



STUDENT HANDBOOK

Please ensure you read this handbook prior to completing your enrolment form.

RTO: 41507

www.austcare.com.au

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AustCare Training Vision and Mission

AustCare Training was founded on the belief that every older or disabled Australian should have quality trained staff caring for their needs. AustCare Trainings mission is to train students to be the best carer they can be and send highly equipped and trained carers into Industry. We do this through flexible training options for students ensuring to train and assess students not just in knowledge but the practice and application of this knowledge.

AustCare Training provides face to face training to students located throughout Queensland. Our target group is adult community members wanting to enter employment in the community services and health sector or upgrade their current skills and career options within these services and providers/enterprises of all Community Service and Health Services.

AustCare Training intends to:

- provide clients and students with high quality training options;
- provide community members and employees with the opportunity to diversify their work experiences within the community care & health sector;
- provide community members and employees with the opportunity for personal development and training suitable to their individual aspirations. We will be a fair, equitable and supportive, meeting our financial and other obligations to our students promptly and efficiently. We will encourage them to participate in further education and provide them with opportunities for further professional development;
- ensure that the RTO operates in an effective, efficient and accountable manner;
- ensure programs and courses will be of high quality and reflect the principles of adult learning;
- recognise and appreciate students' individual needs and learning styles, provide opportunities for negotiated learning and self-directed learning, encourage ongoing evaluation and positive reinforcement, create an appropriate, relaxed learning environment, and establish pathways to other learning opportunities;
- respect the rights of our students, trainers, employees and clients, and will treat them fairly and ethically at all times. In return we expect them to observe their responsibilities for the welfare of others and the proper care of the organisation's property when engaged in activities conducted by the organisation;
- exercise sound financial management in all areas of our operation, including the control of the organisations' assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability; and
- be ethical in all our dealings and will observe all relevant legislative, regulatory, industrial award and funding requirements.

Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should AustCare Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

Education and Training Guarantee

Austcare Training guarantees that it will deliver education, training and assessment and support services to each enrolled learner in order to complete the course or qualification into which they are enrolled and for which the appropriate fee has been paid.

In the unlikely event that unforeseen circumstances prevent Austcare Training from honouring this commitment, Austcare Training will take all necessary steps to ensure that training is completed in accordance with its contractual obligations to the enrolled learner.

Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Unique Student Identification Number

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training provider you train with when you enrol. Although most students create their own USI, Austcare Training are able to create a USI for you, with your permission. Austcare will do this at enrolment if required.

For more information and to apply for you USI or an exemption go to:

<https://www.usi.gov.au/students>

Access & Equity Policy

AustCare Training acknowledges that to achieve best practice in the provision of vocational education and training is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. AustCare Training seeks to be an organisation that reflects the rich diversity and supports the social values of the community in which we exist. We are committed to providing a stimulating environment free of discrimination and harassment in which staff and students have equal opportunity of access, participation and advancement in employment and education.

AustCare Training recognizes that particular groups of people in society have experienced and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities, the long term unemployed and the rurally isolated.

This policy aims to assist AustCare Training to achieve best practice by promoting the establishment of strategies and processes which effectively redress past disadvantage and improve the position of all groups in society.

This policy also provides a framework for the development of policies and strategies which are aimed at achieving equal educational and vocational outcomes for target groups.

Our decision making seeks to be fair, equitable, transparent, and open to critique and review. While respecting an individual's privacy, all decisions we make and actions we take will support and encourage both an inclusive and diverse workforce and student body.

The Access and Equity Policy applies to all enrolment procedures, selection criteria and entry requirements as well as trainers conducting workshops.

Students are encouraged to contact AustCare Training should they wish to obtain further information or seek clarification about this Equity and Fairness Policy. AustCare Training staff are made aware of this Access and Equity Policy during their induction, ongoing operational procedures and periodic refresher training.

In our dealings with all people (including Staff, Students, Clients and the Community) AustCare Training applies the following fundamental equity and fairness principles.

These principles are used as both objective and subjective measures for assessing how we have either made a decision or dealt with a situation.

(a) Merit-based decision making

While AustCare Training has internal procedures to provide administrative guidance to decision making, each decision we make takes into account the individual situation and associated issues known or provided to us at the time. By adopting a case-by-case approach, we aim to assess the relative merits of each situation to ensure that an equitable and fair outcome is consistently and transparently achieved. In making our merit-based decisions, we ask ourselves two simple but important questions to confirm we have met our objectives:

1. Has the decision applied all our equity and fairness principles to this particular case?
2. Would this also seem to be true if the decision was reviewed by an independent party?

Meritbased decision making is specifically applied to AustCare Training staff recruitment and student intake processes.

(b) Inclusivity and Human Rights

AustCare Training aims to be an organisation that reflects and represents the community in which we exist. Just as our community is made up of individuals of different gender, age, abilities, language, ethnicity, cultural background, sexual orientation, religious belief and family responsibilities, AustCare Training aims to remove any barriers that would prevent our organisation from reflecting a similar cross-section.

AustCare Training believes that the same basic human rights apply to all people. These rights include:

- Receiving genuine respect for human worth and dignity as individuals;
- Having the opportunity to realize personal capacities for physical, social, emotional and intellectual development,
- Receiving services that support attaining a reasonable quality of life in a way that supports an individual's family situation and full participation in society,
- Being informed about and able to participate actively in the decisions that affect an individual's life,
- Receiving information and services in a way that results in the minimum restriction of an individual's rights and opportunities, and
- Being able (and supported) to pursue a grievance without fear of recrimination or disadvantage. Decisions made, and actions taken by AustCare Training will uphold these human rights principles.

(c) Recognition of disadvantage

In dealing with staff and students, AustCare Training recognizes that some groups face particular disadvantages that may reduce their access to, or participation in, employment or study opportunities. These groups include:

- Indigenous Australians;
- People with disabilities;
- People from culturally and linguistically diverse backgrounds;
- People from rural and geographically isolated areas of Australia;
- People from socio-economically disadvantaged backgrounds; and
- Women in non-traditional areas of work or study.

AustCare Training will not make assumptions about whether an individual belonging to, or identifying with, one of these groups has faced, or will face, a disadvantage. We will assess each individual or situation on a case-by-case basis to consider the particular circumstances before making a decision about whether any disadvantage exists and how it should be addressed.

Where AustCare Training believes an individual has faced, or will face, a disadvantage, we will make all reasonable adjustments to remove or compensate for the disadvantage in the decisions we make and actions we take regarding the individual.

(d) Right of Review

AustCare Training decision making incorporates transparency and accountability. We support the right of an individual to have any of our decisions or assessments affecting them reviewed by an independent party. Our decisions or assessments will be made and recorded in such a manner as to allow effective review, should this be requested, in accordance with our Complaints and Appeals Policy.

(e) Right of Complaint

AustCare Training accepts the right of an individual to make a formal complaint if they feel aggrieved about any decision, process, activity or outcome. We believe that lodging a complaint or grievance should be a straight-forward process at no cost to the individual. We undertake to promptly investigate grievances without prejudice and respond to them in a timely manner in accordance with our Grievance Policy.

Selection and Student Intake

In applying our equity and fairness principles to all individuals applying to undertake a course, unit of study or VET unit of study provided by AustCare Training we will assess applications and make selections and decisions in the following manners:

1. A suitably qualified staff member of AustCare Training will assess each application separately, considering each application on a case-by-case basis.
2. Each application will be assessed on merit, seeking to ascertain the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, unit of study, or VET unit of study, based on the applicant's qualifications, skills and proficiencies.

