



Aboriginal Health College

student handbook

contents

welcome from the Chief Executive Officer	2
code of practice	3
contacts	4
rights and responsibilities	5
student information	8
safety	9
enrolment	10
fees	12
complaints and appeals	17

w e l c o m e

Welcome to the Aboriginal Health & Medical Research Council of NSW (AH&MRC) Aboriginal Health College. This Student Handbook is designed to give you an overview of what you need to know while studying at the Aboriginal Health College.

The College of Aboriginal Health has been established to ensure that there are culturally valid education programs available and accessible to Aboriginal people and to workers in the Aboriginal community controlled health sector and that these programs meet the industry needs of the Aboriginal community controlled health sector.

The principles, goals and activities of the Aboriginal community controlled health sector are very different from the principles, goals and activities of the public health sector. Consequently the function of Aboriginal Community Controlled Health Services (ACCHS) and the role of staff employed in them are quite different from that of public and private health sectors.

ACCHS are required by the Aboriginal community to ensure provision of culturally appropriate primary health care and to enable equitable access to culturally sensitive secondary and tertiary health services. This particular emphasis results in the need to function at different levels and to view health from different perspectives to those generally applicable in other health sectors, while at the same time maintaining a high quality of service provision.

I hope that through your study with the Aboriginal Health College you will achieve your career goals and improve your job satisfaction in the provision of health services to Aboriginal people.

Sandra Bailey
Chief Executive Officer
Aboriginal Health & Medical Research Council of NSW

code of practice

AH&MRC's Code of Practice assures clients and students of its commitment to the delivery of qualifications within its scope of registration as a Registered Training Organisation which are consistent with the standards endorsed by State and Territory Ministers under the Australian Quality Training Framework.

The Code of Practice focuses on:

- Policies and procedures
- Staff responsibilities
- Provision of training and assessment services
- Issuing of qualifications and statements of attainment
- Marketing of training and assessment services
- Access and equity
- Information for students
- Financial standards
- Provision of information
- Recruitment of staff
- Complaints, grievances and appeals processes
- Record keeping
- Continuous improvement.

A copy of AH&MRC's Code of Practice is available from the College's Administrative Office.

c o n t a c t s

The following are contact details for the Aboriginal Health College and its training and assessment staff:

Aboriginal Health College
Aboriginal Health & Medical Research Council of NSW (AH&MRC)
102 George Street
Redfern NSW 2016

Tel: (02) 9698 1099

Fax: (02) 9690 1559

Email: ahmrc@ahmrc.org.au

rights and responsibilities

student rights

Students of the AH&MRC Aboriginal Health College have rights and responsibilities. Your rights include to:

- Study in a program or course which meets current industry standards and accreditation requirements
- Be given information about assessment requirements and assignment due dates at the beginning of your study program
- Have your work assessed as promptly as possible and to receive feedback about your progress
- Be treated fairly and with respect by staff and other students
- Learn in an environment free of discrimination and harassment
- Have personal records kept private and made available only to authorised users
- Learn in a supportive and safe environment.
- Appeal results and access the review process
- Have access to academic and personal counselling.

student responsibilities

Your responsibilities as a student include to:

- Pay your course fees by the due date
- Manage your own learning
- Complete all assessment tasks honestly and without any form of cheating or plagiarism
- Complete all assessment tasks by the due date
- Follow normal safety procedures
- Not damage or steal property
- Treat other students and staff with respect and fairness
- Behave as to not offend, embarrass, or threaten others
- Behave in a non-discriminatory, non-harassing manner to other students and staff
- Not use mobile phones or pagers in classrooms or study centres
- Not enter the college with any illegal drugs or weapons, or to be under the influence of illegal drugs or alcohol
- Be aware of and comply with AH&MRC rules when applicable.

Staff rights

AH&MRC Aboriginal Health College staff have a right to:

- Expect students to present their best work
- Expect students to adopt acceptable behaviour
- Expect students to attend all training sessions unless there are conflicting or unavoidable circumstances
- Exclude a student from any class who is adversely affecting the learning of others or who is behaving in an unsafe or dangerous way
- Be treated fairly and with respect by others
- Be advised of complaints which relate to them.

