LEARNER HANDBOOK

Office details:
Head office: Nirimba Education Precinct, Building T2a, Warawara Cct, Quakers Hill NSW 2763
Postal address: PO Box 42, Quakers Hill NSW 2763
Phone: 1300 130 385
Fax: 1300 980 385
Website: www.medilife.edu.au
RTO ID No: 2148
VISION

To be a national provider of choice for WHS & First Aid training services

MISSION STATEMENT

To ensure that people are equipped with the systems, skills and tools to manage an emergency
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Scope of Qualifications

The RTO is a Registered Training Organisation (RTO ID No. 2148) approved by the Australian Skills Quality Authority (ASQA) to provide training delivery and assessment services for a range of nationally accredited courses and units of competency.

Qualifications

Accredited Courses

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>22282VIC</td>
<td>Course in the Management of Asthma Risks and Emergencies in the Workplace</td>
</tr>
<tr>
<td>22099VIC</td>
<td>Course in first aid management of anaphylaxis</td>
</tr>
<tr>
<td>22101VIC</td>
<td>Course in automated external defibrillation</td>
</tr>
</tbody>
</table>

Individual Units of Competency

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTAID001</td>
<td>Provide cardiopulmonary resuscitation</td>
</tr>
<tr>
<td>HLTAID002</td>
<td>Provide basic emergency life support</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
</tr>
<tr>
<td>HLTAID004</td>
<td>Provide an emergency first aid response in an education and care setting</td>
</tr>
<tr>
<td>HLTAID006</td>
<td>Provide advanced first aid</td>
</tr>
<tr>
<td>HLTAID007</td>
<td>Provide advanced resuscitation</td>
</tr>
<tr>
<td>HLTAID008</td>
<td>Manage first aid services and resources</td>
</tr>
<tr>
<td>UETTDRRF06B</td>
<td>Perform rescue from a live LV panel</td>
</tr>
<tr>
<td>PUAWER005B</td>
<td>Operate as part of an emergency control organisation</td>
</tr>
<tr>
<td>CPPFES2005A</td>
<td>Demonstrate first attack firefighting equipment</td>
</tr>
</tbody>
</table>

Location:

The RTO’s office is located at:

10/9 Kilto Crescent, Glendenning NSW 2761
Venues Where Training is Conducted

For an up-to-date list please refer to [www.medilife.edu.au](http://www.medilife.edu.au)

Current List – June 2015

<table>
<thead>
<tr>
<th>Ashfield</th>
<th>Wests Ashfield Leagues</th>
<th>115 Liverpool Road</th>
<th>Ashfield</th>
<th>NSW</th>
<th>2131</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane CBD</td>
<td>Brisbane School of Hairdressing</td>
<td>Queen Adelaide Building, 90-112 Queen St</td>
<td>Brisbane</td>
<td>QLD</td>
<td>4000</td>
</tr>
<tr>
<td>Caboolture</td>
<td>Caboolture Community Learning Centre</td>
<td>8 Lang Street</td>
<td>Caboolture</td>
<td>QLD</td>
<td>4510</td>
</tr>
<tr>
<td>Caloundra</td>
<td>The Waves Room (Lvl 1), Caloundra Power Boat Club</td>
<td>Woorim Park, The Esplanade, Golden Beach</td>
<td>Caloundra</td>
<td>QLD</td>
<td>4551</td>
</tr>
<tr>
<td>Dee Why</td>
<td>Dee Why RSL Club</td>
<td>932 Pittwater Road</td>
<td>Dee Why</td>
<td>NSW</td>
<td>2099</td>
</tr>
<tr>
<td>East Maitland</td>
<td>East Maitland Bowling Club</td>
<td>Banks Street</td>
<td>East Maitland</td>
<td>NSW</td>
<td>2323</td>
</tr>
<tr>
<td>Gosford</td>
<td>Gosford Golf &amp; Function Centre</td>
<td>Racecourse Road</td>
<td>Gosford</td>
<td>NSW</td>
<td>2250</td>
</tr>
<tr>
<td>Liverpool</td>
<td>Liverpool Community Access Centre</td>
<td>14A Mill Road</td>
<td>Liverpool</td>
<td>NSW</td>
<td>2170</td>
</tr>
<tr>
<td>Mayfield</td>
<td>Mayfield Ex Services Club</td>
<td>58 Hanbury Street</td>
<td>Mayfield</td>
<td>NSW</td>
<td>2304</td>
</tr>
<tr>
<td>Miranda</td>
<td>Miranda RSL</td>
<td>615 Kingsway</td>
<td>Miranda</td>
<td>NSW</td>
<td>2228</td>
</tr>
<tr>
<td>Nirimba</td>
<td>Breed Building, Nirimba Education Precinct</td>
<td>Building T2A, Warawara Circuit</td>
<td>Quakers Hill</td>
<td>NSW</td>
<td>2763</td>
</tr>
<tr>
<td>Parramatta</td>
<td>Parramatta RSL Club</td>
<td>Corner Macquarie &amp; O'Connell Streets</td>
<td>Parramatta</td>
<td>NSW</td>
<td>2150</td>
</tr>
<tr>
<td>Penrith</td>
<td>Penrith RSL</td>
<td>8 Tindale Street</td>
<td>Penrith</td>
<td>NSW</td>
<td>2750</td>
</tr>
<tr>
<td>Sydney CBD</td>
<td>City Tattersalls Club</td>
<td>200 Pitt Street</td>
<td>Sydney</td>
<td>NSW</td>
<td>2000</td>
</tr>
<tr>
<td>Windsor</td>
<td>Windsor Country Golf Club</td>
<td>McQuade Avenue</td>
<td>South Windsor</td>
<td>NSW</td>
<td>2756</td>
</tr>
</tbody>
</table>
COMPTENCY GUARANTEE