3. Each application will be assessed to determine if it seems likely that the applicant has faced, or is likely to face, educational disadvantage/s because of their specific circumstances. Where it is believed that disadvantage/s may exist, the AustCare Training assessor will consider any reasonable adjustment to remove or compensate for the disadvantage/s when assessing the application.

4. The assessor will seek to obtain additional information or clarify any part of the application to ensure all aspects of the applicant's specific circumstances (necessary to make an equitable and fair decision) have been obtained.

5. In making a decision about any student undertaking, or an individual applying to undertake a course, unit of study, or VET unit of study, AustCare Training will not apply an income test or similar financial assessment.

Should an applicant be dissatisfied with the outcome of their application assessment, they may submit a request for the decision to be reviewed, in accordance with our Complaints & Appeals Policy.

Training and Assessment

AustCare Training recognises the importance of access and equity during the development and delivery of the training and within the assessment process.

All courses or VET units are planned, designed, developed and presented in accordance with our equity and access principles. In particular, care is taken with written material to ensure ease of understanding by all students. Where it has been recognised that a student has faced, or is likely to face an educational disadvantage for a course or VET unit of study, AustCare Training will ensure reasonable adjustments are made to enable the Student to fully participate in the course or VET unit to the best of their ability.

Assessments are planned, designed, developed and presented in accordance with our access and equity principles. Each assessment undergoes a validation process that includes reviewing the language and structure of the assessment to ensure that it can be readily understood by all students.

Should a student be dissatisfied with any aspect of the curriculum or assessment, they may lodge their concerns or request a review in accordance with our Complaints and Appeals Policy.

Austcare Training Privacy Policy

Austcare Training is committed to maintaining the privacy and confidentiality of its RTO personnel and participant records. Austcare Training complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. As a component of our risk management practices, Austcare Training has conducted a Privacy Impact Assessment for all operations. Mitigation actions from this risk assessment have been implemented for the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction and de-identification.

Providing an overall framework for our privacy practices, Austcare Training has developed and implemented this APP Privacy Policy.

Austcare Training manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and system we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for Austcare Training personnel to be able to deal with related inquiries and complaints that may be received from time to time. The following sections of this policy outline how we manage personal information.

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

AustCare Training retains a record of personal information about all individuals with whom we undertake any form of business activity. Austcare Training must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a government registered training organisation, regulated by the Australian Skills Quality Authority, AustCare Training is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Student Identifiers Act 2014;
- Standards for Registered Training Organisations (RTOs) 2015; and
- Data Provision Requirements 2012.

It is noted that AustCare Training is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly Education Act(s), Vocational Education & Training Act(s) and Traineeship & Apprenticeships Act(s) relevant to state jurisdictions of Austcare Training operations).

It is further noted that, aligned with these legislative requirements, AustCare Training delivers services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements. Individuals are advised that due to these legal requirements, Austcare Training discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians and;
- Service providers such as credit agencies and background check providers.

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information;
- and Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue information;
- Disability status & other individual needs;
- Indigenous status; and Background checks (such as National Criminal Checks).

** AustCare Training does **NOT** collect credit card and or bank card as proof of evidence.

How personal information is collected

Austcare Training usual approach to collecting personal information is to collect any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or service delivery records) and the use of web based systems (such as online enquiry forms, web portals or internal operating systems).

AustCare Training does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such entities as:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

How personal information is held

AustCare Training usual approach to holding personal information includes robust storage and security measures at all times.

Information on collection is:

- As soon as practical converted to electronic means;
- Stored in secure, password protected systems, such as financial system, learning management system and student management system and;
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. AustCare Training ICT systems are hosted by Google cloud, Virus protection, backup procedures and ongoing access monitoring procedures are in place. Destruction of paper based records occurs as soon as practicable in every matter, through the use of secure shredding at all AustCare Training sites. Individual information held across systems is linked through AustCare Training Student Management System under the student's specific name and student number.

Retention and Destruction of Information

AustCare Training maintains a Retention and Disposal Schedule documenting the periods for which personal information records are kept.

Specifically for our RTO records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.

Accessing and seeking correction of personal information

AustCare Training confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

AustCare Training

(07) 5646 5888 info@austcare.com.au

A number of third parties, other than the individual, may request access to an individual'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, AustCare Training will ensure that:

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

Complaints about a breach of the APPs or a binding registered APP code

If an individual feels that Austcare Training may have breached one of the APPs or a binding registered APP Privacy Complaints Procedure below for further information.

Making our APP Privacy Policy available

AustCare Training provides our APP Privacy Policy available free of charge, with all information being publicly available from the Privacy link on our website at <https://austcare.com.au/usefullinks/>. This website information is designed to be accessible as per web publishing accessibility guidelines, to ensure access is available to individuals with special needs (such as individuals with a vision impairment).

In addition, this APP Privacy Policy is:

- Included within our Student Handbook;
- Noted within the text or instructions at all information collection points (such as informing individuals during a telephone call of how the policy may be accessed, in cases where information collection is occurring); and
- Available for distribution free of charge on request, as soon as possible after the request is received, including in any particular format requested by the individual as is reasonably practicable.

If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.

Review and Update of this APP Privacy Policy

AustCare Training reviews this APP Privacy Policy:

- On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;
- Through our internal audit processes on at least an annual basis;
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or normal business activities; and
- As a component of each and every complaint investigation process where the complaint is related to a privacy matter.

Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training and documentation, and

externally through publishing of the policy on Austcare Training website and other relevant documentation (such as our student Handbook) for clients.

Australian Privacy Principle 2 – Anonymity and pseudonymity

Austcare Training provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical.

This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individual's information is not required to complete a request.

Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that does not contain an individual's actual name, or generic user names when individuals may access a public component of our website or enquiry forms.

AustCare Training only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.

Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.

Requiring identification

AustCare Training must require and confirm identification however in service delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves.

That is, it is a Condition of Registration for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery, and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions also within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Australian Privacy Principle 3 — Collection of solicited personal information

AustCare Training only collects personal information that is reasonably necessary for our business activities. We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information we collect is collected only by lawful and fair means. We only collect solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Austcare Training may from time to time receive unsolicited personal information. Where this occurs we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

Whenever Austcare Training collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

- AustCare Training identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;
- The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party;
- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
- The purpose of collection, including any primary and secondary purposes;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties;
- Whether we are likely to disclose personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on our website or explain how it may be accessed; and
- Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint. Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

Collection from third parties

Where AustCare Training collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection and;
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

AustCare Training only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of the use or disclosure for this secondary purpose

If AustCare Training uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- If the organisation used the information, how the information was used by the organisation;
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

AustCare Training does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').
- On each of our direct marketing communications, AustCare Training provides a prominent statement that the individual may request to opt out of future communications, and how to do so. An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free. We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

Before AustCare Training discloses personal information about an individual to any overseas recipient, we undertake reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

AustCare Training does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

AustCare Training takes reasonable steps to ensure that the personal information it collects is accurate, up- to-date and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant.

This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information

We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training staff in these practices, procedures and systems);
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;
- Ensuring updated or new personal information is promptly added to relevant existing records;
- Providing individuals with a simple means to review and update their information on an ongoing basis through our online portal;
- Reminding individuals to update their personal information at critical service delivery points (such as completion) when we engage with the individual;
- Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection; and
- Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.

Australian Privacy Principle 11 — Security of personal information

Austcare Training takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to AustCare Training offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper-based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Regular staff training and information bulletins are conducted with Austcare Training personnel on privacy issues, and how the APPs apply to our practices, procedures and systems. Training is also included in our personnel induction practices.

We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to personal information

Where AustCare Training holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Respond to a request for access:
- Within 14 calendar days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or
- Within 30 calendar days, by giving access to the personal information that is requested in the manner in which it was requested.
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

AustCare Training takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held; and

- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;
- Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;
- Respond within 14 calendar days to these requests; and
- Complete all actions free of charge.

Correcting at Austcare Training initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Request for Records Access' Procedure

Individuals or third parties may at any stage request access to records held by Austcare Training relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting access to.

This request may be in any form, or preferably using AustCare Training Records Access or Update Request Form.

2. Upon receiving a request for access, AustCare Training then:
 - a. Confirms the identity of the individual or party requesting access;
 - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
 - c. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - d. Collates any personal information found ready for access to be provided.

Confirming identity

AustCare Training personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.

When meeting the requesting party in person, identification may be sighted. If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details may be confirmed before information is provided.

3. Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 30 calendar days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.

Where the requested format is not practical, we consult with the requester to ensure a format is provided that meets the requester's needs.

4. If the identity or authorisation access cannot be confirmed, or there is another valid reason why AustCare Training is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 30 calendar days of receipt of the original request.

Request for Records Update' Procedure

Individuals or third parties may at any stage request that their records held by Austcare Training relating to their personal information be updated. The following procedure is followed on each individual request for records updates:

1. A request for records update is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned.
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting be updated on their records.

This request may be in any form, or preferably using AustCare Training Records Access or Update Request Form.

2. Upon receiving a request for records update, AustCare Training then:
 - a. Confirms the identity of the individual or party to whom the record relates.
 - b. Searches the records that we possess or control to assess whether the requested personal information is contained in those records; and
 - c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.

Assessing Update

AustCare Training personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held. This may include checking information against other records held by us, or within government databases, in order to complete an assessment of the correct version of the information to be used.

3. Once identity and information assessment is confirmed, personal information is:
 - a. Updated, free of charge, within 14 calendar days of receipt of the original request; and
 - b. Notified to any third parties of corrections made to personal information, if this information was previously provided to these parties.

4. If the identity of the individual cannot be confirmed, or there is another valid reason why AustCare Training is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 14 calendar days. Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.

5. Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a 'statement' with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading. This statement will be applied, free of charge, to all personal information relevant across Austcare Training systems within 30 calendar days of receipt of the statement request.

Privacy Complaints Procedure

If an individual feels that Austcare Training has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Austcare Training representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to AustCare Training:

Director graham@austcare.com.au

2. AustCare Training will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.

3. Should after considering this response, if the individual is still not satisfied they make escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

www.oaic.gov.au

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter please refer to Complaints & Appeals Policy, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au

Phone: 1300 701 801

Confirmation of Prospective Enrolment

Following successful review of your application/enrolment and assessment of LLN as suitable, AustCare Training staff will enter your details into the student management system.

AustCare Training staff will provide confirmation of your enrolment via email, with a welcome letter. Applicants must contact Austcare Training if they wish to withdraw from their prospective enrolment.

Language, Literacy and Numeracy Support

Prior to the commencement of a course, all learners are assessed on their Language, Literacy and Numeracy needs and if required, assistance will be provided to support learners in these areas.

Clients requiring any assistance or support with language, literacy or numeracy will be identified at the PreEnrolment stage. AustCare Training aims to improve the potential Learner's LLN skills. Our trainers/assessors can discuss different ways of conducting training and assessment to assist clients and where required assist clients to access additional tutoring / specialist training in language, literacy and numeracy.

If a student requires language, literacy or numeracy support to achieve their learning goals, and this assistance cannot be provided by AustCare Training, we will direct students to appropriate services and training facilities to assist them with these needs. The following agencies are able to provide Language, Literacy and Numeracy support including a range of courses and individual support services. Please contact the respective agency below to access the support required:

- AMES: 13 26 37
- Reading Writing Hotline: 1300 655 506
- Holmesglen: 1300 639 888
- Kangan Institute: 13 82 33

Student Support Services

AustCare Training understands that each student is an individual and will be completing the course with varying ability levels and under different circumstances. AustCare Training is dedicated to ensuring that all students are given reasonable opportunity to complete their training and will provide students with the support to do so. If students are struggling with any issues during their course, they are encouraged to discuss this with their trainer or AustCare administration staff. If the student requires support, e.g. disability support, counselling, LLN, etc. We can help identify other service providers who may be able to assist you. AustCare Training also acknowledges that our trainers have limited knowledge in regard to the areas of social welfare and will not be expected to deal with individual student circumstances beyond recommending one of the service providers listed below to support them if required.

Commonwealth and State Government Agencies for Support

Centrelink is a government initiative providing information and assistance relating to a range of programs, including childcare, student assistance payments and registration of all new applicants for income support.

- Job Seekers – 132 850
- Students – 132 490
- Family Assistance – 136 150
- Veterans Affairs – 133 254

National Help Lines and Websites

- **SANE Australia Helpline:** 1800 187 263
Information about mental illness, treatments and where to go for support.
- **Black Dog Institute:** <http://www.blackdoginstitute.org.au/>
Information on symptoms, treatment and prevention of depression and bipolar disorder.
- **Relationships Australia:** 1300 364 277
A provider of relationship support services for individuals, families and communities.
- **National Disability Neglect and Abuse Hotline:** 1800 880 052
Information and support for individuals with a disability suffering abuse and neglect.

Private Charitable Agencies for Support

- Alcohol and Drug Information Services Phone: 1800 888 236
- Lifeline – for emotional support 24 hours a day Phone: 1800 825 955
- Women’s Domestic Violence Crisis Service Phone: 1800 015 188
- The Salvation Army – National Hotline Phone: 13 7258
- Indigenous Counselling Services Phone: 07 3899 5041
- Mental Health Association Phone: 1300 729 686
- Beyond Blue (Depression and Anxiety Support) Phone: 1300 224 636
- Work Focus Australia (support for individuals with an injury wanting to return to work)
Phone: 1300 570 181

In-Class Support Services

AustCare allows in-class support workers to participate with the enrolled client as an observer only and to assist with the interpretation of the content delivered in class. The support provided from the support worker to the client must not influence the client's answers i.e. the student's work remains original and their own to ensure the best outcome to be deemed competent to ASQA standards. In the instance where the student cannot write the answer and provides a verbal response, the verbal response will be transcribed by the trainer only.

To prepare students for independency at Placement and the workplace, it is recommended that the support worker is not present after the fourth week of class, as it is hoped that the student will be comfortable enough to proceed with the remainder of the course with the assistance of the trainer only. This does not exclude the student from seeking support outside of classroom hours. Note: If the student requires in-class support from their support worker after the fourth week, this will need to be by arrangement only after discussion with our Management team.

At the completion of the classroom teaching period, the support worker is required to sign a declaration stating the client's name, the classroom teaching start and end date, and confirmation that the support worker's role was to assist and not to undertake the assessments, and therefore the client's work is their own.

Course Delivery

We strive to ensure that the delivery of each course is of a high standard and well-accepted by students, that advertised course outcomes are achieved, that the delivery of VET courses complies in all respects with the requirements for the delivery and assessment of nationally accredited courses and to build mutually beneficial long-term relationships with competent, experienced, and highly regarded local trainers, who know our training organisation and the way it operates. VET courses are to be delivered by trainers who currently hold the Certificate Training and Assessment or have demonstrated equivalent competencies and can demonstrate vocational competencies and Industry Currency at least to the level of those being delivered.

Course assessment

Nationally recognised VET courses have been developed on a competency-based approach. Competency is the ability to meet particular standards of performance required for the workplace. The trainer/assessor will provide students with written descriptions of course content, learning outcomes and assessment events for each unit. This will also include information on methods of assessment, due dates, and “competent” or “not yet competent” outcomes. All Course requirements including submissions of assessment tasks for both on and off the job must be finalised and submitted in accordance with the training/assessment plan and timetable that you receive upon commencement. Failure to comply will mean that students will not be eligible to receive their qualification.

Outcome of Assessments

The outcomes for all assessments are either competent or not yet competent. If you are judged as being not yet competent the assessor will provide you with feedback within 10 working days about what further evidence you are required to provide. Support will be given where necessary to help you to acquire knowledge or develop skills necessary to be judged as competent.

First Aid & CPR

HLTAID003 Provide First Aid & *HLTAID001 Provide cardiopulmonary resuscitation* are units delivered online. Students are given 30 days to complete this unit with a maximum of 3 attempts. If a student is having difficulties with the online component, they may email info@austcare.com.au and request a paper-based version which AustCare Training will post. The student is required to complete this and hand it in within 7 days. If these requirements have not been met, the student will be withdrawn and re-enrolment required (charges may apply).

Student Expectations

Attendance

Regular and punctual attendance at class is required for successful completion of the courses. Nonattendance jeopardises the student's ability to complete the course requirements. In the event of extended absence, the student may be withdrawn from the course and will have to provide evidence verifying the reasons of their extended absence, then participate in a future class to complete all remaining requirements for course completion.

Student Workbooks

Students complete their work in class and at home. Prior to handing in completed work, students should photograph or scan and save their own work in case of possible loss or damage. Unfortunately, despite all efforts, loss and damage can occur during the postage of these units to the marking office.

Criminal Record Check

All students will be required to undergo a criminal records check prior to commencement of work experience/placement. Students should be aware that if they possess a criminal record involving violence or abuse there may be restrictions to their practical placements, workplace and career options involving contact with vulnerable people. Information and how to access relevant documentation in order to submit a police clearance form will be provided upon enrolment.

First Aid & CPR

AustCare Training highly recommends that each student be trained and assessed in the current HLTAID003 Provide First Aid and HLTAID001 Provide cardiopulmonary resuscitation prior to commencement of work experience/placement. On successful completion of the course, AustCare Training will issue the student with a Statement of Attainment which they should keep for their records, should a placement supervisor ask to sight it.

Work Placement

Students will be required to complete a total of 120 hours (not including lunch breaks) of unpaid work placement over three / four weeks in line with unit CHCCCS023 Support Independence and Wellbeing. This placement may be scheduled to begin up to two weeks after the completion of the classroom period of the course and will be organised by AustCare Training. Placement is also an accessible component of your course and is linked to specific units within your program of study.

Exit Points

Completion of all units of the course, vocational placement requirements and submission of completed agreements and/or training plans is the only exit point for those wishing to receive a full qualification. A Statement of Attainment is available for completed units of competence if a student leaves prior to the end of a course and units completed have meet all the requirements and been deemed competent. There is no automatic re-entry point and re-entry is at the discretion of Austcare Training. A student is given the opportunity to attend face to face training and placement a maximum of two times. If following these two opportunities, accreditation is not

not gained, the student will be required to re-enrol, additional fees will be incurred should the student be required to re-enrol.

Certification

AustCare Training will issue Certificates and Statements of Attainment that are within its scope of registration.

On completion of a Qualification or Unit of Competence, AustCare Training will issue Statements of Attainment/ Certificates within thirty (30) calendar days of the last unit being deemed competent in the qualification, skill set or unit of competency in which you are enrolled. Statements of Attainment/Certificates are issued electronically free of charge. Students also have the option to pay \$10 for Certificate/s on parchment paper and delivery of the Certificate/s. This is providing that all fees have been paid to AustCare Training.

Reissue Certification

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Address/Personal Circumstance Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$20 inclusive of GST for paper copy.

<https://austcare.com.au/useful-links/#1540195303398-8cfb42b0-a604>

If only a digital copy is required there will be no fee charged.

Facebook and Social Media

Students may wish to communicate using a social media platform. For this reason, Austcare Training recommends students are to only use AustCare's Facebook Group. This allows students to communicate in a safe and monitored online environment. AustCare takes no responsibility for other Facebook groups or online chat groups created by students outside AustCare Groups.

Dress Standards

Learners must wear clothing and footwear appropriate to the form of learning and the environment in which the learning is taking place. While on placement you will be supplied an Austcare polo shirt, you are to supply black dress pants and black lace up shoes.

Mobile Telephones

Mobile telephones are an important part of daily life and can serve a useful function. However, they are inappropriate in the learning environment. Mobile telephones MUST be turned off in the learning environment. Only in exceptional and urgent circumstances should mobile phones be used and only then with the permission of the trainer. It is unacceptable to take or make a social call or a call of a nonurgent nature during the training sessions.

Cheating and Plagiarism

AustCare Training has no tolerance for plagiarism or cheating. If a trainer suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to AustCare Training head office. The Management team will contact you in writing outlining their concerns with your submitted work. You will then have an opportunity to respond to any allegations of cheating or plagiarism.

What is Cheating?

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence

Drugs and Alcohol

Austcare Training has a zero-tolerance approach towards the presence of illicit drugs and alcohol in the classroom. Students are not permitted to attend class if under the influence of such substances and must always conduct themselves responsibly. Please select the following link to receive further information on Betel Nut and the Betel Nut fact sheet from Alcohol and Drug Foundation - <https://cdn.adf.org.au/media/documents/Betel-nut-drug-facts.pdf>.

Austcare recognises alcohol and other drug dependencies as treatable conditions and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

Use or suspected use of these substances would result in the student being asked to leave the classroom and may result in withdrawal at the discretion of the directors.

Credit Transfer

AustCare Training recognises the AQF Qualifications and Statements of Attainment issued by any other RTOs in Australia that has not been disqualified by ASQA before the certificate or Statement of Attainment issued. This means applicants will be recognised with credit transfer of relevant units of competency if attained through another RTO and it is relevant to the qualification the student is enrolling into with AustCare Training.

The student will be required to provide a copy of the qualifications held and a USI transcript. <https://www.usi.gov.au/video/how-view-and-download-my-usi-transcript>

The student will be notified of the credit applied to the qualification they are enrolling into and the number of units now required to complete the qualification. As the recognition of qualifications and statements of attainment issued by other RTOs is a simple administrative process, students will not be charged fees for Credit Transfer. However, there will be charges applicable for RPL.

AustCare Training will not credit transfer the whole qualification CHC33015 Certificate III In Individual Support already issued under another RTO.

If the student would like a specialised qualification i.e. Home and Community different from their issued certificate, AustCare Training will accept other certified certificates with the statement of results and credit transfer for the core units only. The other units that make up the qualification will need to be completed with AustCare on a fee for service basis including manual handling. AustCare Training will verify placement of 120 hours was completed within the last 6 months of enrolment with AustCare Training to enable a full qualification under the AustCare Training registration. If placement is older than 6 months another 120 hours will be required to support the qualification being issued.

Students who are accessing Queensland State funding will have a check in the state government portal for previous qualifications and units of competency completed. The units will be checked against the enrolled qualification to ascertain if credit transfers can be given. (Ensuring the units meet the training package requirements and or qualification outcome). The student will be notified of the review.

If the student did not want to use those units as credit transfers and did want to complete the assigned units, this can be done at an out of pocket cost to the student. Your administration team will be in contact with you to discuss this further.

Recognition of Prior Learning (RPL)

The objective of Recognition of Prior Learning (RPL) is to ensure that a person's prior and current learning achieved through formal or informal education, training, work experience or other life experiences is appropriately recognised.

AustCare Training encourages students/clients to apply for RPL wherever it is considered appropriate. Assessment processes shall provide for the recognition of current competencies regardless of where they had been acquired. RPL focuses on identifying the endorsed industry/enterprise competency standards currently held by individuals as a result of formal or informal training, not how, when or where the learning occurred. RPL underpins any system of competency-based training. AustCare Training demonstrates its commitment to recognising the prior learning of individuals.

AustCare Training ensures that RPL shall be available to all potential applicants, the processes shall be fair to all parties and that RPL shall involve the provision of support to potential applicants. Assessors must be confident that the person applying for RPL is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Training package requirements. The assessor must also be confident that the evidence is authentic, valid, reliable, and current and covers the exemption being sought.

There are several ways that RPL can be assessed. Essentially, the same assessment applies for RPL as that for a student enrolled and attending a unit of competency, accredited course or qualification with a registered training organisation. The methods of assessment are varied and will be determined after the person seeking RPL has enrolled.

The methods of assessment may include, but not be limited to:

- Written or oral assessments
- Practical assessments
- Competency conversations
- Supplementary assessment tasks
- Challenge tests
- Work samples/portfolios
- Third party reports

A fee will be charged depending on the procedure used for assessment. The candidate will be advised of the fee at the time of application.

RPL Pre-assessment process

Following the receipt of an RPL application form the RTO will arrange for the assessor to undertake a pre assessment of the candidate.

Pre assessment is to be carried out by assessors in the following steps:

1. The candidate completes an RPL Kit outlining the evidence they hold and can provide for the unit of competency or qualification they are applying for RPL for

2. The assessor conducts an interview with the candidate to determine any previous qualifications and experience and reviews any documentary evidence provided by the candidate
3. If the documentation provided confirms the candidate's prior learning, then the assessor advises the candidate of any further assessment method/evidence required
4. If the documentation provided does not confirm the candidate's prior learning, either advise the candidate of what additional evidence may be required or advise the candidate that the RPL process cannot proceed.

RPL Assessment process

Assessment is to be carried out by the assessor/s in the following way:

- a. The assessor to carry out assessments as advised in the pre-assessment stage.
- b. The assessor to determine the candidate's competence.
- c. The assessor to advise the candidate of the outcome.
- d. Candidates deemed not competent are given the opportunity for gap training and reassessment; and
- e. The assessor to submit relevant documentation to the administration for processing.

Fees and Refund Policy

Price Match

We believe that the training and service that we provide will not be beaten, if you find a better price for the Certificate III in Individual Support, we will beat it by 10%.

The price to be matched must be a current offer of a Nationally Recognised Qualification by a Registered Training Organisation in Queensland. The lower price must be mentioned before or on enrolment and evidence of the pricing sent to the enrolment officer via email on enrolment. This discount will be added on enrolment only.

Certificates

Certificates for Qualifications and Statements of Attainment will be **issued electronically** to the student within 30 days when the following two criteria have been met:

- all requirements of the course have been completed and deemed competent by the assessor.
- student's account has been fully paid, this is including all optional elective units

Requests to receive a hard copy of all Certificates will need to be selected on enrolment or sent in writing to accounts@austcare.com.au and a small fee of \$10 paid, to contribute to the printing and postage of these Certificates.

There will be no charge raised for Printing or Issuing of Certificates for Students under the SQW Contract, other than those agreed upon directly with the organisation in the Memorandum of Understanding.

AustCare Training will provide the following fee information, to each learner:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- c) The nature of the guarantee given by the RTO to complete the training and / or assessment once the learner has commenced study in their chosen qualification or course.
- d) The fees and charges for additional services, including such items as issuance of a replacement qualification test and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- e) The refund policy.
- f) The rights as a consumer including but not limited to any statutory cooling off period if applicable.

*AustCare Training does not hold more than \$1500 paid by an individual student in advance. All fees must be paid in full prior to the certificate or statement of attainment being issued.

Refund Policy for Fee For Service Only

AustCare Training will provide refunds to students on a fair and equitable basis within the standards for Registered Training Organisations (RTO's) 2015 and relevant contract terms.

a) Refunds requested prior to commencement will be paid as per the table below:

Withdrawal Period	Amount Refunded
Withdrawal up to the date of commencement	A full refund less the non-refundable deposit (as per table above) and credit card fee (if applicable) which will be retained by AustCare Training.
Withdrawal on or after the agreed start date	No refund on the non-refundable deposit (as per table above) and credit card fee (if applicable) which will be retained by AustCare Training plus \$137.70 per commencement of unit.

b) Refunds will only be paid to the person that initially paid the fee.

c) Following course commencement, pro rata refunds may be considered for compassionate reasons.

Proof must be provided, and a request given in writing to the Managing Director. Compassion circumstances include events such as a member of the student's immediate family or household has sustained a life-threatening illness or injury or a death in the student's immediate family or household.

d) This policy does not remove your right to take further action under Australia's consumer protection laws.

EziDebit

AustCare Training utilises the services of Ezidebit for payment plans of our services. The withdrawal process for all students paying by Ezidebit follows the scope of this document. Further to withdrawing from the course, the student must send an email to accounts@austcare.com.au to confirm their withdrawal from the course and request that their Ezidebit payments be cancelled. An allowance of 5 business days prior to the next scheduled payment on the agreed payment arrangement is to be made to have the payment stopped. In the circumstance that the student has completed their enrolment and has not yet paid for their administration fee, AustCare Training will continue to deduct the non-refundable portion of the students account until this has been collected prior to cancelling the Ezidebit arrangement. Refunds of any payment over the non-refundable amount will be processed within 7 days of the payment date if the student does not provide written confirmation of cancellation within the

required time (5 business days). The Ezidebit DDR Service agreement can be accessed via the following links.

Deferment to another course can be arranged. For students on a payment plan; payments may be suspended or put on hold (for a maximum of 3 months) when compassionate circumstances apply. Compassion circumstances include: When a member of the student’s immediate family or household has sustained a life-threatening illness or injury. When there is a death in the student’s immediate family or household.

