with the exact questions that require resubmission.

Timeframes for resubmissions should normally be around 48 hours, depending on the resubmission required. Speak to your trainer to ensure you meet their new deadline.

Academic dishonesty and collusion

Academic dishonesty is “the act of appropriating the literary composition of another author, or excerpts, ideas or passages there from and passing the material off as one’s own creation”. This includes work that has been copied entirely or partly from other sources without acknowledgement.

The use of Artificial Intelligence (AI) tools, including ChatGPT and similar AI-powered platforms, is strictly prohibited in the writing of assessment answers. Any use of such tools will be considered a breach of academic integrity and treated as academic dishonesty.

If AI use is suspected or detected, you will be required to attend a follow-up interview with your trainer to explain and discuss your work. This is a standard part of our academic integrity strategy to ensure the fairness, authenticity, and originality of student submissions.

If a student is suspected of academic dishonesty a meeting will be called between the Trainer and Student to determine an outcome. This meeting will be documented and signed off by both parties with a copy placed in the students file. The meeting will give both parties the opportunity to provide evidence to support their concerns.

Outcomes could include but are not limited to:

- A retraction of concern regarding plagiarism
- A warning
- Resubmission of an assessment within an agreed timeframe
- A verbal assessment to determine underpinning knowledge or an observation to determine a skill
- Withdrawal from the course

Students agree to a “Declaration of Originality” on each Assessment.

Assessment

Assessment is the process used to determine whether students can demonstrate competency (ability) against a pre-determined set of measures (assessment methods). Each module/competency will be assessed progressively throughout the course. AHT will utilise a variety of methods depending on the needs of the student and the requirement of the course to ensure that assessments are fair, valid, reliable, and reasonable. Students are advised of the assessment requirements for each unit which is outlined in each Assessment Book. The methods of assessment may include:

- Review of portfolio of evidence
- Written/oral tasks
- Role play
- Class group or individual presentations
- Practical assessments in the simulated work environment
- Practical placement observation

Copyright

Please be aware that the student resources supplied by AHT comply with copyright laws. As such, these resources are not to be reproduced by a student or trainer without prior written approval by management.

Flexible Learning Program

Flexible learning is about empowering students by undertaking learning in a way which suits the individual. We do this by giving choice for when and where the learners learn, personalising the process to fit with your needs and lifestyle. For example, flexible learning can be a great option for those working in the healthcare industry without a qualification, or caregivers who cannot attend weekly class schedules. Whilst we acknowledge that flexible learning may not be for everyone, AHT offers a flexible learning program which combines practical skills, tutorials and self-paced learning at home.

Benefits of Flexible Learning

- Continue to Earn While You Learn – one of the most common reasons our students choose our flexible learning program is due to work commitments. You may work full time and are unable to take time off work to go to classes and by undertaking flexible learning, you are able to do both.
- Flexible Learning Lets You Study from Anywhere – you can study at home, on the bus or during breaks at work.
- Study Whenever You Want, Day or Night - Flexible learning allows a student to study around other commitments at times that suit the individual
- Trainer access. Students can connect with a trainer by phone, by email, or at a practical session
- Allows for work-life-learning balance – where and when you study is up to you as long as you are progressing with the course and making regular contact with AHT

What Courses offer the Flexible Learning Program?

- Certificate III in Individual Support (Ageing)
- Certificate III in Individual Support (Disability)
- Certificate III in Health Services Assistance
- Certificate IV in Disability Support

What are some of the Requirements for the Flexible Learning Program?

- Committed and self-motivated to undertaking study via a self-paced delivery mode
- Access to computer and internet
- Access to a quiet environment for at home study
- Able to attend a minimum of 8 practical assessment sessions at our Blackburn campus

Common Misconception of Flexible Learning

- Flexible learning is not a fast track option. It is important to understand this program is designed to work around your daily routine/working life, not to reduce the duration or provide shortcuts to quality training.

Realistic Timeframes & Durations

The average duration for students completing a qualification by flexible learning is:

- between 9 – 12 months for Individual Support (Ageing) & Individual Support (Disability) , Ageing Support & Disability Support with a maximum duration of 12 months
- between 12 - 18 months for Health Services Assistance with a maximum duration of 18 months

These program durations are realistic, however, if a student does not complete the course within this duration, they will either be withdrawn and a Statement of Attainment will be provided, or, the student can “buy an extension” of time by 2 months = \$500; or up to maximum of an additional 5 months = \$1000

Statements of Results

Students will receive a digital certificate on successful completion of the course, provided there are no outstanding fees.

Should you withdraw from the course prior to completing the qualification, you are entitled to a Statement of Attainment, provided there are no outstanding fees.

Digital certificates are emailed within 30 calendar days of the final assessment being marked competent.

Students may request a printed copy within 10 business days for a fee of \$25. After this period, the fee increases to \$35.

If a certificate is sent to an incorrect or outdated postal address, or if a reprint is required for any reason, a \$35 reissue fee will apply. Reissued Certificates or Statements of Attainment may take up to 10 business days to process and post.

Please advise the office if any contact details such as home address, email or mobile phone has changed from enrolment.

Complaints and Appeals Procedure

AHT has a procedure for complaints and appeals. If you wish to make a formal complaint, please request the appropriate forms. All complaints and appeals are taken seriously and will be dealt with appropriately in a timely manner and kept confidential.

Please refer to the AHT website under "Student Information" for our comprehensive Complaints & Appeals policy. If you do not have access to the internet please call the office to arrange for a hard copy to be posted to you.

Legislative and Regulatory Requirements

AHT complies with State & Federal Legislation relating to the delivery of vocational education and training. Information about the relevant legislation can be accessed via the internet, including amendments issued from time to time

OH&S standards and codes of practice

<http://www.safeworkaustralia.gov.au/sites/SWA/Pages/default.aspx>

Equal Opportunity Act

<http://www.humanrightscommission.vic.gov.au>

National Vocational Education and Training Regulator Act 2011

<http://www.comlaw.gov.au/Details/C2011A00012>

Aged Care Act 1997

<http://www.comlaw.gov.au/Details/C2012C00573>

Department of Human Services

<http://www.humanservices.gov.au>

Victorian Department of Education and Early Childhood Development

<http://www.education.vic.gov.au>

Health, Wellbeing and Student Support

At All Health Training your wellbeing matters. We are committed to providing a safe, inclusive and supportive environment where you feel respected, connected, and able to succeed in your learning journey.

We offer:

- Access to our **Student Wellbeing & Support Officer**, who can help you navigate personal, cultural, financial, or mental health challenges
- A range of **confidential referral pathways** to trusted health and community services
- Support with creating study strategies, managing workloads, or requesting reasonable adjustments — **available through your trainer**.
- A respectful, safe and **inclusive learning community** that supports diversity and cultural safety

For assistance, contact:

✉ studentsupport@aht.edu.au

📞 **03 9894 3900** (Mon–Fri, 9am–3pm by appointment)

More resources are available in the **Health & Wellbeing Support Guide** via AHT Online or the Student Resources page on our website.

For other personal matters, you may also find the following support services helpful:

| Concern | Website | Phone |
|--|--|--------------|
| Alcoholism | www.aa.org.au | 1300 222 22 |
| Anxiety | www.beyondblue.org.au | 1300 224 636 |
| Asthma | www.asthmaaustralia.org.au | 1800 278 462 |
| Centrelink | www.humanservices.gov.au/customer/dhs/centr | 13 28 50 |
| Consumer credit and debt | www.financialrights.org.au | 1800 007 007 |
| Crime stoppers | www.crimestoppersvic.com.au | 1800 333 000 |
| Crisis counselling | www.lifeline.org.au | 13 11 14 |
| Depression | www.beyondblue.org.au | 1300 224 636 |
| Disabilities | www.ideas.org.au | 1800 029 904 |
| Domestic violence | www.safesteps.org.au | 1800 015 188 |
| Drug addiction: Narcotics Anonymous | www.na.org.au | 1300 652 820 |
| Eating disorders | www.eatingdisorders.org.au | 1300 550 236 |
| Emergency services (police, fire, ambulance) | | 000 |
| Family planning information | www.fpv.org.au | 1800 013 952 |
| Gambling helpline | www.gamblershelp.com.au | 1800 858 858 |
| Gay & lesbian counselling line | www qlife.org.au | 1800 184 527 |
| Grief support | www.grief.org.au | 1800 642 066 |
| Interpreting & translation service | www.vits.com.au | 03 9280 1941 |
| Legal information & advice | www.legalaid.vic.gov.au | 1300 792 387 |
| Mental health advice | www.beyondblue.org.au | 1300 224 636 |
| Poison Information Centre | www.austin.org.au/poisons | 13 11 26 |
| Pregnancy counselling | www.pregnancysupport.com.au | 1300 792 798 |
| Rape Crisis Centre | www.sacl.com.au | 1800 806 292 |
| Schizophrenia | www.sane.org | 1800 187 263 |
| Smoking - Quitline | www.quitnow.gov.au | 13 78 48 |
| Suicide Prevention | www.lifeline.org.au | 13 11 14 |
| Victims of crime support | www.victimsofcrime.vic.gov.au | 1800 819 817 |
| Women's refuge referral service | www.safesteps.org.au | 1800 015 188 |
| 13YARN (First Nations Crisis Support) | 13yarn.org.au | 13 92 76 |

Privacy

AHT will maintain confidentiality of student records in line with the requirements of the National Privacy Principles.

Access to Records

Current students can access their own personal information and records during the course at no cost by contacting AHT in writing or in person.

On completion of your course, all student files are taken to an off-site secure storage facility. Should you wish to confirm information contained in your student file at this time, a fee of \$50 for the courier will apply. This courier fee covers retrieval and reinstating the file into the system.

Course Evaluations

As part of AHT's continuous improvement process we will carry out our own evaluations both during, and at the conclusion of the course. These evaluations will assist us to improve process, delivery, training and content. Results are analysed and tabled for review and outcomes implemented.

In addition, at the final session you will be asked to complete a Learner Questionnaire on behalf of the AQTF. This data is collated at the end of the financial year and the results are posted to the AHT website.

Finally, all students in the VET sector may receive an invitation to participate in a survey from the National Centre for Vocational Education Research (NCVER)

These surveys are not compulsory, but do occur from time to time. If you are contacted, AHT is our trading name, our company name is **J&F Corporation Pty Ltd**.

Conclusion

AHT is committed to the success of each and every student. It is our intention to provide a positive learning environment with a high level of individual support to ensure that students are well prepared for their chosen career.