We guarantee that your staff will be 100% confident and competent on completion of their course or we will retrain them for free, until they do or your money back!*  

Purpose of the guarantee
To ensure you are fully equipped with the skills, knowledge and systems to manage an emergency.

Background
Medilife has today announced their commitment to its professional training position – the best training available in producing students who feel confident and competent or they will be retrained for free until they do.

Our competence and confidence guarantee demonstrates our intense desire to produce well-trained students who can take their skills into the workplace, home or community for the greater good.

Along with our endeavour to produce ‘awesome courses’ by means of quality interaction, superior instructors and a hands-on approach we believe that Medilife represents great value-for-money. And now we challenge anyone who has previously hesitated to try Medilife to take advantage of this risk-free opportunity.

*Terms and Conditions

1. The student must complete the feedback sheet provided by Medilife.
2. Competency is assessed by the instructor on the day of the course and does not guarantee the student will be confident or competent when attending an emergency.
3. Since confidence levels are subjective, the level of confidence recorded on the feedback sheet is how the student feels on the day of training and does not guarantee the student will be confident when attending an emergency.
4. Retraining is limited to the student who has attended the course and may not be substituted by anyone else.
5. Retraining must be completed within 30 days of the first attendance and the student can attend as frequently as required at any of Medilife’s public venues. Personal or individual training can be provided at additional cost at Medilife’s commercial rates.
6. Workbooks and any consumables supplied at the initial course must be retained by the student for use at subsequent courses attended.
7. The student must attend a minimum of 3 courses in the 30 days following the initial course to be eligible for the money back guarantee. If the student is still not assessed as being competent by the instructor the full course fee will be refunded and the student may keep the workbook and consumables.
8. To obtain a refund, the course must have been paid for in the first place. The refund is limited to either that student’s attendance at a public course or the pro-rate portion for that student at an onsite course.
9. The student must call our office to arrange an alternate date for retraining.
10. If a group course has been arranged and all students are assessed as being not competent on the day, the course will be re-staged at no cost. The course must be re-staged within 30 days of the initial course date.
11. Re-staging of a group course is limited to one event only.
12. Individuals assessed as being ‘not competent’ from a group event can attend a Medilife public course as per previous conditions 1-9.
13. Medilife Pty Ltd’s decision is final and no correspondence will be entered into.
“TURN UP” GUARANTEE

If the trainer does not turn up, students/clients can make a claim for lost time, out of pocket expenses or travel costs.!

Purpose of the guarantee

To limit the risk associated with loss of clients due to the failure of a trainer arriving at a course.

Financing the guarantee

Funds will be allocated to a separate Medilife Pty Ltd insurance fund on the following basis:

- $1 for each student attending an accredited course.
- Maximum amount to be held in this fund at any one time will be as determined by the directors.
- As funds are depleted, the account will be replenished at the rate of $1 per student attending an accredited course.

Rationale

Experience and feedback has made us aware of a potential threat and risk to our business. The threat is the potential loss of clients and a poor reputation that would inevitably follow when a trainer did not turn up for a course. The reasons may be legitimate - car accident, sickness or some other unforeseen circumstance that prevented the trainer from being on time. While Medilife has a backup trainer in case of such emergencies, circumstances may arise where even the backup trainer is not available.

The impact on the student/client is numerous:

- Individuals may have re-organised their calendar to be present
- May have travelled long distances to be present
- Childcare services may have been needed
- Temporary staff may have been an expense for the company to have the student’s workload covered

To recognise these impacts, Medilife has established this “turn up” guarantee. You may download this guarantee through our website located at http://medilife.edu.au/about-us/guarantees.aspx.

* Terms and Conditions:

Clients/students can make a claim for reimbursement of out of pocket expenses by calling our office for a Turn Up Guarantee Application form.

- Claims made by companies for Onsite training are limited to a maximum amount of $250 per attending student with a total claim limit of $2500.
- Claims made by individuals are limited to a maximum of $250.
- Medilife Pty Ltd has the right to use the funds to fly an interstate trainer to conduct the course if applicable.
- For your application to be accepted, Medilife Pty Ltd must sight your receipts as proof of out of pocket expenses being claimed.
- Medilife Pty Ltd’s decision is final and no correspondence will be entered into. The client will be notified of the outcome of their application via email.

The refund for out of pocket expenses is in addition to reimbursing the cost of the course or re-running the course at a time convenient to the client.
Third Party Training Arrangements

MEDILIFE has written agreements (third party training agreements) in place with a number of organisations who can train and assess approved courses under the auspices of MEDILIFE. These organisations are termed MEDILIFE Training Partners. Where possible, a MEDILIFE Training Partner will note on their website that they have a training arrangement in place with MEDILIFE.

Medilife will ensure that all MEDILIFE Training Partners follow the same guidelines as noted in this Student Handbook. Wherever MEDILIFE is noted, it will refer to both MEDILIFE and to the MEDILIFE Training Partner.

At all times, MEDILIFE will be responsible for issuing the certificate or Statement of Attainment for successfully completed courses.

1. Code of Practice

MEDILIFE is committed to delivering industry-recognised training and assessment that attains the highest standards that vocational education and training demands. The development and delivery of nationally recognised training and assessment packages is a strategic goal for the industry but does not constitute the pinnacle of achievement for these providers. Rather it will provide the foundation from which further knowledge, competencies and skills can be pursued. As a minimum, training and assessment providers must offer services that are:

- Delivered by qualified professionals in a caring and ethical manner;
- Of consistently high quality;
- Delivered when, and where their clients demand;
- Flexible in modes of delivery and methods of assessment and
- Reflective of change and innovation within the industry

Learners’ Rights and Responsibilities

Learners in courses have both the rights and responsibilities to:

- Study in a course that meets both the current industry standards and accreditation requirements.
- Be provided with information about the assessment requirements of the course at its commencement.
- Have their training outcomes assessed and be provided with regular feedback on their progress.
- Be treated fairly and respected by fellow Learners and training staff.
- Taught in an environment free from any form of discrimination and harassment.
- Have their personal records kept private and secure, and only made available to authorised users.
- Learn in a safe and supportive environment.

The responsibilities of Learners are as follows:

- To manage their own learning and assessment requirements.
- To complete all assessments within set time periods (as applicable).
- To treat all training staff and other Learners with respect and fairness.
- To behave in a non-discriminatory and non-harassing manner.
- To follow all health and safety procedures in the learning environment.
- Not to enter into the learning environment whilst under the influence of alcohol or drugs.
- To advise staff of any changes to their personal details.
- To advise staff if they will be withdrawing from the course.
MEDILIFE abides by the requirements and standards of the Australian Qualifications Framework (AQF) and Standards for Registered Training Organisations (RTOs) 2015 in the quality and standard of its training and assessment staff. All trainers and assessors have as a minimum the following:

- Certificate IV in Training and Assessment (TAE40110)
- Certificate in Address Adult Language, Literacy and Numeracy Skills (TAELLN411 or TAELLN401A) by June 30 2015
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they will be training and assessing

2. Enrolment, Recruitment and Selection

All courses offered by MEDILIFE will be advertised and promoted as widely as possible. These advertisements will clearly state the course name and any type of pre-requisites (if applicable) or selection criterion for enrolment.

All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential Learners.

Learners are required to complete an enrolment form prior to being considered for a place within a course(s).

In certain situations some courses may have more Learners wishing to enrol than there are available places. To ensure that you meet the selection criteria, state on the enrolment form your relevant skills, experience, interests and career plan.

The selection criterion is based on:

- Your ability to complete the course.
- Previous training and education.
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary.
- Is the course relevant to your career plans?
- Identified program prerequisites/priorities.

Learners who have been accepted for a course will be notified as soon as possible about their enrolment. The course confirmation will include the following information:

- Course date
- Start and finish time
- Pre-learning requirements (Only applicable to Learners who chose the blended learning version of the course)
- Suitable attire
- What resources to bring to the course
- Alerting the Learner that they must make MEDILIFE aware of any circumstances (at the time of booking or if new reasons arise) that may affect the Learner’s ability to successfully participate in the course. This may include:
  - Language, literacy and numeracy requirements
  - Physical limitations that might hinder a Learner from successfully completing an assessment task, e.g. unable to perform 2 minutes of CPR while kneeling on the floor due to bad knees
MEDILIFE does not guarantee that there will be any employment outcome as a result of the Learner's training and/or assessment.

Information supplied on the enrolment form will only be available to the State Department of Education & Training and the National Centre for Vocational Education and Research and the Program Sponsor if applicable.

This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

**Consumer Protection**

Where there are any changes to the agreed services that may impact the Learner, MEDILIFE will advise the Learner as soon as practicable. This will include changes to the following:

- Ownership of the RTO
- The closure of the RTO
- Commencement, cessation or closure to existing or new third party training arrangement

### 3. Fees and Refunds

MEDILIFE will provide you with information on the applicable fee for the relevant course. Learners are required to pay course fees prior to the commencement of the course.

All Learners will be issued with an invoice for fees paid. All fees paid in advance will be entered into MEDILIFE financial management system and marked under a section defined as fees paid in advance. These fees will be held during the course and be made available should a refund be required.

Should a Learner be eligible for a refund it will be paid in accordance to the terms set out in the refund policy.

**Refund Policy**

If attendance to a course is cancelled more than 7 days prior to course, 50% of the course price will be charged as a cancellation fee. If attendance is cancelled in less than 7 days prior to course, 100% will be charged as a cancellation fee.

A transfer fee of $50.00 (inc. GST) applies and must be paid on the date of request.

However, MEDILIFE reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made.

Where a refund is made and it is established that the Learner/student complaint is fully justified MEDILIFE will not withdraw or withhold certification.

The following are also acceptable reasons for refunds:

- There has been an overpayment made – refund the excess amount paid only.
- Medilife will refund you any course fees paid in the event we cancel or discontinue a course.
- In the event that Medilife or the third party goes into administration any course fees paid for courses that fall on a date after this event will be the responsibility of the administrator.

Refunds can only be processed after receipt of a completed Refund Request to MEDILIFE.
4. **Recognition of Other Qualifications**

MEDILIFE will recognise all AQF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia as part of its recognition of prior learning process. MEDILIFE may contact the issuing RTO to confirm the authenticity of the qualification.

MEDILIFE will grant the appropriate credit transfer for units of competency awarded under recognition and readjust the Learner’s training program as appropriate.

5. **Learner Records, Certificates and Qualifications**

On the successful completion of the training program, MEDILIFE will issue a Certificate or Statement of Attainment within 30 calendar days.

The Qualification will record the student’s legal name; the code and full name of the qualification acquired and the date of completion. You will also receive a transcript listing the units of competency achieved. The “Nationally Recognised Training” logo on your certificate indicates that the course qualification is recognised throughout Australia. Where a part qualification was only achieved, a Statement of Attainment will be issued.

The full name of the person being issued with the AQF qualification or statement of Attainment must be used – that is, the name shown on their birth certificate, driver’s licence or passport.

MEDILIFE will verify the person’s identity on enrolment and when issuing or reissuing any certification to them (i.e., qualification, Statement of Attainment or transcript of results).

All Learner records are stored electronically for 30 years. A copy of the qualification and the transcript issued is kept electronically for 30 years. Access to your records is available on written request.

There may be a cost involved in accessing your records once your course has been completed.

6. **Flexible Learning**

MEDILIFE is committed to providing its Learners where possible flexible learning processes. This means that MEDILIFE focuses on the learning rather than the teaching to provide the best possible outcome to/for the Learner. Through this the Learner will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- The scheduling of the learning sessions at a variety of time.
- The provision of flexible learning and assessments for those with special needs.
- Providing self-paced learning experiences such as distance education and e-learning.
- A variety of assessment methods and tools.

7. **Assessments**

The training you will be undertaking is competency based. The competencies and assessment for your course are clearly stated to you at the beginning of the course.

All MEDILIFE trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

Learners and the trainer/assessor must be present for all planned assessment tasks, to be executed during the scheduled days of training. After successful completion of the course you will receive a certificate or statement of attainment for the appropriate units for the course.

It is the trainer/assessor’s responsibility to ensure all Learners receive the full scope of information, knowledge and tests required to complete their course successfully. The following types of assessment methods maybe utilized by MEDILIFE during the course:
• Presentation / demonstration
• Illustrative program examples
• Specially developed example programs
• Exercises, practical assessments
• Realistic in-depth, industry-validated scenarios
• Project assignments
• Questioning – written and oral

Medilife is responsible for compliance and/or assessments and for the issuance of AQF certification documentation.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and the trainer/assessor will be flexible in the assessment method used.

Access and Equity in Assessment
• All reasonable steps will be taken to ensure you will be given an equal opportunity to undertake the assessment.
• You will be treated equitably regardless of your race, sex, religion, marital status, age or sexual preference.
• If there are any aspects of the assessment that are unclear and you are not certain about you should speak to the trainer/assessor.
• Should you require a reasonable adjustment of the assessment due to a physical impairment you should discuss this with the trainer/assessor immediately.

Reasonable adjustments may include:
• Use of special equipment.
• Practicable extension of timelines.

Assessment Feedback
All assessment tasks undertaken will be assessed and you will be given feedback on your outcomes from these assessments. This feedback will be a constructive discussion and if you are found to be “Not Yet Competent” your assessor will explain to you why, and what you need to do to gain competency.

Plagiarism
You should always submit evidence of competency that has been created by you and only you. Plagiarism is not accepted by MEDILIFE and where plagiarism is detected MEDILIFE will assess the evidences as Not Yet Competent and further will counsel you on the requirement to submit your own evidences. Continued plagiarism will warrant disciplinary action.

Assessment Appeals
Appeals and a reassessment process is a major part of the process involved leading to a either nationally recognised qualification or Statement of Attainment.

MEDILIFE has an impartial appeals process available for all Learners. If a Learner wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the Learner is not pleased with the results of the discussions and would like to proceed further, or if the Learner does not wish to approach the trainer/assessor then a formal request will need to be made in writing, outlining the reason(s) for the appeal.

You will need to ensure you have reasonable grounds for the appeal, for example:
• Unclear or inaccurate instructions by the assessor.
• You feel the assessor showed bias or treated you unfairly or inequitably.
• You were ill during the period of assessment and this can be substantiated.
This is to be forwarded onto the Training Coordinator who will take responsibility for implementing the formal Appeals Process and who will record the appeal into the appeals register and notify the Learner in writing of receipt of the appeal.

MEDILIFE acceptance of re-assessment appeals is five days after the Learner has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the Learner's and MEDILIFE satisfaction.

If the appeal is proven and a reassessment is required, MEDILIFE will organise with the Learner a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the Training Manager who will supply this information to the Learner in writing. The results of the reassessment will be final.

Throughout the entire appeal process the Learner can request that their appeal is heard by an independent person. The Learner has an opportunity at any stage to formally present their case.

The Learner will be provided with a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome of the appeal not be acceptable to the Learner, they will be informed, in writing, of the opportunity to lodge a complaint the applicable State Training Authority.

8. Recognition (RPL/RCC)

Recognition of Prior Learning or Recognition of Current Competency is an acknowledgement of your current skills and knowledge that you have obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for you to demonstrate your competency.

If you consider you are already competent in specific units of competency from your chosen course you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course.
- You are able to supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia), or work experience.
- Submission of authenticated documents or samples of work demonstrating relevance and currency.
- Participation in an interview to ascertain current skills and knowledge.

To apply for RPL you will be required to complete the Application for Credit Transfer Form. This form is available from the RTO.

Cost of Recognition

- The initial consultation with the training manager is free.
- An administration fee will be charged for assessing your portfolio.
- The administration fee will vary according to the qualification being sought through RPL.
- The administration fee shall not exceed the full course cost.

If you make a claim for RPL a number of things could happen:

- You may not be granted any exemptions.
- You may be granted exemptions for some Units of Competency.
- You may be granted exemptions for all Units of Competency.
9. Complaints and Appeals

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a Learner.

MEDILIFE will strive to establish a consistent atmosphere of trust and openness with Learners so that any type of complaint is dealt with in a timely, constructive and effective manner.

All complaints are considered serious and are dealt with inside forty-eight working hours of receiving the said complaint.

All Learners making any form of complaint or appeal have the right to have an independent person or panel to act on their behalf or hear their complaint at any time or even to support them whilst the complaint or appeal is being resolved.

All Learners have the right to formally present their complaint or appeal.

All complaints or appeals will be recorded in writing onto the Complaint Reporting and Action Form. All complaints or appeals outcomes will be communicated back in writing explaining the reason for the decision and outcome.

The steps in the complaints and appeals process are:

(a) Local Level Resolution

Any Learner with a complaint or appeal is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the Learner, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

(b) Resolution by Trainer/Assessor

Should the matter remain unresolved following (a) or should (a) be considered inappropriate, the Learner is encouraged to contact their trainer/assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

(c) Resolution by the General Manager

Should the matter remain unresolved following (b), or should (b) be considered inappropriate, the Learner is encouraged to contact the General Manager for consideration and due intervention, as necessary, in order to reach an objective solution to the matter in dispute.

If the trainer/assessor cannot find a suitable solution for you, or you are not comfortable involving them (for example, they may be the person you have an issue with), you may talk with the General Manager about your concerns.

The General Manager will ask you to put your concerns in writing (using a Complaints Reporting and Action Form), will review and help to resolve your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

(d) Resolution by Arbitration

Should the matter remain unresolved following (c), the General Manager will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution. Currently Australian Emergency Care Providers Ltd (AECP) is the mediator of choice.
For further details, refer to Medilife’s Complaints and Appeals policy.

10. Client Support, Welfare and Guidance Services Advice

MEDILIFE will endeavour to assist you with matters of concern. MEDILIFE is committed to providing all its Learners lifelong learning that will enhance their existing skill set. To this end MEDILIFE will provide the following support services:

- Guidance with literacy and numeracy including basic skills, report writing and note-taking.
- Referral to relevant agencies which offer vocational counselling and advice.
- Advice on possible services of Government support, e.g. Austudy, JET subsidy for single supporting parents, Centrelink.
- Making arrangements for additional one-to-one tuition and/or advice where possible between Learner and trainer/assessor.

The following contacts are provided for support of Learners:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Tax Office</td>
<td>13 28 61</td>
</tr>
<tr>
<td>Creditline</td>
<td>02 9951 5544</td>
</tr>
<tr>
<td>Moneycare Counselling Service</td>
<td>02 9299 6744</td>
</tr>
<tr>
<td>Welfare Rights Centre</td>
<td>02 9211 5300</td>
</tr>
<tr>
<td>Ethnic Communities Council</td>
<td>02 9319 0288</td>
</tr>
<tr>
<td>NSW Government Info Service</td>
<td>02 9743 7200</td>
</tr>
<tr>
<td>Legal Aid Help Line</td>
<td>1800 806 913</td>
</tr>
<tr>
<td>Women's Legal Resource</td>
<td>02 9749 5533</td>
</tr>
<tr>
<td>Interpreting Services</td>
<td>13 14 50</td>
</tr>
</tbody>
</table>

If you would like more information about any additional support services please contact the MEDILIFE office. Learners are always encouraged where there is the need to seek the advice of their employer.

Language, Literacy and Numeracy

MEDILIFE will carry out an initial assessment of a Learner’s language, literacy and numeracy (LLN) skills by means of the completion of their enrolment form. This will provide MEDILIFE an understanding of a Learner’s possible LLN needs.

This is for the benefit of both parties. MEDILIFE will also ask Learners to come forward if they are aware that they require special assistance. When problems are identified, action is taken to assist the Learner, this being:

- Discussions between the Learner and their trainer/assessor about the Learner’s particular needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by their trainer/assessor, to ensure successful learning outcomes

If the Learner requires further additional or specialist assistance, MEDILIFE will refer them to a specialised LLN service provider such as Adult Multicultural Education Service.

All LLN issues are treated with understanding, discretion and confidentiality.
11. Legislation

Privacy – Student Personal Information

As a Registered Training Organisation (RTO), Medilife Pty Ltd is regulated by the Australian Skills Quality Authority (ASQA), and is required to collect, hold, use and disclose a wide range of personal and sensitive information on clients and their staff enrolled as students in nationally recognised training courses. The information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative requirements such as:

- Standards for Registered Training Organisations (RTOs) 2015
- Data Provision Requirements 2012
- AVETMISS standards

The RTO is required to collect personal information from students in order to process enrolments and obtain the information required to provide suitable training and assessment services. Information collected includes general personal details. Further information collected as indicated by the AVETMISS standards include details of any disability or health issue that may affect the student’s ability to undertake training and/or assessment activities, education levels, level of English spoken, are they Aboriginal/Torres Strait Islander, employment status and reason for attending the course.

Medilife Pty Ltd collects all personal information in writing, either from a personal details form, or an enrolment form, directly from the student whom the information is about. (Where applicable, information may be collected from the parent or guardian of a student under the age of 18.) This personal information may be accessed for the purposes of an audit by the ASQA.

Students may access their files by submitting their written application to Student Administration. If at any stage a student’s personal details change throughout the course of training, or after completion, inform Medilife’s office so that the details can be amended. For certificate reprint requests a fee may apply.

For any student request for access or certificate reprint, proof of I.D. will be required such as:

- Full legal name
- Date of Birth
- Serial number on I.D. given at time of enrolment such as driver’s licence, passport or birth certificate

A number of third parties, other than the student, may request access to a student’s personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, Medilife Pty Ltd will ensure that:

- Parties requesting access to personal information are correctly vetted and identified
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter)
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Medilife will maintain the privacy and security of personal information by all reasonable ways possible. Information is stored electronically using secure, password protected systems, such as financial system, learning/student management systems which are kept on a secure server. Access is restricted to authorised employees per system. The server is regularly backed up and kept in a secure location.
Paper based documents containing personal information are stored in a locked filing cabinet and held within a secure area within Medilife’s premises up to a period of six months and then safely destroyed by a secured document destruction company.

Student information will be stored electronically for 30 years as required by industry guidelines. A copy of our privacy policy can be provided to you and discussed at your induction. If you have not received this information please contact your trainer assessor or contact MEDILIFE. Our privacy policy can be downloaded from our website located at http://medilife.net.au/downloads/policies-terms-conditions/Privacy-Policy-and-Procedure.pdf.

**Discrimination, Bullying, Victimisation and Harassment**

MEDILIFE is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in the immediate disciplinary action that may include expulsion from the course. This applies to both Learners and MEDILIFE staff members.

MEDILIFE Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment is any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Racial authenticity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Marital status
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance.

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or Management of MEDILIFE.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the Management of MEDILIFE.
- Fill out the Incident Report Form.
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other Learners are also not subjected to the same discrimination, bullying, victimisation or harassing treatment.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.
Access and Equity Policy – for Enrolment in Training and Employment

MEDILIFE, its staff, and contracted staff are to adhere to the principles and practices of Equity in Education and Training.

Learners will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation. Learners will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services. Grievance procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately (refer to the grievance form and induction process for Learnerships/Apprenticeships). As an Equal Opportunity Employer, MEDILIFE and its staff will treat every Learner fairly and without discrimination in the training environment and/or in the workplace.


Training services will be made available to all Learners (and potential Learners) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and Learner. In accordance with the Sex Discrimination Act, 1984, sexual harassment will not be accepted in the workplace, or in the training environment. Professional Development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

Workplace/Occupational Health and Safety

Whilst participating in this course you are to take responsibility for your own health & safety and that of the equipment provided to you and also that of your fellow Learners.

You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain or backache.

Your trainer will inform you of MEDILIFE occupational health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

As part of your course you will be trained in Workplace/Occupational Health & Safety. This is a mandatory requirement of all nationally accredited Training Packages. The occupational health and safety training will last the entire length of your course and your trainer will at regular stages assess you in this area.

Work Health & Safety Act

The provisions of the relevant state WH&S Act cover every place of work in the relevant state. These provisions cover both self employed people and visitors as well as employees and employers.

Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- Providing or maintaining equipment and systems of work that are safe and without risks to health.
- Making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances.
- Providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees.
• Maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits.

• Making available adequate information about research and relevant tests of substances used at the place of work.

• Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.

• Employees must take reasonable care of the health and safety of others. Employees must co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must:

• Interfere with or misuse things provided for the health, safety or welfare of persons at work.

• Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work.

• Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

• You will find a copy of the relevant Occupational Health and Safety Act displayed in the workplace.

• WorkCover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee’s representative during an inspection, if requested.

Child Protection (Working with Children) Legislation – Requirements

Under the requirements of the Child Protection (Working with Children) Act 2012 and of the Child Protection (Working with Children) Regulation 2013, there are certain requirements that persons must meet when “working” with Children. Where a person wishes to “work” with or around Children this Act must be complied with.

The Child Protection (Working with Children) Act 2012 and the Child Protection (Working with Children) Regulation 2013 makes it an offence for a person convicted of a serious sex offence (a prohibited person) or a Registrable Person under the Child Protection (Offenders Registration) Act 2000 to apply for, undertake or remain in, child-related employment. It does not apply if an order from the Industrial Relations Commission or the Administrative Decisions Tribunal, declares that the Act does not apply to a particular person.

Schedule 1 of the Child Protection (Working with Children) Act 2012 defines assessment requirement triggers for an individual that may make them ineligible to work with children.

1. Offences
2. Findings of misconduct involving children
3. Notification by Ombudsman

Schedule 2 of the Child Protection (Working with Children) Act 2012 defines offences that disqualify an individual from working with children.

1. Specified Offences

Part 2, Division 1 of the Child Protection (Working with Children) Act 2012 specifies that Child-related employment is if the worker is engaged in work referred to in subsection (2) that involves direct contact by the worker with children, or (b) the worker is engaged in work in a child-related role.
Child-related employment can be involved with:
- child development
- child protection
- children’s health services
- clubs or other bodies providing services for children
- disability services
- early education and child care
- education
- entertainment for children
- justice services
- religious services
- residential services
- transport services for children
- other

**Under this Act:**

1. It is an offence for a prohibited person to apply for, undertake or remain in child-related employment.

2. A worker must not engage in child-related work unless:
   (a) The worker holds a working with children check clearance of a class applicable to the work, or
   (b) There is a current application by the worker to the Children's Guardian for a clearance of a class applicable to that work.

3. Employers must ask existing employees, both paid and unpaid, and preferred applicants for employment to declare whether they are a prohibited person or not.

4. All child-related employees must inform their employers if they are a ‘prohibited person’ or remove themselves from child-related employment. A prohibited person is someone who has been convicted of a serious sexual offence or, who has had a finding for a charge of serious sexual offence proven in court, even if a conviction was not recorded.

5. Penalties are imposed for non compliance.

Child protection declaration, request, registration and consent forms are available from the Department of Education and Training.

**12. Learner Conduct in Courses**

**Attendance**

You are required to attend this course every day - promptly. You are also required to be on time for all classes and return from lunch and be ready to start as expected.

Should you be absent for illness you will need to present a doctor's certificate the day you return. Prior consent for special absence due to extenuating circumstances may be granted. You should notify MEDILIFE immediately in this case.

