



INDUSTRY  
**PATHWAYS**

# Student Handbook

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## Welcome

Thank you for choosing Industry Pathways as your preferred Registered Training Organisation (RTO 32513). This handbook has been designed to provide you with information that will assist you in getting the most out of your training during your time with us.

Industry Pathways provides clear advice to students regarding course selection, enrolment and indication.

Our selection practices are at all times ethical, responsible and consistent with the requirements of courses.

We ensure equity and access principles are observed during the application and selection processes.

For purposes of this student handbook, all reference to Industry Pathways also comprises our trading name and paramedical entity Australian Paramedical College.

Should you have any question prior to enrolment, please contact Industry Pathways.

## Contact Details

Telephone:	0755 202 522
Email:	<a href="mailto:paramedical@industry pathways.com.au">paramedical@industry pathways.com.au</a>
Head Office:	2/194 Varsity Pde, Varsity Lakes QLD 4227
Training Centre:	5 Kratzmann Ave, Miami QLD 4220
Postal Address:	P O Box 2262. Burleigh BC QLD 4220
Website:	<a href="http://www.industry pathways.com.au">www.industry pathways.com.au</a> , <a href="http://www.apcollege.com.au">www.apcollege.com.au</a>
RTO:	32513
Student Services:	<a href="mailto:paramedical@industry pathways.com.au">paramedical@industry pathways.com.au</a>
Trainer/Assessor:	<a href="mailto:trainer@industry pathways.com.au">trainer@industry pathways.com.au</a>

## Relevant Legislation

As a Registered Training Organisation (RTO), we work with a number of government authorities and departments, and we are required to comply with a range of legislation guidelines.

These include:

- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1997
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Privacy Act 1998

## Service Commitment

Your questions are important to us but please be aware that our trainers and student service department are working with other learners as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.

Assessment feedback will be given within twenty-one (21) working days of our receiving the assessment in the office (not from the day it is posted). Statements of Attainment/Qualifications are issued within 30 calendar days from completion provided all requirements are met and agreed course fees have been paid.

## Nationally Recognised Training Courses

Industry Pathways (also trading as Australian Paramedical College) offers nationally recognised qualifications under the Australian Qualifications Framework ([AQF](#)).

Our scope of available qualifications can change from time to time as Industry needs change. To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ qualified and experienced trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments with relevant resources and assessment which are fair and flexible.

Nationally recognised qualifications and skill sets comprise individual units of competency. If you do not meet all qualification requirements but have completed the requirements for one or more units of competency, you are entitled to be issued a Statement of Attainment for the units that are completed and deemed competent. You will need to request this from Student Services.

### Paramedical

HLT31115	Certificate III in Non-Emergency Patient Transport
HLT41115	Certificate IV in Health Care
HLT51015	Diploma of Paramedical Science

Industry Pathways reserves the right to change, alter or amend curricula, syllabi, course structure and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.

## Policies and procedures

A link to our policies and procedures can be found individually on our website however are also contained within this handbook.

Policies and procedures are subject to change so should you wish to access a policy or procedure throughout the duration of your study period, we suggest you access the most current version from our website.

## Workplace Health and Safety

Each student is responsible for ensuring the health and safety of their environment by:

- Making themselves aware of the relevant policies, procedures and instructions
- Complying with all policies, procedures and instructions
- Taking reasonable care of themselves and others in the workplace
- Co-operating with Industry Pathways staff to enable them to carry out their duties in accordance with relevant workplace health and safety legislation
- Reporting all known or observed hazards, incidents and injuries

Industry Pathways will provide a workplace health and safety briefing prior to commencement of face to face training.

## Access & Equity

Industry Pathways operates in accordance with relevant legislative and regulatory requirements in its dealings with partners, employees, prospective employees and students. Industry Pathways will meet the needs of individuals and the community as a whole through integration of access and equity guidelines. These are incorporated in our operational procedures. Programs are designed and where possible facilities are set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by students. For more information, please refer to our Access & Equity policy.

## Anti-discrimination

Industry Pathways is committed to ensuring that all of its representatives, clients and participants are treated fairly and equally in their employment and training. All opportunities are determined on the basis of merit without regard to nationality, race, religion, sex, sexuality, marital status, pregnancy, politics or impairment. Industry Pathways and its representatives have a responsibility to provide an environment, which is free either directly or indirectly from any form of discrimination, harassment, insult, ridicule, victimisation or bullying.

## Choosing the right course of study for you

Enrolling in a course is not just about completing a process but rather providing you everything you need to know so that we can match you to the course best suited to your current skills and abilities and position you to achieve your ultimate study goal.

Our enrolment process will identify your current level of language, literacy and numeracy skills and then how best to support you in meeting the LL&N levels required to complete your course. As this is an individual learning support method it will look a little different for each person but will ebb and flow with you throughout your course.

## Identifying your Learning Support Requirements

During the enrolment process you will be asked to provide information about your previous study, qualifications commenced and/or completed, work history, computer skills and your motivation for commencing your study.

Additionally, you will be sent a link to an online LL&N quiz – Industry Pathway’s LL&N robot to complete your core skills evaluation. This will give us an indication of your current LL&N skills and identify which type of learning support we should make available to you.

As you then commence and participate in your course our Learning Support Manager and your student success coach will work with you to support you and help grow your LL&N skills. Given the challenging environment students find themselves in day in, day out, our specialist learning support manager is also available for one-on-one appointments with you via phone or face-to-face. This service helps support you as you navigate through managing challenging, emotional and stressful situations during your course.

Where appropriate our Learning Support Manager will also refer you to helpful additional services within your local community if specialist academic and/or personal counselling is required. In some instances, it will be appropriate for learners to consider putting their course on hold for a small period of time. Please see the extension request policy and procedure for this detail. Any fees relating to the utilizing of external support service providers are the responsibility of the learner.

## Steps to completing your Core Skills Evaluation via the LL&N Robot quizz

The Robot can be accessed by a Desktop computer, Laptop or tablet device with a screen 9 inches or larger. Smaller than this and it won’t display correctly. For this reason you can’t use your Smartphone. If you are using a tablet then you must use it horizontally and not vertically. That means hold it in landscape mode. As some questions have audio components you will either need to turn up the volume or have your headphones plugged in and working. The quiz is made up of 5 sets of questions.

This is what a question looks like:



After completing your phone interview you will be sent an email with a link to our LL&N Robot. This email will provide you an email address for our student administration in case you have any questions or computer troubles or alternatively you can call head office and ask for assistance. See screen shot below.

Dear Debbie,

As part of your course enrolment at Industry Pathways Pty Ltd we would like you to complete a short online quiz so we can understand your current levels of language, literacy and numeracy and then, if required, tailor your training to suit your needs.

Please click on the link below to start the online quiz.

[Link to Quiz](#)

If the above link does not work please copy and paste this URL into your Internet browser: <https://industry-pathways.com.au/quiz/lln/num/eng/invite/bc25924b-76bd-4469-9d33-f09c27434a8e>

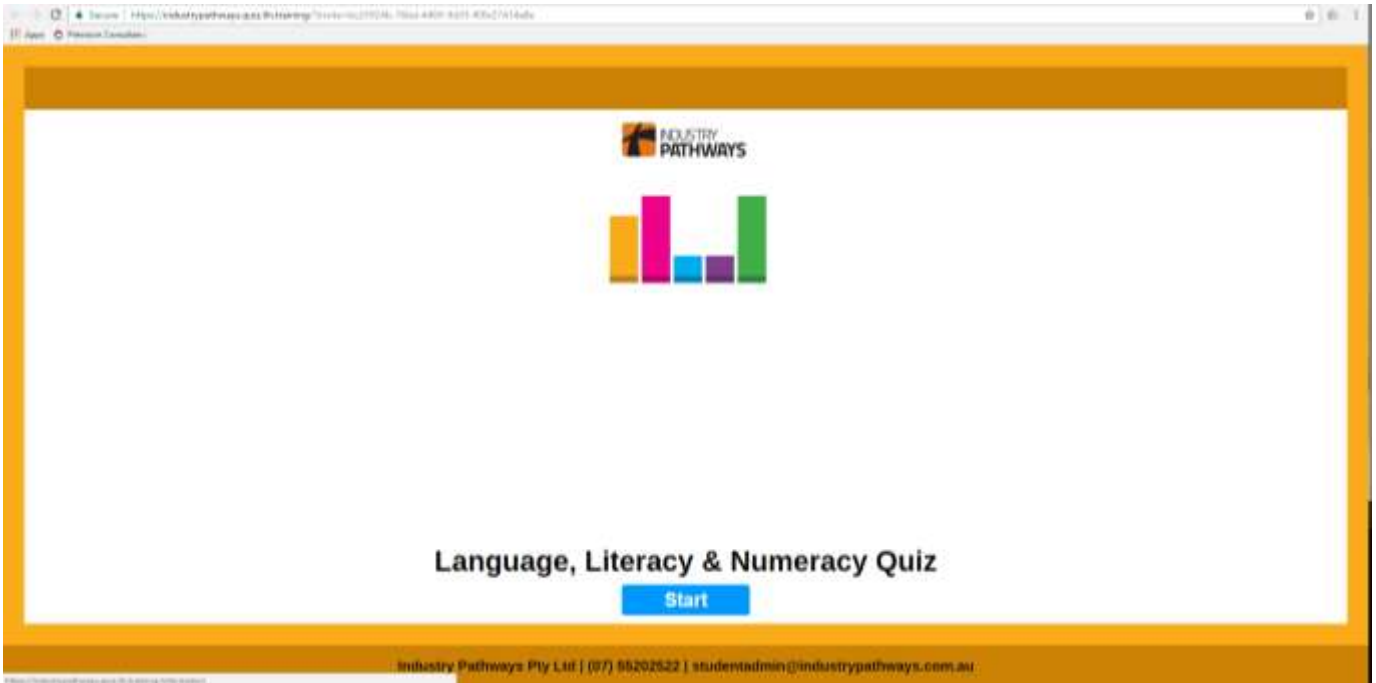
Note: Please access the quiz using the latest version of Google Chrome.

If you have any questions please email [studentadmin@industry-pathways.com.au](mailto:studentadmin@industry-pathways.com.au) and someone will respond as soon as possible.

Regards  
Student Admin

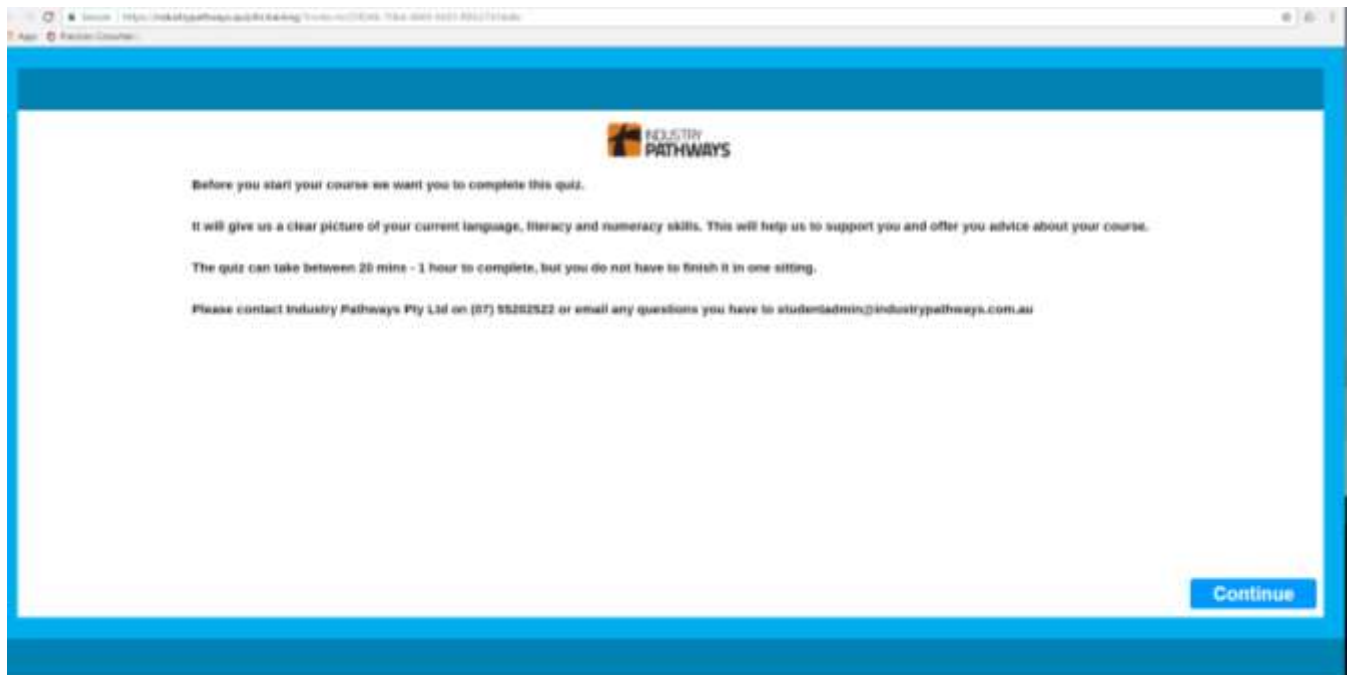
Get yourself comfortable in front of your computer, remembering that you can stop along the way and save your answers along the way. Also within the program they have a handy calculator and note pad function or if you prefer have your pen, paper and calculator handy.

Clink the 'Link to Quizz' on the email. Keep in mind as you begin the quiz this is not a pass/fail result but rather it helps us help you! It will look like this...  
When you click Start you will then see a screen giving you our contact details and some helpful advice for completing the quiz. It will look like this...



Once you have completed the quiz we will analyze this and create your individual learning plan and your course progression tracker.

Just prior to finalizing your offer of enrolment we will advise you of your learning support activity requirements.





# Examples of Learning Support Strategies and Activities

Learning support activities may include:

- Academic learning activities specific to the identified core skill gap such as academic practice exercises.
- Phone tutorials course content specific with trainers.
- Phone tutorials for Computer skill building.
- One-on-one support with the learning support manager

## Process to Enroll

The following steps outline the process to enroll:

1. Complete the online application to study
2. Interview with one of our selection officers.
3. Deposit paid and payment plan completed
4. Complete the Core Skills evaluation via our online LL&N Robot & review the Student Handbook
5. Enrolment offer made from IPW
6. Enrolment form completed including acknowledgement of terms and conditions
7. Confirmation of Enrolment Letter sent to you with your 'getting started' instructions.

By completing the process to enroll in a course at Industry Pathways Pty Ltd, you acknowledge and agree:

- That the information you provided in your application is complete and correct
- To be bound by Industry Pathways Pty Ltd' s rules and regulations and any amendments made to the rules and regulations.
- To pay all fees required on or before the due date as notified in writing by Industry Pathways Pty Ltd or as per the invoice.
- Industry Pathways Pty Ltd reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Industry Pathways reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary.
- Tuition fees are not transferable to another person or institution
- Any information that you give to INDUSTRY PATHWAYS or that Industry Pathways Pty Ltd collects about you can be given to authorised State and Commonwealth Agencies.
- Industry Pathways Pty Ltd reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- Industry Pathways Pty Ltd reserves the right to accept or reject any application for enrolment at its discretion.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for recognition of prior learning for part of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please refer to our RPL Policy and contact Head Office.

## Recognition of qualifications issued by another registered training organisation (Credit Transfer)

You may be eligible for a credit transfer or recognition of current competencies (RCC) if you have previously undertaken training through another Registered Training Organisation. Credit transfer may be granted for one or more units of an AQF qualification. This assessment is based upon:

- How current the qualification is
- Mapping to the current qualification
- How current are your skills and abilities

Credit will only be approved for a unit not yet commenced. Once a unit has been commenced then credit will not be approved. Ideally, any prior qualifications or statement of attainments should be provided immediately upon enrolment to ensure your training plan recognises any available credit.

If you think you may be eligible for a credit transfer, you will need to provide a certified copy of the original Statement of Attainment/s and or Certificate/s. Please contact head office if you feel you are eligible.

## Fees

All fees vary according to course. Students will be required to provide access to a computer, the internet and basic stationary for all courses. Most courses require access to a computer and internet for research activities. Any cost associated with these requirements are the responsibility of the student.

Some courses may require payment upfront (no more than \$1500 at any one time) and some may require a deposit with the balance paid progressively via monthly payments over an arranged period. Please discuss your course fee schedule with our selection team. Course fees may not always include all required training materials. The selections team will advise should additional training material fees apply.

In the event that you require your Certificate or Statement of Attainment to be re-issued (as the original was lost, damaged or destroyed) a replacement can be issued for a fee of \$15 including GST per certificate/student card.

## Competency Based Training & Assessment

Participants enrolled in training which will lead to either a Statement of Attainment or Qualification are required to complete assessments to demonstrate competency.

Competency based assessment is the process of gathering evidence to confirm that participants can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio Work samples
- Third party reports

Participants will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the participant is deemed satisfactory or not satisfactory for individual assessments with a final outcome being awarded as competent or not yet competent.

## Student Progression

Industry Pathways reviews, monitors and assess student's course progression and participation to ensure students are best placed to complete their course within the expected duration.

Course duration will differ for each qualification and some may have the options for accelerated progression.

For qualifications with a 12 month + duration, students will be provided with a Course Progression Tracker which will indicate review check points, units required to complete prior to commencing practical workshops, practical placement requirements and significant progression milestones.

Please refer to our Course Progression and Duration Policy for detailed information

## Student Attempts

You will be given 3 attempts at all assessment tasks (inclusive of practical assessments). Prior to a final attempt, you will be advised by your trainer/assessor in writing on where you are required to focus your attention (i.e. where you have been deficient in your past attempts) and extra assistance with specific assessment tasks that require consideration will be available to you on request.

Should you fail your third (3<sup>rd</sup>) attempt, you will be deemed Not Competent in the unit of competency and additional charges will apply should you wish to make further attempts to demonstrate competency.

## Work Placement

Work placement is not a requirement for all courses. Courses on our scope that do require work placement are as follows:

### **HLT41115 – Certificate IV in Health Care** **HLT51015 - Diploma of Paramedical Science**

The term work placement is used to describe any type of placement or experience in the workplace that formally contributes to the assessment process. This includes the need to collect and use information from the work placement as part of the student's overall assessment. Several units of competency in the newly endorsed training packages contain minimum hours of work as part of the evidence requirement to demonstrate competency.

For students, work placements are an opportunity to:

- Learn in a workplace relevant to their future career
- Talk, listen and learn from experienced workers who will help students put theoretical learning into practice, and answer questions about wider areas of work and future opportunities in the industry practice skills over a period in real life situations, in different contexts and with different individual clients
- Have access to real work technologies, equipment, clients and procedures have exposure to both normal operating procedures and unplanned contingencies

### **How many work placement hours must I do for my course?**

#### **HLT41115 – Certificate IV in Health Care**

There is one unit of competency in this qualification that requires work placement:

HLTAMB007 — Assess and Deliver Basic Clinical Care

Students must have performed the activities as outlined in the performance evidence of the unit (HLTAMB007) **during a period of at least 80 hrs.**

#### **HLT51015 - Diploma of Paramedical Science**

There is one unit of competency in this qualification that requires work placement:

HLTAMB008 — Assess and Deliver Standard Clinical Care

Students must have performed the activities as outlined in the performance evidence of the unit (HLTAMB008) **during a period of at least 160 hrs**

### **What type of work placement satisfies my course requirements?**

Clinically supervised work placements within pre-and out of hospital environments for example: Non-emergency patient transport, event medic services at events such as sporting events, music concerts etc. Students must be supervised under clinical conditions.

### **Can I fulfil my workplace hour requirements across more than one business?**

There is no requirement that the workplace hours are in only one workplace or particular location.

### **Can past work experience count toward work placement requirements?**

Yes, if the experience meets the rules of evidence. For example: is there sufficient evidence, is the evidence current (from the present or very recent past), is it valid and authentic. Our assessors will make this judgement as part of an RPL process.

### **Can I count paid employment towards my work place requirement?**

Yes. There is no difference in relation to assessment evidence, between volunteer work, paid work, work experience, clinical placements, or work placement.

What the assessor is trying to determine is whether you performed the activities outlined in the performance criteria of the relevant units.

### **When do I commence my work/clinical placement?**

Your course progression tracker will indicate when you should be aiming to commence your work placement. There are mandatory pre-requisites that you must have satisfied to receive confirmation to commence of your placement. These are:

- Hold a current First Aid Certificate
- Completed all modules of training as indicated on the course progression tracker leading up to Clinical Workshop 1

Attended and found satisfactory in all simulated workplace practical demonstrations in Clinical Workshop1.

### **How do I source my work placement host organisation?**

You are encouraged to seek local work placement volunteer opportunities as this makes achieving your work placement requirements more likely. Australian Paramedical College does however have existing relationships with host organisations and will regularly advertise these opportunities to students via the Facebook Students Forum, direct emails to cohorts and at Clinical Workshops.

It is important you notify us of your prospective work placement host so that we can ensure an agreement is in place to secure your placement opportunity.

To apply and secure your work placement position, the following documentation must be submitted and signed by both the host organisation and Australian Paramedical College.

- Copy of students current Blue Card <http://www.bluecard.qld.gov.au/>
- Copy of students National Police Checks – no more than 6 months old from start date of placement
- Australian Paramedical College Work Placement agreement – signed by student and host. Australian Paramedical College will contact the host organisation and then sign and send a copy to all parties.
- Copy of photo ID.

Upon receiving this documentation, the host organisation will be contacted by our Clinical Placement Lead to ensure they are able to fulfil the requirements of your course.

When the host organisation has been approved by Australian Paramedical College and confirmation that Clinical workshop has been deemed satisfactory, the student will be sent an email notifying them that they are approved to commence placement together with a copy of the work placement agreement signed by Australian Paramedical College.

Students must not commence placement until they have received this email from the Student Success Team and all parties have signed the work placement agreement.

### Ongoing monitoring of placement

The host organisation will be contacted during placement to check on your progress however you and the host are advised to contact the Student Success Team as soon as possible if there are any concerns or issues arising sooner.

## Results

On completion of your course provided all requirements are met and agreed course fees have been paid, Industry Pathways will issue a Statement of Attainment, Qualification and or Record or Results within 30 calendar days as per the Standards for Registered Training Organisations in line with the nationally approved quality standards.

## Complaints & Appeals

Industry Pathways Pty Ltd provides a high standard of service. Should a student have a complaint or wish to appeal an assessment result they are encouraged to speak immediately with student support services.

If the issue cannot be resolved, the student is requested to complete a complaints and appeal form. Outcomes of complaints or appeals will be provided to the student in writing within 10 working days from receipt of complaint form.

If a student is dissatisfied with the outcome of the complaint, they can appeal the outcome in accordance with Industry Pathway's Complaints and Appeals procedure. Please refer to the Complaints and Appeals Policy and Procedure.

## Refunds

Refunds may apply should Industry Pathways be unable to provide a course for which the original offer was made. This excludes changes to qualifications or units of competency made by industry regulators i.e. superseded qualifications / units of competency.

Refunds will only be processed back to the original credit card or bank account that funded the deposit/payment with INDUSTRY PATHWAYS unless Industry Pathways Pty Ltd receives written direction to pay the refund to somebody else by the original account holder.

This agreement does not remove your right to take further action under Australia's consumer protection laws as Industry Pathways Pty Ltd's dispute resolution processes do not circumscribe your right to pursue other legal remedies. Please refer to Industry Pathways refund policy for detailed information

## Change of Personal Details

Should you change any of your personal details please notify student services immediately.

## Course Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Industry Pathways Pty Ltd also encourages all participants to make contact should they wish to provide feedback or comments on any aspect of the service they have received

## Expectations of students: Student Code of Conduct

During participation in activities required for course completion students are expected to follow the student code of conduct as follows:

- Diligence at meeting course progression requirements: Students should work towards achieving goals set within their individual training plan and complete by expected completion date including completing training and assessment activities within required time frames.
- Students must abide by copyright and plagiarism laws.
- Students must comply with occupational health and safety regulations at all times Students must comply with Industry Pathways academic integrity policy at all time
- Students must comply with anti-discrimination legislation. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Students must comply with workplace harassment, victimisation and bullying regulations.

- Students must act in accordance with our Facebook Policy when engaging on both public and student Facebook forums
- Students must ensure that behaviour is of a level acceptable to the workplace.
- Students must communicate any difficulties with completion of activities or assessment to the student support services in a timely manner prior to falling behind.
- Students must inform student services in advance of any intended absences
- Students must inform student services immediately should you be unable to attend clinical workshop practical weeks due to illness or other reasons
- Students must inform student services if you have a medical condition that may affect your participation or affect those with whom you may be training
- **Should any student choose to assist at the scene of an accident, we ask that you adhere to the following to protect you from any legal implications:**
  - Students MUST call 000 for an ambulance in the first instance (or ask someone else to do so)
  - Students MUST NOT identify themselves as a Student Paramedic / Paramedic so as not to mislead the public
  - Students should act in the capacity of first aider ONLY until a paramedic arrives and can advise the best action for further medical treatment
  - Students MUST NOT offer to transport an injured member of the public to the hospital regardless of how minor the injury may be.

## Student Records and Privacy Act

Industry Pathways takes privacy very seriously and is committed to protecting the privacy of individuals. This includes personal, health, financial and other confidential information which is necessary for Industry Pathways to carry out it's as a Registered Training Organisation.

To ensure that Registered Training Organisations meet the national standards and offer quality training to participants, the registering body conducts regular audits. The audit process involves a review of a training organisations policies, procedures, record keeping and practices.

On occasion the registering body may contact past and present students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of clients and industry.

Upon request, Industry Pathways Pty Ltd are required to supply the following information to the registering body: Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the registering body may request to view participant files. The purpose of this is to ensure compliance with regulations and standards.



The release of contact details and information to any other party including but not limited to parents, employers and partners is prohibited and subject to the written approval of the enrolled student.

Students under the age of 15 years must seek permission to enrol from a parent or guardian prior to enrolment.

Please refer to our Privacy Policy for detailed information

## Providing references for students

Industry Pathways are happy to provide a brief statement if required confirming enrolment and what has been awarded however providing an informative reference for students falls outside of the scope of our obligations as a Registered Training Organisation.

As trainers only interact with students in an educational setting, they cannot establish how you would interact in the work place over a sufficient period of time to be able to make a judgement.

Industry Pathways suggests that students find alternative referees such as any organisation/s you may have volunteer or gained work experience with in a work place setting where an accurate judgement on your suitability can be made.

## Permissions Release

There will be a provision for your permission that will allow Industry Pathways to use images and or written or verbal comments made by students in promotional material including but not limited to our websites, social media and public media promotions. Industry Pathways will not make any of these materials public without your prior authority. You may withdraw permission at any time by notifying Industry Pathways in writing.

Should you not wish to provide permission, simply do not complete the media and communications consent form that is provided to students at the paramedical training practical workshops.

## Related Documents

### Policy

- [Complaints and Appeals Policy](#) (PDF)
- [Fees & Payment Policy](#) (PDF)
- [Financial Management Policy](#) (PDF)
- [Access & Equity Policy](#) (PDF)
- [Academic Integrity Policy](#) (PDF)
- [RPL Policy](#) (PDF)
- [Privacy Policy](#) (PDF)
- [Refund Policy](#) (PDF)
- [Student Attempt Policy](#) (PDF)
- [Facebook Public Policy](#) (PDF)
- [Facebook Student Forum Policy](#) (PDF)
- [Course Progression & Duration Policy](#) (PDF)

## Procedure

- [Complaint and Appeals Procedure](#) (PDF)
- [Extension Request Policy & Procedure](#) (PDF)
- [RPL Procedure](#) (PDF)

## Forms

- [Student Refund Application Form](#) (PDF)
- [Complaint & Appeals Form](#) (PDF)
- [Request for Extension of Enrolment Form](#) (PDF)