Refund Policy for Electives / Individual Units

Refunds requested prior to commencement will be paid as per the table below:

<p>Existing AustCare Students</p>	<p>Existing AustCare Students will be issued a full refund where they have given AustCare at least 5 days’ notice prior to the commencement of the course.</p> <p>Should AustCare be given less than 5 days notice of a withdrawal, a refund will be given, less the non-refundable deposit (plus credit card fees if applicable).</p>
<p>New Students</p>	<p>New students who have enrolled in an elective or individual unit at AustCare will be issued a refund, less the non-refundable deposit (plus credit card fees if applicable) where they have given at least 3 business days’ notice prior to the commencement of the course.</p> <p>Should AustCare receive less than 3 business days’ notice of a withdrawal, the right to a refund is waived and may only be given at AustCare's discretion.</p>

AustCare Training Pty Ltd Price List

RTO: 41507



2021 Statement of Fees - Student Co-Contribution Amounts

QUEENSLAND FEES LIST for Certificate 3 Guarantee / Higher Level Skills

Qualification Code	Qualification Title	Nominated Scheduled Units	QLD VET Investment Program Type	Student Co-Contribution Fee (Concession) - Non-refundable	Student Co-Contribution Fee (Non-Concession) - Non-refundable	Student Contribution Fee includes: Uniform*, workbooks, ID card, Police Check
CHC33015	Certificate III in Individual Support (Ageing/ Home and Community)	13	Certificate 3 Guarantee	\$39.00 (\$3 per unit)	\$97.50 (\$7.50 per unit)	Yes
CHC33015	Certificate III in Individual Support (Disability)	13	Certificate 3 Guarantee	\$39.00 (\$3 per unit)	\$97.50 (\$7.50 per unit)	Yes
CHC43015	Certificate IV in Ageing Support	18	Higher Level Skills	\$90.00 (\$5 per unit)	\$108.00 (\$6 per unit)	Yes

2021 Statement of Fees - Student Co-Contribution Amounts

QUEENSLAND FEES LIST for Higher Level Skills

Skill Set Code	Skill Set Title	Nominated Scheduled Units	QLD VET Investment Program Type	Student Co-Contribution Fee (Concession) - Non-refundable	Student Co-Contribution Fee (Non-Concession) - Non-refundable	Student Contribution Fee includes: Uniform*, workbooks, ID card, Police Check
CHCSS00098	Individual Support - Disability Skill Set	4	Higher Level Skills	\$120.00 (\$30 per unit)	\$160.00 (\$40 per unit)	
CHCSS00097	Individual Support - Ageing Skill Set	4	Higher Level Skills	\$90.00 (\$22.50 per unit)	\$120.00 (\$30 per unit)	
CHCSS00070	Medication Assistance Skill Set	2	Higher Level Skills	\$59.00 (\$29.50 per unit)	\$59.00 (\$29.50 per unit)	

2021 Statement of Fees

QUEENSLAND FEES LIST for Fee For Service (Non-Certificate 3 Guarantee / High Level Skills Funded Students)

Qualification Code	Qualification Title	Nominated Scheduled Units	Enrolment Fee (non-refundable)	Course Fee	Electives	Police Check Required for Placement*
CHC33015	Certificate III in Individual Support (Ageing/ Home and Community)	13	\$150.00	\$1,750.00	\$550.00 (Add Disability)	Yes
CHC33015	Certificate III in Individual Support (Disability)	13	\$150.00	\$1,750.00	\$550.00 (Add Ageing/HAC)	Yes
CHC43015	Certificate IV in Ageing Support	18	\$150.00	\$2,820.00	\$149.00 per unit (for upgrade)	Yes
CHC43115	Certificate IV in Disability	14	\$150.00	\$2,510.00	\$149.00 per unit (for upgrade)	Yes

*We accept existing Police Checks no more than 12 months old. It must be current until the end date of your Placement. If you unable to access a Police Check, AustCare Training will assist you to attain one prior to Placement. Credit transfers will be deducted at a cost of \$149.00 per unit for participants in Certificate IV.

2021 Statement of Fees

Traineeships

Qualification Code	Qualification Title	Nominated Scheduled Units	QLD VET Investment Program Type	Fee Per Nominal Hour
CHC33015	Certificate III in Individual Support (Ageing/ Home and Community)	13	Traineeship	\$1.60
CHC33015	Certificate III in Individual Support (Disability)	13	Traineeship	\$1.60

*Quotation of traineeship costs will be provided prior to application

AustCare Training Pty Ltd Price List

RTO: 41507



ADDITIONAL STUDY OPTIONS (Fee For Service)

Unit Code	Unit Title	Course Fee	Non-refundable Deposit
HLTHPS006	Assist Clients with Medication	\$279.00	\$100.00
HLTAID003			
HLTAID011	Provide First Aid (includes CPR)	\$132.00	\$45.00
HLTAID001			
HLTAID009	Provide Cardiopulmonary Resuscitation	\$66.00	\$44.00
CHCPAL001	Deliver Care Services Using a Palliative Approach	\$99.00	\$45.00
CHC33015	Ageing, Home and Community Additional Specialisation (Add-on)	\$550.00	\$100.00
CHC33015	Disability Additional Specialisation (Add-on)	\$550.00	\$100.00
CHCCCS002	Assist with Movement	\$299.00	\$100.00
HLTINFCOV001	Comply with infection prevention and control policies and procedures	\$92.00	\$45.00
HLTINF001	Comply with infection prevention and control policies and procedures	\$94.00	\$45.00
CHCSS00070	Medication Assistance Skill Set	\$399.00	\$100.00

***Contact our office on (07) 5646 5888 to check if Provide First Aid and or CPR is offered in your location.*

ADDITIONAL STUDY OPTIONS - NON ACCREDITED (Fee For Service)

Unit Code	Unit Title	Course Fee	Non-refundable Deposit
DM01	Dementia Monday's (1 Day Course)	\$149.00	\$45.00
DM03	Dementia Monday's (3 Day Course)	\$349.00	\$100.00

Recognition of Prior Learning (RPL)

Qualification Code	Qualification Title	Enrolment Fee	Fee Per Unit
CHC33015	Certificate III in Individual Support (Ageing/ Home and Community)	\$400.00	\$220.00
CHC33015	Certificate III in Individual Support (Disability)	\$400.00	\$220.00
CHC43015	Certificate IV in Ageing Support	\$400.00	\$220.00
CHC43115	Certificate IV in Disability	\$400.00	\$220.00

Group Bookings

We offer discounted pricing for private group training for 10+ people.

Please contact our office on (07) 5646 5888 or email bookings@austcare.com.au for further details.

Other Fees

Printed copy of Certificate or Statement of Attainment	\$10.00
Reprint of Certificate or Statement of Attainment	\$20.00

Notes - Specific to students who are eligible for and access the Queensland Certificate 3 Guarantee and/or Higher Level Skills program

- This training is delivered with State and Commonwealth funding, Certificate 3 Guarantee and/or Higher Level Skills (if applicable). AustCare ensures all training and assessment is delivered in accordance with VET Standards and adheres to the principals of access and equity in order to maximise learning outcomes. For a full set of terms and conditions, please refer to the Student Handbook.
- Payment of course fees does not guarantee satisfactory course completion of Qualification/Testamur issuance.
- *2 polo shirts included - sizes available are XS - XXXXXL

Government Funding and Subsidy

An AustCare Training Team member will be able to confirm the fees associated with Government funding based on the individual student's circumstance during the pre-enrolment process. AustCare Training calculates student fees in accordance with the relevant State Government Funding agreement.

Concession rates may be applicable for eligible government subsidised students who: - Hold a current Health Care Card, Pensioner Concession Card. Refer to the table above.

Students are entitled to only one course under the Certificate 3 Guarantee funding or high level skills. Students must have considered their options before investing in a course of study which will exhaust their entitlement. The Student will no longer be eligible for government-subsidised training under the Certificate 3 program or High level skills once I complete this qualification.

If the student is found to be ineligible for government funding during the course and this had not been disclosed at the time of enrolment, the student is liable for all costs associated for the full fee of the course or RPL.

Students must read and understand the Funding Fact Sheets:

C3G Fact Sheet Link

http://austcare.jobreadyrto.com.au/documents/1001/13/2dd1_c3g-factsheet-student.pdf

Students must read and understand the Funding Fact Sheet:

HSL Fact Sheet Link:

http://austcare.jobreadyrto.com.au/documents/1001/13/7d90_hls-student-factsheet.pdf

Free Tafe for year 12 graduates:

<https://desbt.qld.gov.au/training/training-careers/incentives/freetafe>

VET in schools (VETis):

<https://desbt.qld.gov.au/training/training-careers/incentives/vetis>

Placement (if applicable to your course)

A practical placement, or work placement of 120 hours (not including lunch breaks), is a structured workplace learning program that requires you to attend an actual industry-relevant workplace and work as if you were an employee, you may be familiar with the term 'work experience'. Placement is different from work experience – instead of simply observing what goes on, you will be given the opportunity to complete tasks to demonstrate skills related to your program. You will do these tasks under the supervision of a workplace supervisor or your assessor (during their workplace visits). This helps you to practice your real work skills and prepares you for entry into a qualified role in the workforce. Your placement will help you link knowledge and skills with jobs help you to better understand theory you have learnt by putting it into practice give you hands-on experience in the workplace enable you to demonstrate skills that are required for completion of this qualification.

Placement is pre-arranged by AustCare Training for the course you are attending on your original enrolment. If the first organised placement is not completed at the fault of the student a \$150 administration fee will be issued to the student to organise a second placement opportunity (you will also be on a wait-list for availability).

Work Placement Privacy Policy:

Whilst undertaking your mandatory work placement, as a student of AustCare Training, you are required to adhere to the restrictions imposed by the privacy policy of the workplace in which you have been placed.

Information provided to/obtained by you in the course of your work placement, such as personal information regarding clients and company policies and procedures, are privileged and must remain private. As a representative of AustCare Training, you are prohibited from sharing such information, or opinion on such information, on social media or any other public forum.

Examples of this may include (but are not limited to):

- Tasks completed during the day
- Names or identifying elements regarding a client/s
- Names or identifying information regarding a facility/organisation
- Personal opinions regarding work practices, policies, or procedures

A breach of privacy concerning work placement will be taken with extreme seriousness. Should AustCare Training be made aware of any circumstance where private information has/is being shared in a public domain, your work placement may be terminated, and you may be asked to leave the course with a Statement of Attainment in accordance with the *Standards for Registered Training Organisations (RTOs) 2015* (to be determined at AustCare's discretion).

By sharing any of the aforementioned information in a public domain, you may also become subject to a defamatory action by the relevant facility.

Withdraw

Any student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of AustCare Training to reinstate any student who has withdrawn.

A student who has withdrawn may reapply later. Any such re-application will be considered through the normal new application processes and course availability.

All withdrawal notifications must be sent via email to [accounts@austcare.com.au](mailto:accounts@ austcare.com.au).

Classroom Etiquette

At AustCare we value treating others with respect, care, and compassion. It is important that students partaking in our courses (including courses run in virtual classrooms) act honestly and ethically. Our expectation is that students conduct themselves in a professional manner, using appropriate language and social etiquette, respecting both our trainers and fellow students. We do not foresee students acting inappropriately, however, should this happen a warning will be issued, and in more serious circumstances, students may be asked to leave the course.

Suspension and Cancellation

A student may have his or her enrolment suspended or cancelled as a result of unsatisfactory academic progress, persistent poor attendance, academic misconduct, inappropriate behaviour, drug use or swearing in a facility.

Privacy and Learner Access

AustCare Training respects the right of every learner to privacy and, except as required by law, AustCare Training will not divulge any information regarding a learner without the express written consent of the learner involved. Learners who wish to access their own personal records should complete a Learner Information Access Request form and lodge it with the Administration Manager. A suitable time will be arranged for the learner to view their file and this access will only be given upon receipt of appropriate identification bearing a photograph of the learner.

Complaints & Appeals Policy

Definitions Appeal: An Appeal is a request for reconsideration of an assessment decision that has already been made, or the assessment process.

Complaint: A complaint is the formal communication of dissatisfaction with a product or service provided by AustCare Training. Examples of complaints include dissatisfaction with training facilities, dissatisfaction with the behaviour of the trainer or another student or any other issue relating to the environment, facilities, materials, students, trainers or other staff behaviour.

Procedure for complaints:

1. In the event of verbal or informal complaints: when the staff member resolves the complaint and the nature of the complaint is regarding the RTO management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework the staff member should inform the Director (or delegated person) of the details of the complaint and the action implemented.
2. If the staff member receiving the complaint is unable to resolve the issue with the complainant or the complaint is outside of the staff member's area of responsibility, then the staff member should request the complainant to put the complaint in writing to the Director (or delegated person).
3. The Director (or delegated person) will review the complaint within five (5) working days and determine the root cause of the complaint, determine the appropriate action, if any, record the actions in the Actions Register and implement the actions.
4. The Director (or delegated person) will provide a written response within fourteen (14) working days to the complainant of the action taken and the reasons for the decision.
5. The Director (or delegated person) will review the action to determine its effectiveness and student's satisfaction.
6. Students must be advised that they may contact the Australian Skills Quality Authority (ASQA) complaints section at any time by phoning 1300 701 801.
7. Any complaint which appears to be related to any illegal activity such as theft, assault etc. will be referred to the appropriate authority after discussion with the person making the complaint.
8. All records of complaint will be maintained in accordance with the Records Management Procedure. Any complaint will be investigated and where possible actions taken to reduce the likelihood of recurrence.
9. The organisation seeks to prevent complaints by ensuring that students are satisfied with their training product and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students.
10. In the event that a complaint will take longer than 60 days to resolve, the RTO will notify the complainant as soon as possible in writing.

Procedure for Appeals

Clients shall use this process for appeals

1. An appeal must be lodged within twenty (20) working days of the client being notified of an assessment decision made by AustCare Training.
2. In the first instance a student may make an informal approach to a Trainer/Assessor regarding an appeal.
3. If the matter is not resolved, the student's appeal may be forwarded to the Compliance Manager or Director by the trainer/assessor. Alternatively, the client may submit their appeal in writing to the Director, AustCare Training, PO Box 765, Upper Coomera, QLD, 4209.
4. The Director will review the appeal within 5 working days of receiving the appeal and provide a written statement of the appeal outcome and the reasons for the decision to the student.
5. If the Director cannot resolve the situation, the student can request that an Independent Panel consider the appeal. The panel shall consider the appeal within 10 working days of notification of the application. The student may have an adviser in attendance during the proceedings of the Independent Panel.
6. In the event that an appeal will take longer than 60 days to review, the RTO will notify the appellant as soon as possible in writing.
7. Independent Panel procedure.
 - a) Review the circumstances of the appeal and make a decision based on the evidence submitted.
 - b) Keep a record of the proceedings to ensure that the appeal procedure was conducted fairly.
 - c) The decision of the Independent Panel shall be given in writing to the Director and the client outlining the reasons for the decision.
 - d) A copy of the proceedings conducted by an Independent Panel and the original application form will be given to the client.
 - e) The decision of the Independent Panel shall be final.

Relevant legislation to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2011 (QLD)

Occupational Health and Safety Act 2011 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <https://www.legislation.qld.gov.au/>

Industrial Relations Act 2016

The principal objective of the Industrial Relations Act 2016 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit: <https://www.oir.qld.gov.au/>

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <https://www.oaic.gov.au/privacy/the-privacy-act/>

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.apf.gov.au/library/pubs/rn/199899/99rn26.htm

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <https://www.legislation.gov.au/Series/C1968A00063>

Anti-Discrimination & Equal opportunity

Discrimination is any practice that makes distinctions between individuals or groups to disadvantage some and advantage others. People can also be indirectly discriminated against if certain attributes, such as parental status, religion, race or impairment, make them less able or

even unable to participate in an activity. For more information visit:

<https://www.business.qld.gov.au/running-business/employing/employee-rights/anti-discrimination-eeo>

Australian Consumer Law (ACL) 2010

Australian Consumer Law (ACL) 2010 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

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

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>

Trainee Information

Training Record book

Within 14 days of signing the training plan, AustCare must provide the trainee with a training record book that will allow the trainee to record training in the selected units of competency.

The training record is retained by the trainee. However, on reasonable notice being provided by AustCare and/or employer and/or the department, the training record is to be produced by the trainee for inspection or updating. Updating of the training record to reflect the training undertaken, both structured and on-the-job components, must occur at intervals of not more than 3 months, except during periods where a training contract may be suspended. These occasions also provide an opportunity for AustCare to enter discussions with the employer about the progression of the trainee.

A properly kept training record will allow the employer, trainee and AustCare to identify, at any stage, the training undertaken and the attainment of skills. The training record may also be used should the competence in a unit/s of competency be the subject of a dispute between a trainee and the employer.

The Employer

AustCare assists the employer to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- planning and delivering workplace tasks that are suitable to support the apprentice's or trainee's structured training as outlined in the training plan,
- providing timely access to training and workplace tasks so the trainee may progress at a reasonable rate,
- ensuring the trainee has suitably qualified personnel designated to supervise and train them,
- supporting competency-based progression,
- updating the training record at intervals of not more than 3 months to support achievement of on-the-job competence,
- releasing the trainee from work to participate in structured training, including assessment as negotiated in the training plan, and paying the appropriate wages as specified in the relevant award or agreement,
- providing notification to the department via Apprenticeships Info where a trainee is unlikely to meet the requirements under the training plan or is unlikely to complete in the nominal term of the contract due to, but not limited to:
 - long term illness/injury of the apprentice/trainee;
 - any issues with the SRTTO not delivering training as negotiated in the training plan; or
 - employment has ceased.
 - if a change of RTO, the employer is responsible to notify the "old" SRTTO

The Trainee

Austcare assists the trainee to understand their role and responsibilities in fulfilling their obligations under the training plan, such as:

- participating in negotiating the training plan,
- following all employer's lawful instructions,
- performing the duties required and making reasonable progress to achieve the competencies negotiated in the training plan,
- undertaking the training and assessment related to the training plan as instructed, and
- keeping the training record in their possession and producing it to their employer and/or training organisation and/or the department when requested.

Student Contribution Fees - Trainee Paying

The student's contribution fee is \$1.60 per nominal hour.

Certificate III in Individual Support - Ageing and Home and Community Care

Unit Code	Unit title	Nominal Hours	Cost Per Hour	Total Cost
CHCCCS015	<u>Provide individualised support</u>	30	\$1.60	\$48.00
CHCCCS023	<u>Support independence and wellbeing</u>	80	\$1.60	\$128.00
CHCCOM005	<u>Communicate and work in health or community services</u>	30	\$1.60	\$48.00
CHCDIV001	<u>Work with diverse people</u>	40	\$1.60	\$64.00
CHCLEG001	<u>Work legally and ethically</u>	55	\$1.60	\$88.00
HLTAAP001	<u>Recognise healthy body systems</u>	70	\$1.60	\$112.00
HLTWHS002	<u>Follow safe work practices for direct client care</u>	25	\$1.60	\$40.00
CHCCCS011	<u>Meet personal support needs</u>	60	\$1.60	\$96.00
CHCCCS025	<u>Support relationships with carers and families</u>	70	\$1.60	\$112.00
CHCAGE005	<u>Provide support to people living with dementia</u>	65	\$1.60	\$104.00
CHCHCS001	<u>Provide home and community support services</u>	50	\$1.60	\$80.00
CHCPAL001	<u>Deliver care services using a palliative approach</u>	60	\$1.60	\$96.00
CHCAGE001	<u>Facilitate the empowerment of older people</u>	50	\$1.60	\$80.00
Total				\$1096.00

Certificate III in Individual Support - Disability

Unit Code	Unit title	Nominal Hours	Cost Per Hour	Total Cost
CHCCCS015	<u>Provide individualised support</u>	30	\$1.60	\$48.00
CHCCCS023	<u>Support independence and wellbeing</u>	80	\$1.60	\$128.00
CHCCOM005	<u>Communicate and work in health or community services</u>	30	\$1.60	\$48.00
CHCDIV001	<u>Work with diverse people</u>	40	\$1.60	\$64.00
CHCLEG001	<u>Work legally and ethically</u>	55	\$1.60	\$88.00
HLTAAP001	<u>Recognise healthy body systems</u>	70	\$1.60	\$112.00
HLTWHS002	<u>Follow safe work practices for direct client care</u>	25	\$1.60	\$40.00
CHCCCS011	<u>Meet personal support needs</u>	60	\$1.60	\$96.00
CHCCCS025	<u>Support relationships with carers and families</u>	70	\$1.60	\$112.00
CHCDIS002	<u>Follow established person-centred behaviour supports</u>	50	\$1.60	\$80.00
CHCDIS003	<u>Support community participation and social inclusion</u>	60	\$1.60	\$96.00
CHCDIS007	<u>Facilitate the empowerment of people with disability</u>	100	\$1.60	\$160.00
CHCDIS001	<u>Contribute to ongoing skills development using a strengths-based approach</u>	40	\$1.60	\$64.00
			Total	\$1136.00

Payments Due By:

Payments are based on a 12 month delivery plan.

Ageing and Home and Community Care Steam

To pay by monthly instalment the instalment amount equals \$92.00 over 12 months (\$92 x 12 months = \$1,104)

Disability Stream

To pay by monthly instalment the instalment amount equals \$95.00 over 12 months (\$95 x 12 months = \$1,140)

Withdrawal Ageing and Home and Community Care

If the student withdraws before the completion of the qualification unless the student makes payment in advance there will be no refund via monthly instalments.

If the student makes the payment in advance, then the fee will be pro-rated per month of enrolment.

For example if the student withdraws at the 6 month mark and the student paid the full fee of \$1096.00 then the payment will be divided by monthly fee of \$92.00 multiply 6 months equals \$552.00 leaving a refund of \$544.

Withdrawal Disability Stream

If the student withdraws before the completion of the qualification unless the student makes payment in advance there will be no refund via monthly instalments.

If the student makes the payment in advance then the fee will be pro-rated per month of enrolment.

For example if the student withdraws at the 6 month mark and the student paid the full fee of \$1136.00 then the payment will be divided by monthly fee of \$95.00 multiply 6 months equals \$570.00 leaving a refund of \$566.