**Presentation**

You are entering a professional area. As such you are required to present yourself in a suitable manner at all times. E.g. thongs, singlets and short shorts are not considered as appropriate attire.

A well-groomed appearance, neatly presented clothing appropriate to the workplace is expected.
**Behaviour**

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion.

You are required to work in a team and as such will endeavour to participate and actively contribute in all group work. You will aim to be considerate of your trainers and other persons with whom you come in contact with and will make an effort to foster co-operative and supportive relationships with your colleagues.

**Mobile Phones**

Please switch off your mobile phone while at a MEDILIFE training venue. If you need to have your phone active please inform your trainer prior to the commencement of the day’s classes and switch it to a silent/vibrate mode.

**Cleanliness**

You are required to clear up after yourself and wash up your own cups, etc. It is expected that you will ensure your class areas are left clean and tidy and any rubbish is placed into the bins provided.

**Smoking**

MEDILIFE is a smoke free learning environment. As such you are not permitted to smoke inside the buildings. You are permitted to smoke outside the building in an allocated smoking area.

**Disciplinary Process**

Disciplinary requirements occur when the behaviour of a Learner is deemed as unsatisfactory by an individual or group within the environment set by the MEDILIFE. If the behaviour is considered to be of a standard below the guidelines of this handbook and/or the instructions given by the MEDILIFE Management / Trainer / Assessor, then that behaviour is considered as unsatisfactory behaviour.

During the process whenever counselling occurs the counselling is to include:

- An identification of what the problem behaviour is.
- How the behaviour does not meet the guidelines as specified?
- What is expected in the way of correct behaviour?

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Learners (as expected from the guidelines in this handbook) the Learner will be firstly counselled by the Trainer for that program.

2. If the unsatisfactory behaviour is continued, then the Learner will be counselled by the MEDILIFE CEO (or a designated supervisory person). At this stage MEDILIFE may deem it necessary to contact the funding sponsor for the program.

3. If the unsatisfactory behaviour continues, then the Learner will be considered for removal from the program. At this stage MEDILIFE may deem it necessary to contact the funding sponsor for the program.
13. Emergencies
A copy of the Emergency Procedures in Case of Fire and Evacuation is on display.

If there is a fire on the premises you must follow the procedures below:

**SIGNAL:** Tell the staff there is a fire.
The staff will call 000 (Triple Zero) if it is safe to do so and provide details:
- Name and address.
- Location of fire.
- What is burning!
- Staff person's name.

**Evacuation Procedures**

**UPON THE DIRECTION OF THE STAFF:**

- Ensure no one enters the fire area.
- Evacuate all walking people first, wheel-chaired people, then staff.
- Check all toilets, rooms, if it is safe to do so.
- Everyone meet at a location designated on the wall chart displayed.
- Take a roll call.
- Meet the fire brigade when they arrive on site.

You are required to follow any instructions given to you by the staff in the case of emergency.

14. Learner Induction
Learner induction will be undertaken on commencement of training and assessment for all courses and qualifications provided by MEDILIFE. The induction process includes some or all of detailed explanations of the following:

1. Name and contact details of MEDILIFE
2. Course content and timetable
3. Self-Assessment and RPL/RCC process
4. Required Learner behaviour
5. Fee details & invoicing
6. Contact details for absenteeism or other issues
7. Record keeping and access to files
8. Assessment procedures & evidence collection
9. Qualifications to be issued
10. Complaints procedure
11. Training plan
Induction Confirmation Form – (Do not hand out to students.)

This form is to be completed and then returned to the Training Manager at

MEDILIFE Pty Ltd, 10/9 Kilto Crescent, Glendenning NSW 2761

I, ..................................................
(Trainer/Assessor)

delivered a Learner induction session to ..............................................................
(Learner Name)

on this day ……/……/……

The contents of this handbook as well as information on the following have been provided and discussed:

Name and contact details of MEDILIFE and its training representative.

Training Induction & Program introduction – Course content and
Required Learner behaviour.

Self Assessment and RPL/RCC process.

Recognition of Certificates/Statements of Attainment issued by other
RTO’s including full disclosure of any prior qualifications gained under the
Australian Qualification Framework.

Authority to Release Information form and Privacy Policy.

Enrolment Form and release of enrolment information.

Fee details & invoicing.

Assessment Procedures & Evidence Collection.

Qualifications to be issued.

Assessment to ascertain LLN levels

Complaints Procedures and Complaints Form.

Training plan and training plan reviews.

• Includes Trainee Record Book

Learner Declaration:

I have participated in and understand the induction process including reading and comprehending all of
the terms and conditions outlined in the MEDILIFE Student Handbook.

..............................................................(Signature of Learner)       Date:……/……/…..

MEDILIFE Trainer/Assessor:

.............................................................. ……/……/…..
(Signature and date of Trainer/Assessor)

A copy of this form is to be placed in the Learners file.