Staff responsibilities

Responsibilities of AH&MRC Aboriginal Health College staff include to:

- Provide students with information about their learning and assessment program and activities
- Notify students of their availability to provide assistance and feedback
- Work fairly and equitably with students and colleagues and treat others with respect
- Conduct training and assessment activities according to the requirements of the course.

student information

assessment

At the beginning of your participation in an AH&MRC course, your trainer will provide assessment information about the following:

- Course aims and objectives
- Assessment strategies and materials
- Work based projects
- Collection of evidence.

appeals

All students are able to appeal to the College Director/Chief Executive Officer about decisions made by the training and assessment staff. Appeal fees may apply upon submission of an appeal. These fees will be refunded if the appeal is upheld. Students will be provided with an appeal outcome in writing.

confidentiality

AH&MRC complies with the *Privacy Act 1988* in the protection of all student information. AH&MRC will seek the written permission of students before any information about that is released to a third party, such as an employer.

feedback

AH&MRC actively encourages feedback from students about its policies and procedures, and training and assessment products and services. Please comment on any aspect of our products and services to help us to continuously improve our training and assessment services.

Feedback received will be incorporated into AH&MRC's continuous improvement processes.

s a f e t y

personal property

AH&MRC Aboriginal Health College doesn't accept liability for any loss or damage to personal property on College premises. The following points provide guidance in helping to prevent loss of personal items:

- Do not leave your handbag, wallet, purse or other personal items unattended or unsecured
- Do not carry large amounts of cash
- Mark your personal property clearly
- Carry your handbag or purse close to you at all times
- Report thefts to the College Administration Office and to the police immediately.

health and safety

In addition to the student responsibilities stated earlier, you have a responsibility for your own health and safety. This includes:

- Using equipment in line with instructions for use
- Protecting yourself from any overuse injuries from repetitive work and tasks (such as strain from repetitive use of the keyboard), by taking breaks, rests and short walks when necessary
- Not do anything that creates a risk or increases an existing risk to the health and safety of yourself or other persons within the AH&MRC premises or learning environment.

e n r o l m e n t

application

To apply for a course or program offered by the AH&MRC Aboriginal Health College, you will first need to complete an application form. Please return the form by mail, email or fax, or directly to the Course Administrator.

If you intend to discontinue your registration you must advise the Course Administrator as soon as possible. Fee obligations are detailed in the section on page 11 of this document.

withdrawal

All student withdrawals from course or programs should be provided in writing to the Course Administrator. Page 11 of this document refers to the fee refund policy.

recognition

Recognition of your current skills and knowledge can be achieved through:

- Credit transfer
- Mutual recognition
- Recognition of Prior Learning (RPL).

You may have skills or knowledge which are appropriate to the course being offered by AH&MRC which you have obtained through industry or life experience, or formal training.

credit transfer

You may apply for 'credit transfer' for equivalent programs you have undertaken at other institutions. Your Course Administrator can help with this process.

mutual recognition

AH&MRC recognises Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations as part of its 'mutual recognition' policy. Advanced standing will be awarded for the successful completion through another RTO of national units of competency which are included in programs offered by AH&MRC.

recognition of prior learning

If you have work experience, life experience or formal study which cannot be recognised by credit transfer, you can apply for 'Recognition of Prior Learning'. This process recognises the skills and knowledge you have and can currently demonstrate.

AH&MRC will provide you with a "Recognition Application" to assist you to undertake a self assessment process to apply for Recognition of Prior Learning (RPL). This process accounts for work experience, life experience or formal study which cannot be recognised by credit transfer.

If you consider that through prior learning and/or experience you have gained the skills/competencies required for units of competency within course/s offered by AH&MRC, you may be granted credit upon substantiation of that claim.

You should complete the Recognition Application prior to gathering necessary evidence to support your claim for recognition.

academic progress

At the end of each semester of study you will be sent a full result notice for that semester. In addition, at any time during the course of the semester you may wish to obtain an 'unofficial transcript'. These can be provided on application to the College Administration Office.

An 'official academic transcript' may also be provided before completion of a course or program, for example to include with a job application. Again, you need to apply to the College Administration Office.

fees

payment

Once you have been accepted into an AH&MRC course or program you will be issued with a student invoice. The student invoice clearly sets out the amount due and the payment due date.

Your student invoice lists the fees which apply to your course of study. You are responsible for fee payment by the due date. Failure to do so may result in your registration being cancelled.

refunds

Refunds may be paid to students if:

- A course or program is cancelled
- You withdraw from a course or program before the payment due date
- Other circumstances require payment of a refund according to the AH&MRC refund policy and decision by the College Director/Chief Executive Officer.

Please see the Course Administrator for further details.

Extract from "AH&MRC Financial Policies and Procedures"

10. Student fees and refunds

Student fees are payable for the term/year in advance. A tax invoice will be issued to the student stating the course code, fees inclusive of GST, name, address and due date payable within 7 days.

Refunds may be paid to students if:

- a course or program is cancelled
- the student withdraws from a course or program before the payment due date
- other circumstances require payment of a refund as determined by the College Director and/or Chief Executive Officer.

A separate account will be set up for student fees to protect fees paid in advance.

Appeals and complaints

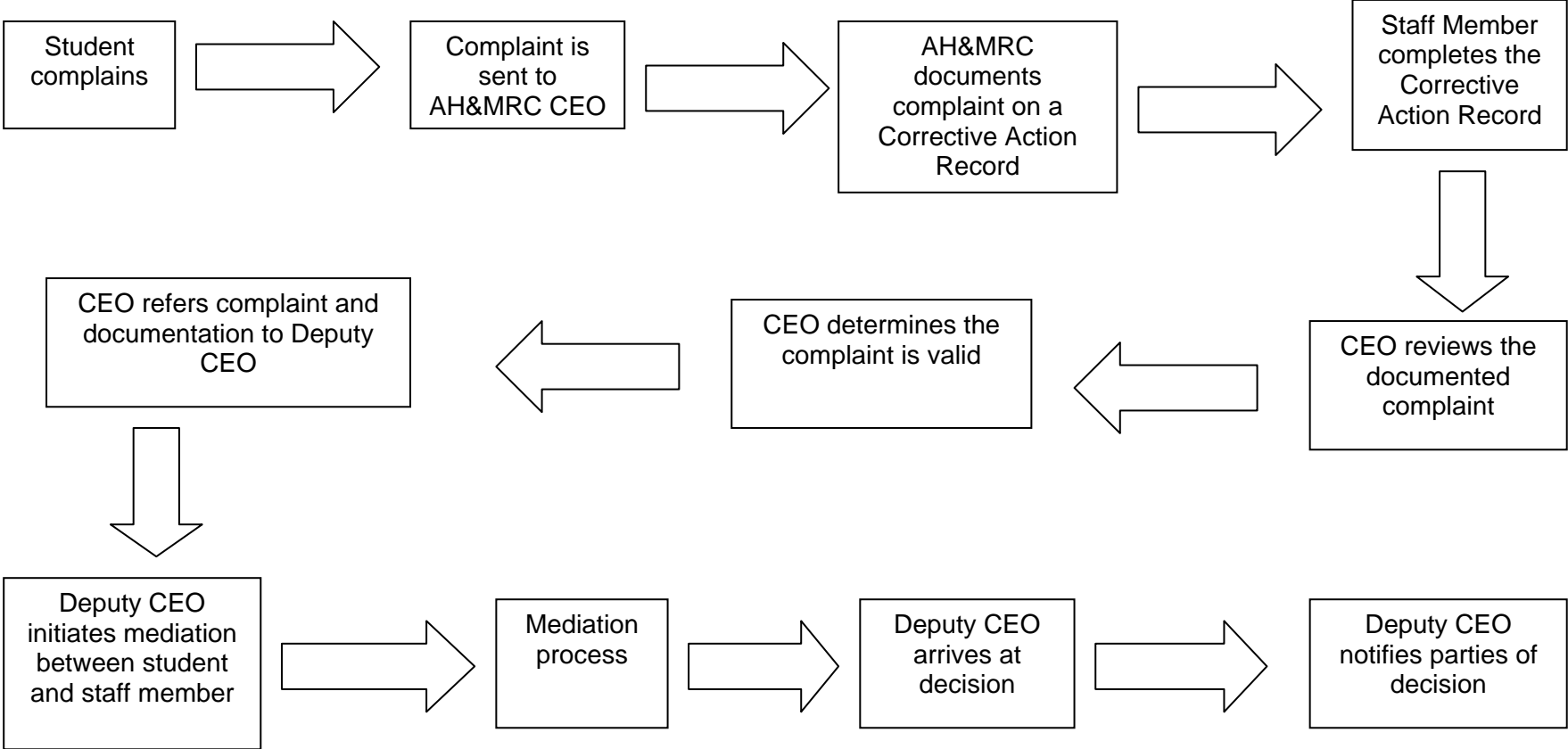
Students and clients of the college have a right to appeal or complain about issues or events when they feel they have been:

- unfairly treated
- disadvantaged by college processes or procedures or staff action or inaction
- abused or harassed
- threatened or intimidated
- assessed unfairly
- given inaccurate or misleading information
- treated in an unprofessional manner

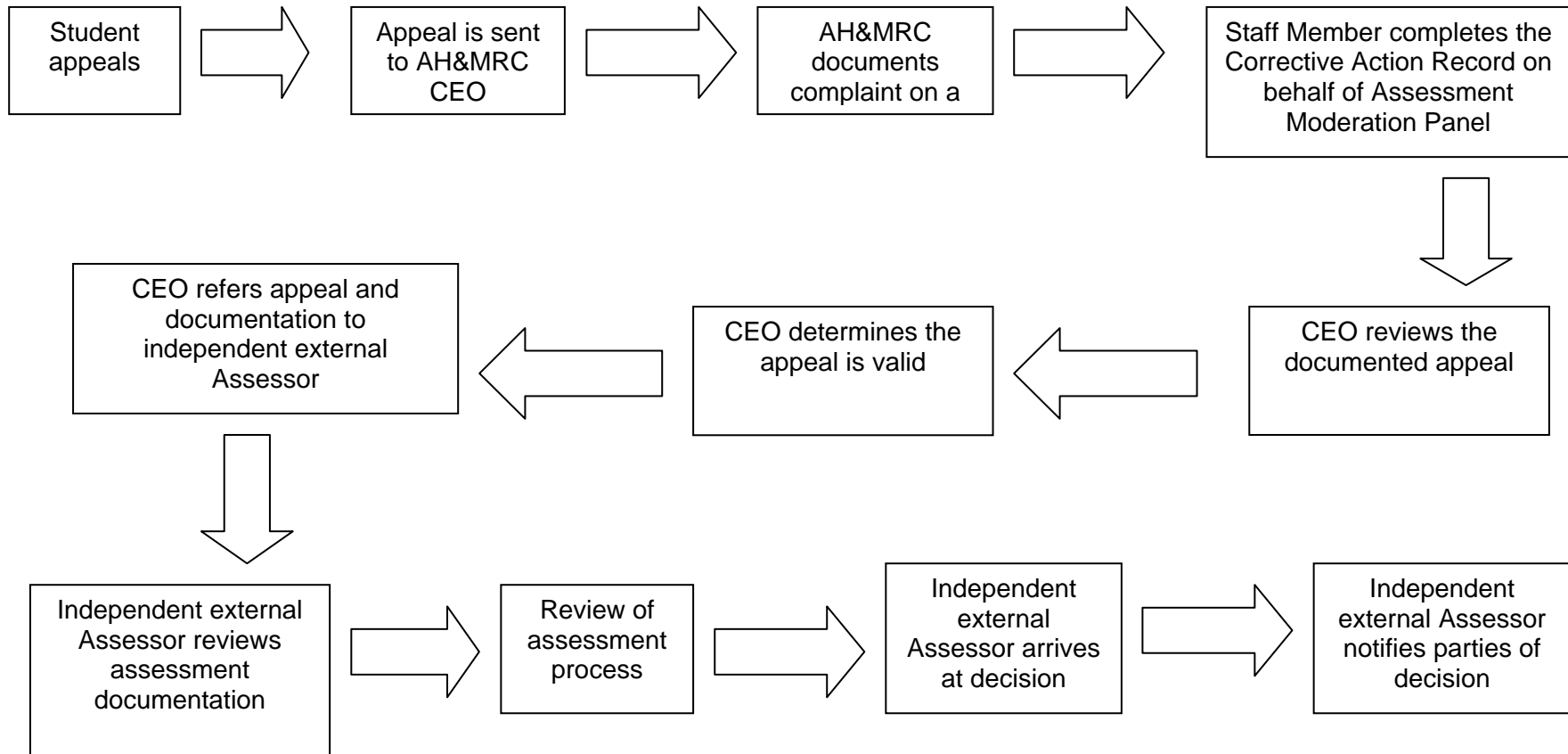
In the first instance you are encouraged to raise your concerns with the staff member involved. If unable to resolve the issue to your satisfaction or in cases where you feel the complaint is too significant to attempt one on one resolution then you can complain to the CEO of the AHMRC using the attached complaint form as a guide. Your complaint will at all times be taken seriously and where appropriate will be referred to the Deputy CEO of the organisation. The Deputy CEO (or their delegate) will then act as an internal mediator to investigate and resolve the complaint to the parties' satisfaction. Any internal complaint procedure does not detract from any rights you may have to seek redress through external complaint resolution options. You can contact the College's Business Manager to discuss the process in more detail if you wish.

The complaint process is outlined in the Diagrams below:

Flow Chart for Complaints Process: Standard 1.5



Flow Chart for Assessment Appeals Process: Standard 1.5



Complaint form

To: CEO
AHMRC

Redfern
PH:

Name of the complainant:

Contact details:

Nature of the complaint:

Brief description of the complaint/issue:

Any significant dates in relation to the complaint:

Expected outcomes:

Signature:

Date: