



Student Handbook

**Australian Paramedical
College**

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of accessing. Changes to legislation and/or Australian Paramedical College (APC) policy may impact on the currency of information included. APC reserves the right to vary and update information without notice. Students are advised to seek any changed information and/or updates by contacting APC

This handbook has been prepared as a resource that will assist students to understand their obligations and those of APC.

¹ Please carefully read through the important information contained in this handbook. All students must read, understand, be familiar with the content of this handbook, and adhere to the policies and procedures outlined in this handbook.

Further information can be obtained by contacting:

Australian Paramedical College

A: PO Box 2262, Burleigh BC QLD 4220

P: 07 5520 2522

E: Compliance@industry pathways.com.au

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¹ Every student enrolling with APC must confirm in writing they have read the contents and understand the information provided in this workbook. Students are to confirm this via the enrolment form and may additionally submit the confirmation page at the end of this handbook.

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Important APC Details | Contacts

Australian Paramedical College (APC)

Registered RTO Provider Code: 32513

Head Office

Address: 3B/339 Reedy Creek Road, Burleigh QLD 4220

Postal: PO Box 2262 Burleigh BC QLD 4220

Telephone: 07 5520 2522

Email: reception@industry pathways.com.au

Website: <http://apcollege.edu.au/>

Training Facility

Unit 2/2019 Gold Coast Highway (entry via Kratzmann Ave) Miami, QLD 4220 (Entrance via 5 Kratzmann Avenue, Miami, QLD 4220)

Welcome to the Australian Paramedical College

Congratulations on your choice to undertake a qualification with APC.

Australian Paramedical College (APC) is a Registered Training Organisation ([RTO No: 32513](#)) with the Australian Skills Quality Authority.

The Australian Paramedical College employs clinical academics, paramedic educators and instructors to provide the clinical teaching and support necessary for our students throughout their courses.

All our paramedic educators and instructors have years of experience in the paramedical and broader emergency medical services field, holding both the paramedical and education qualifications necessary to facilitate the offered courses.

Our main aim at the Australian Paramedical College is to support you in discovering, enhancing and building your abilities while preparing you for opportunities in the paramedical and/or health community sector for employment.

During your student experience with the Australian Paramedical College you will enhance and construct your individual strengths and abilities while perhaps unearthing some new ones, as well as developing personal and vocational skills that will prepare you for your chosen career aspirations and the rest of your life.

Here at APC we believe in you, your capacity to learn and that you can become whatever you choose to be!
In Australia, only Registered Training Organisations (RTO's) can issue nationally recognised qualifications. As an RTO, we deliver nationally recognised qualifications as follows:

- [Diploma of Paramedical Science \(HLT51015\)](#)
- [Certificate IV in Health Care \(HLT41115\)](#)
- [Certificate III in Non-Emergency Patient Transport \(HLT31115\)](#)

All our courses are delivered by industry and VET qualified educators who have significant health and paramedical experience. APC ensures that our educators meet the national standards for RTO'S 2015 delivery and assessment of these courses.

Our courses are delivered through a variety of training and assessment methods that may include, but is not limited to:

- Clinical workshops where you will receive additional learning and the opportunity to apply your skills and be assessed in a practical environment.
- Workplace and simulated workplace observations, where you can evidence the skills you have acquired under the instruction and assessment of our experienced educators
- Online learning where you can gain understanding and knowledge for assessment activities
- A combination of the above that meets the needs of a variety of learning styles
- Paramedic educator (trainer/assessor) support

We also offer recognition options on enrolment, such as Recognition of Prior Learning (RPL) and Credit Transfer (CT).

Legislation

As a Registered Training Organisation (RTO), APC is required to adhere to legislation designed to uphold the **integrity** of nationally recognised qualifications. This includes:

- *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*

APC abides by a range of other legislative requirements at both a State and Commonwealth level including, but not limited to:

- *Anti-discrimination*
- *Copyright*
- *Equal Opportunity*
- *Fair Work* (including harassment and bullying)
- *Privacy and Personal Information Protection*
- *USI's*
- *Workplace Health and Safety*

APC is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au Australian Government website for Commonwealth Law
- www.asqa.gov.au Regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, APC abides by their Code of Practice which outlines how you can expect our organisation and our staff to behave. Similarly, APC has expectations for student behaviour, outlined in the Student Code of Conduct abides also by their Assessor Code of Conduct

The APC Code of Practice and the Student Code of Conduct **must** be accessed and reviewed via the APC website on: <http://apcollege.edu.au/> prior to enrolment to ensure you understand our commitment and your responsibilities for information.

Policies, Procedures, Forms and Documents

It's important to us that all our students have a clear understanding of our policies and processes, as they are the framework of how we operate to support your learning journey and will provide insight into how we interact and provide our learning services for you. Our policies and processes underpin APC's operations, support the quality practice of our services, training and assessment and identify how we operate in accordance with the Standards for Registered Training Organisations (2015) as set out by the Regulator of Australia's Vocational Education and Training (VET).

If you require further information to understand the documents and/or APC's operations, please do not hesitate to contact APC. See the contact details in the important APC information section.

You will be required to confirm you have read and understand the following, but not limited to the following policies and processes.

Fees & Payments Policy	Course Progression/Duration Policy
Refund Policy	Enrolment Policy
Student Support Policy	Complaints and Appeals Policy
RPL Policy	APC Code of Practice
Student Code of Conduct	Access & Equity Policy
Privacy Policy	Academic Integrity Policy
WHS Policy	Assessor Code of Conduct
Student Code of Conduct	Financial Management Policy

These policies and processes are accessible and must be accessed by the student via the **APC website**: <http://apcollege.edu.au/>. These policies may also be provided to you via electronic or hardcopy on request.

Privacy

APC strongly supports the privacy and confidentiality of its students.

All information is collected and stored in accordance with the *Privacy Act 1988*.

Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your personal information to any person or agency without your permission, unless we are required to do so by law.

The **APC Privacy Policy must** be reviewed prior to enrolment.

Images and Videos

APC may request to use images and/or videos of students for learning, marketing and information. You will be asked to complete a consent to release photographic, video (including voice) and images and agree to allow APC to use the same. Please see the photo, video and image consent form.

Release of Information

If you require APC to share your information at any time, you must complete and submit a Release of Information form to Student Support Services.

APC will not release information to a third party without a student's consent

APC releases approved non-identified course information related to the Registration of the RTO and the reporting requirements to meet government regulations.

Access to Your Records

If you wish to access your student information file, you can call, write or email the following:

a: PO Box2262, Burleigh BC QLD 4320

p: 07 55 202 522

e: studentadmin@apcollege.com.au

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of this student handbook is provided for you to read and confirm you have understood its contents.

A student enrolment brief for information is available on our [website](#) to support your understanding and the enrolment process, and a formal enrolment policy is also accessible for important information via the website.

An enrolment form must be completed, together with any required information, for example evidence of previous studies may be required and/or any directed activities relating to special circumstances and/or training needs.

Information on the fees/charges for our courses is made available to each student prior to enrolment. Student are provided with an invoice outlining the relevant course deposit and fee schedule required for enrolment to proceed. APC will not enrol a student into a course without first disclosing all fees and payment required, along with receiving an enrolment form.

Australian Paramedical College offers students 'flexible payment options' via Debit Success. When you enquire about enrolment you will be advised of the course fees, payment terms/conditions, methods and the start date and progression for your course. You will be advised via invoice prior to enrolment of this course fee and payment schedule information.

Enrolment Process

The enrolment process is inclusive of:

- Confirmation of your paid enrolment fee and receipt of the payment plan agreement
- Reading and confirming you understand the required policies and procedures in the student handbook
- Identify if Recognition (RPL, CT) may be a consideration
- Complete and confirm the enrolment form information (to the best of your knowledge) and signing to indicate you have read the required information and that your personal information is true and correct.
- Submit your enrolment form online to APC

***Note:** *enrolment is not confirmed until agreed enrolment fees have been paid and all required documentation has been reviewed and signed off as understood. RPL and TOC cannot be processed until enrolment fees have been confirmed.*

****Note:** *On course completion, Testamurs (qualifications) and Statements of Attainment may not be issued until all fees have been paid.*

Enrolment Dates

APC operates on a system of rolling start dates.

Students studying online may begin their studies once the enrolment requirements above are confirmed. Additionally, a customised training plan is developed to support your learning journey. This means if you are studying online, you may start your study once confirmation of enrolment has been received.

APC will provide you with a confirmation of your enrolment letter indicating your SOS and your individual course progression along with information to access to the online learning platform.

For any clinical workshops or face to face training you will be advised of the mandatory requirements, dates and information throughout your course.

Important

Students may not attend the Clinical Workshops until the required theory assessment tasks have been completed as satisfactory for the identified pre-workshop units. In some instances, e.g. RPL/CT a student may be approved to attend a workshop regardless. All attendance variations are considered on a case by case judgement.

Entry Requirements

Whilst there are no specific academic pre-requisites for our courses, students are expected to have the physical capacity and flexibility to move around freely, bend and twist, perform safe lifting techniques and perform general course related duties.

Students enrolled in the HLT41115 and HLT51015 are required to hold and/or successfully complete the requirements for the HLTAID003 Provide First Aid unit of competency with APC conducted on one of the first clinical workshops. This unit is a prerequisite and may attract a cost for students enrolled with APC who have not previously completed it.

All learning and assessment for our courses require levels of literacy, numeracy and practical skills that may be inclusive of, but not limited to, clear written and spoken English skills, complex thinking, the capacity to report, calculate medications, read detailed protocols, and make recommendations for improvement.

Please see course information on the APC website to determine other course requirements or contact APC (details in the Important APC information section)

Entry requirements for APC Courses may include the following:

- Minimum age requirements 16 years.
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role
- Be capable of accessing a relevant organisation for work placement where the required course placement hours can be learned and practiced and information provided as evidence
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Relevant physical capacity and flexibility to address the required industry related tasks
- Previous workplace experience
- Previous completion of other qualifications

Please Note: APC does not provide placement at specific workplaces for the Certificate IV and Diploma qualifications. Students must source their own work placement.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is required by all Australian students undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, APC cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

As a USI account holder you can use your USI to access your national training record online in the form of a USI Transcript.

The transcript will show your successfully completed nationally recognised training from 2015 onwards in the one record.

You will also be able to access your USI account to download or print your USI Transcript and/or share it electronically with registered training providers if you wish.

Customised Training Plans

As part of the overall enrolment process, APC will work with you to develop a customised training plan for your learning that will address course requirements as well as consideration of your personal circumstances.

This may be of consideration in any RPL and to be applied for.

This may include where necessary completion of a Language, Literacy and Numeracy (LLN) assessment that will identify any areas you may academic need support in.

Access and Equity

APC will assist all students to identify and achieve their desired learning outcomes.

APC committed to providing support through the training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.

APC will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, including LLN support.

APC students presenting or identified as requiring Learner Support during the pre/post enrolment process will be advised by APC staff of the support measures available and where necessary through referral to support agencies. This information is also available in the Student Support Policy

All potential students must read the APC Learner Support Policy available on the [APC Website](#) that contains additional information on the various support options and agencies available via APC .

APC may request students to participate in an LLN assessment where identified. Results from the assessment will not be shared with any other organisations or entities and are maintained on your personal student file. The LLN assessment supports your learning journey any highlights any of the required core skills you may need assistance with for the course.

Students identified as having significant LLN and/or Learner Support needs may be referred to external support agencies and will be advised of any optional studies to support their learning journey where necessary.

Where a student who is identified with low level LLN that may not meet the requirement for the qualification level enrolment, will be supported to identify an ideal study level. Where possible APC will offer internal course options and consult with the student to identify any external optional study paths that may assist them in fulfilling their learning and career aspirations.

It is the responsibility of all staff and students at APC to uphold our commitment to Access and Equity principles. Additional information is outlined in the APC Code of Practice, Student Code of Conduct and the Access and Equity Policy. The Student Support Policy is additionally available for information.

If you have questions or concerns, please contact APC, our details are in the APC important information section at the beginning of this document.

Other Support Services

APC considers the physical and psychological wellbeing and welfare of its students as paramount.

If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. Including, but not limited to:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Fees

APC is committed to the disclosure of all course fees and charges to a potential student and/or approved third party(s) responsible for fees (e.g. an employer)

All fees are correct as of **20th April 2018** and may be subject to change.

APC aims to provide transparent information related to the fees and charges for all courses available. All student are advised of the fees, charges and arrangements for payments prior to course enrolment. The course fees are available below and on APC's website.

HLT51015 Diploma of Paramedical Science	
Total Cost:	\$9950
Course Requirements:	17 units Clinical Placement F2F Clinical Workshop (7 days plus 5 days)
Study Method:	Blended & Face to Face
Full Course RPL:	\$ 200 Application Fee (non-refundable) Full RPL \$3950
Unit RPL	Same as unit cost
CT: (No cost unless RCC applies)	Cost confirmed upon application

HLT41115 Certificate IV in Health Care	
Total Cost:	\$6450
Course Requirements:	16 units Clinical Placement F2F Clinical Workshop (7 Days)
Study Method:	Blended & Face to Face
Full Course RPL:	\$ 200 Application Fee (non-refundable) Full RPL \$2950
Unit RPL	Same as total cost
Credit Transfer	Cost confirmed upon application

HLT31115 Certificate III Non-Emergency Patient Transport	
Total Cost:	\$4950
Course Requirements:	13 units F2F Clinical Workshop (3 days)
Study Method:	Blended & Face to Face
Full Course RPL:	\$ 200 Application Fee (non-refundable) Full RPL \$2950
Unit RPL	Same as total cost
Credit Transfer	Cost confirmed upon application

Flexible payment options available.

Course fees are subject to change at the discretion the CEO of Australian Paramedical College, any changes to fees will be updated for information.

APC accepts various methods of payment for course fees. Payment for courses can be made in the form of cash, Visa, MasterCard, Direct Deposit or PayPal.

APC offers a payment plan that is via Debit Success that supports students to pay the course fees following an initial enrolment fee of \$1500.00.

**All Enrolments are considered tentative until required payments are received.*

*** Course Testamurs and Transcripts will be issued once all agreed fees, payments have been confirmed as finalised.*

Please contact APC if you have any questions related to course fees.

APC has fair and equitable policies that they adhere to related to course fees, refunds and flexible payment options.

In some instances, students may be eligible for specific concession fees. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible. Please contact the College to discuss these specific conditions.

If you require information on concession cards please contact Human Services (Centrelink) to determine your eligibility (<https://www.humanservices.gov.au>).

Other Fees

Other fees and or charges that may be relevant to your enrolment, study and issuance of a completed qualification may include:

- *RPL Application*
- *Paramedic uniforms and clinical practice kits*
- *Replacement of Qualification/Transcript*
- *Late submission of assessments or reassessment*
- *Hardcopy learning and assessment resources (online)*
- *Fees associated with withdrawal or cancellation as indicated on our refund policy*
- *Clinical Practice Workshop (students will be invoiced \$200 if they cancel, change or do not attend their secured workshop).*

Re-issue of Transcripts

An administration fee of \$20.00 each applies for **APC** to re-issue a copy of your Qualification Certificate and/or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the customised training plan outlined timeframe, a fee may apply for late submission of assessments. Similarly, if you re-submit an assessment previously marked 'Not Yet Satisfactory' (NYS) outside of the agreed training contract time, a fee may be applied to assess your submission.

Students that are failing to progress and/or submit assessments in a reasonable time may be asked to enter into a student progression agreement to support completion of studies.

Payment Options

The payment of course fees can be made to **APC** via the following.

Your payment terms and conditions will be clearly communicated prior to your actual enrolment.

- Debit Success Agreement
- Credit/Debit card
- Electronic funds transfer
- Cash

All course fees must be paid by the due date

* Please note that outstanding fees may result in cancellation of your enrolment and/or **APC** will not issue a course Testamur and/or Statements of Attainment for qualification(s) until all outstanding fees have been paid.

Failure to Make Payment

If payments are not made as stated in the agreed terms with Debit Success, **APC** may find it necessary to **suspend training until your payment is received**.

Failure to meet payment obligations may result in the outstanding debt being handed over to a ²Registered Debt Collector and students enrolment being cancelled.

Any fees associated with this registered debt collector service will be added to a student's total outstanding amount for recovery.

APC will not issue a qualification to a student where fees have not been finalised.

If you are experiencing any issues meeting your course fee payment arrangements and agreement, please contact **APC** as soon as practicable to discuss options.

Contact information is available as per the Important APC Information section at the beginning of this handbook.

Refunds

Should a student wish to cancel or withdraw from a course, a withdrawal fee may apply and/or a full or partial refund may be applicable. Information is outlined in the refund policy via the APC website. The refund policy outlines the relevant circumstances under which a refund may be granted.

All students must confirm that they have read and understood the terms outlined in the refund policy before they are accepted to officially enrol into a course.

Please contact APC to discuss individual circumstances. Contact information is available in this handbook under Important APC Information.

² APC will only use accredited registered debt collection services.

Course Withdrawal and Cancellation

Should you need to withdraw from a course, you must advise **APC** in writing by completing APC's cancellation of enrolment form.

Required fields of the refund request form, are inclusive of, but not limited to:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Course and enrolment date
- Effective date of the cancellation

Your application will be reviewed, and you will be advised of the course withdrawal and refund outcomes within 10 working days from the of receipt of your request with APC.

All refunds are in accordance with the APC Refund Policy and at the discretion of the CEO.

All students have the right to have a decision reviewed.

Refunds, withdrawal or course cancellation

APC applies an administrative processing and enrolment fee of \$95.00 per course to all enrolment withdrawal applications

Table 1 Withdrawals, Cancellations and Refunds

Reason	Notification requirements	Refund
Student withdraws from course	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fees paid by the student. * Less \$150.00 APC enrolment fee **Less the APC \$95 administration Withdrawal fee
Student withdraws from course	In writing, within seven (7) calendar days prior to the course commencement.	75% of the course fees paid by the student. * Additionally less \$150.00 APC enrolment fee **Less the APC \$95 administration withdrawal fee
Student withdraws from course	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdraws from an enrolled	In Writing within 7 calendar days of the deferred start date	75% of the enrolment fee (\$1500) **Less the APC \$95 administration withdrawal fee

Reason	Notification requirements	Refund
course prior to a deferred Start date		
Student withdrawn by APC CEO	After course commencement, due to inappropriate student behaviour	Nil Refund
Course cancelled by APC	Course cancelled prior to commencement	100% of the course fee (paid by the client)
Withdrawal after unit (s) commenced	For all individual units commenced/attended/completed from within the qualification /or Accredited Course	Nil Refund The full unit fee is payable by the Student

Suspending Study Due to Illness or Hardship

In circumstances of illness and/or extreme hardship present, you may suspend your studies for a period of up to three (3) months once only or alternatively withdraw from studies. Please speak to your APC Trainer/Assessor at your earliest convenience if you are experiencing issues related to payment issues (hardship) or an illness that will affect your capacity to engage in your studies.

Course Cancellation by APC

Where APC suspend the delivery of a course from its registered scope, APC will make every effort to identify for the student an optional provider of the equivalent course, inclusive of addressing the refund terms as outlined above.

Students may have the option to transfer to an optional delivery date of the course where applicable.

Course Information

Once enrolment is confirmed and required fees paid, you will be given access to your online training materials and/or advise of face to face start date and provided any resources (hard copy/digital) required for the learning.

APC may 'recommend' optional supporting textbooks, however APC does not provide textbooks for students. These recommended resources are not mandatory and are ideal recommendations for training and assessment

Training Materials

APC will provide electronic access to the GO 1 Learning Website

APC will provide PDF downloadable training and assessment materials

APC will provide access to a simulated Q Paramedical module supporting policies and processes for learning and assessment

APC will provide access to a simulate physical learning environment for Clinical Practice Workshops

APC will support the provision of hardcopy online materials for learners in instances where there is an identified need and where a request in writing for the same has been made. A fee for these materials may apply. inclusive of postage.

Please contact **APC** further information related to resources details provided under the 'Important APC Information' section

Student Required Resources

A current student email address is required for all enrolments

You must ensure you have access to the following for your online learning at a minimum:

- a computer/tablet with Microsoft Office 2007 or equivalent, or higher.
- a landline or mobile phone
- internet access
- printer, photocopier and scanner

Your computers/tablets need to have the following minimum specifications:

- Microsoft office 2007 or equivalent
- Internet access/connection
- 2GB of RAM
- Adobe Reader XI or equivalent
- Adobe Flash Player 11 or higher
- Enabled use of a web camera and headset with microphone.

Specific requirements for Window users:

- Windows 7 or higher is recommended
- 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)

Specific requirements for Mac OS users:

- Mac OS X v 10.6 or higher is recommended
- 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

Once online enrolment is confirmed, a welcome email will be sent (to the provided student email address) with your online log-in details so you can access APC's online learning platform.

You will be provided with a Training Plan for the course to support your studies and progression. This will include an outline for any training appointments where necessary, for example:

- Workplace visits
- Classroom sessions
- Placement
- Online module reviews (Competency Conversations/Observations) and or
- A combination of the above

Course Duration

How long your course will take depends on several factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for Credit Transfer and/or Recognition of Prior Learning or Current Competency.

Students are expected to adhere to their Customised Course training plan to support completion of studies in the identified duration.

Volume of Learning

In accordance with the Australian Standards for RTOs the duration for the qualification being undertaken is relevant to the following:

Amount of training is inclusive of the following structured learning:

- on –line learning, activities and tasks,
- tutorials and forums
- assessment activities
- Clinical Practice Workshop (s)
- prescribed reading and research and responses
- supporting activities and quizzes
- Clinical Practice Workshop (s)
- Clinical placement/workplace requirements

Volume of Learning inclusive of structured learning and the following unstructured learning:

- private study, preparation and follow-up
- self-initiated learning
- additional research

The Volume of Learning for qualifications provided by APC for full time study is as follows:

AQF Qualification Level	APC Learning Duration
Certificate III	12 Months (minimum 800 hours)
Certificate IV	18 months (minimum 1200 hours)
Diploma	24 Months (minimum 1500 hours)

Competency Based Training and Assessment (CBT)

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace at the required level. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge or have not yet acquired them.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard is to be classed as Satisfactory (S) in each of the unit assessment tasks, Where all unit assessment tasks (inclusive of any placement requirement) result in a Satisfactory (S) outcome you will be deemed Competent (C) in the unit of Study.

Issuance of the qualification requires a competent (C) outcome for each unit in the qualification (inclusive of any placement requirements)

Assessment tasks include and may be a combination of the following, but are not limited to the following:

- Workplace/ Clinical Placement.
- Responses to verbal questioning;
- Multiple choice selections activities;
- Written responses to theory questions;
- Responding to case studies;

- Research and response;
- Simulated workplace observations and activities;
- Facilitating a project;
- Submitting a written report;
- Compiling a portfolio of work evidences and examples;

APC maintains industry engagement for a developed Training and Assessment Strategy for each of the qualifications delivered that outlines the required approaches for the conduct of assessment to meet the mandatory Standards for Registered Training Organisations 2015 and the Qualification outcomes.

Extensions to coursework

Extensions to coursework and unit requirements are considered on a case by case basis and students must submit the Request for Extension form to studentadmin@insustrypathways.com.au

*Extensions MUST be submitted 7 days before a unit assessment due dates.

Extensions are reviewed and granted on a case by case basis.

Students must be able to evidence ongoing progression and currency of engagement in studies.

Extensions may only be granted for the following reasons:

- A death within the immediate family.
- Accident, illness or incident resulting in permanent injury or extended hospitalisation or workplace leave of >5 days for an immediate family member or currently enrolled student. (medical evidence required)
- Major life impacting incidents e.g separation, childbirth, moving house/states. (evidence required)
- A loss of full-time or permanent part-time work of 2 weeks or more.

Extensions, as a rule, will be approved for no-more than one week (7 days) per unit except under extenuating circumstances and supporting evidences.

Extensions generally and extension will be granted for no-more than one week (7 days) per unit unless student provides evidence of extenuating circumstances.

Training and Assessment Strategies

All **APC** training and assessment staff meet the required qualifications as identified in the Australian Standard for RTO's 2015 and evidence that they have ongoing sufficient, current and relevant industry experience to train and assess the courses delivered by APC.

On occasion, **APC** may invite a qualified subject matter expert (SME) to participate in the training delivery in conjunction with an APC qualified trainer/assessor. You will be advised by your trainer/assessor whereby an SME may be attending to support your learning.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Transfer of Credit (TOC). All courses are assessed under the competency-based training and assessment criteria established under the AQF and meet the requirements identified in the Australian Standards for Registered Training Organisations 2015

Learning and Assessment

Included in our **APC** training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with students to provide learning and assessment options that are responsive to individual needs, and that maximise learning outcomes and access to learning activities.

Reasonable Adjustment

Reasonable adjustment will be applied where required to increase the participation of all students, inclusive of addressing the impact of disability in achieving vocational qualification.

The need for reasonable adjustment may be identified during the enrolment and/or orientation and/or where a formal LLN assessment has been conducted.

APC students have the right to also apply for and be considered for reasonable adjustment to assessment activities to accommodate individual/special needs.

APC will support that reasonable adjustment to assessments will not compromise the integrity of assessment, elements, and performance criteria of the unit of competency.

Adjustments to assessment will not provide an unfair advantage / disadvantage to students.

Adjustments to assessment must be documented and identified in the student Assessment Report

Training Plans and Work Placement

In the case where your course of study requires completion of clinical placement hours, a Clinical Placement Agreement will be required. The agreement template is provided by APC and completed between you, the placement/workplace organisation, and APC.

Your customised training will outline the preferred training progression and scheduled learning, also the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Third-Party Arrangements

APC will disclose to students where any third-party providers are utilised for any training and assessment services related to a student's enrolment.

Where a third party is providing training and assessment on behalf of APC, students will be informed of the following:

- name and contact details of the third-party provider and any related training and support services being delivered on **APC's** behalf; and
- the students' rights where the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.

(Taken from Standards for RTOs 2015, Clause 5.2)

The Recognition Process

APC offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves your assessor making a judgment on the skills and knowledge you have acquired through past study and/or industry or life experience. The aim of RPL is to recognise your existing current competencies without having to go through the complete processes of training and assessment. You will still need to provide evidences on which your assessor can base their judgement. All assessment evidences **must** be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

The assessment process for RPL incorporates competency(s) acquired through formal, non-formal and informal learning.

- **Formal learning:** refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- **Non-formal learning:** refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and

- **Informal learning** refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Students may be eligible to apply for Recognition (RPL/RCC/TOC) on one or more Units of Competency in your course.

Students will be advised by **APC** of the RPL options prior to enrolment. Students **must** identify their 'Recognition' intent on enrolment or at the very point of commencement with their APC Trainer/Assessor. This supports that **APC** can develop a training plan that is personalised and effective to meet the students need.

Recognition of Current Competencies (RCC)

APC will conduct assessment to support Recognition of Current Competency. It applies if a student has *"previously been awarded a unit of competency or is applying for RPL and is required to provide currency and application evidence to ensure the competence is being maintained"* and confirm that the student has been utilising and applying at the performance, knowledge and skills level of the required unit of competency.

Transfer of Credit (TOC)

APC recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a credit transfer you will need to supply a certified copy your documentation (certificates and/or statements).

Transfer of Credits must be applied at the point of enrolment. Transfer of Credit for a unit does not attract a fee once approved

Transfer of Credit may include the need to identify a student's currency related to the Credit Transfer.

For more information or to apply for Recognition please contact APC.

Foundation Skills

All training and assessment delivered by APC encompass 'Foundation Skills' sometimes referred to as core skills. Foundation Skills are non-technical skills that support application and participation in the workplace, the community, and in adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in a qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your

trainer/assessor to clarify anything that is not clear to you. Your trainer /assessor is available to support your success.

Your individual unit assessments will be reviewed, and the outcome identified by the trainer/assessor as either:

- Satisfactory (S) or
- Not Yet Satisfactory (NYS)

Competency (C) across a unit of study can only be achieved once a student has been identified as Satisfactory (S) for the collective assessment tasks within a unit (or module) of study inclusive of completion of any placement requirement

Where your assessor deems you as 'Not Yet Satisfactory' (NYS) for any of the assessment tasks in a unit of study, a final 'Not Yet Competent' (NYC) outcome will result and the unit will not be awarded towards the qualification. This is generally where three (3) assessment attempts have resulted in a NYS outcome.

Assessment Feedback

You will receive feedback from your trainer/assessor regarding the outcome of each of your submitted assessment items. This feedback will support and guide you in any reassessment required.

Resubmissions

If you receive feedback on your assessment submission that identifies your assessment submission is 'Not Yet Satisfactory' (NYS); you will need to review the feedback and address the required areas of the assessment(s) outcomes, providing additional and/or accurate evidence to support a Satisfactory(s) outcome and resubmit.

This may mean re-working your theory questions, providing additional documentation submitting extra or more relevant information into your portfolio, or through the application of practical demonstrations with your assessor (or as identified) .

APC does not charge a fee for the first two (2) resubmissions of assessments.

However, if, after three (3) resubmissions, where your work is still 'Not Yet Satisfactory' (NYS), you may be required to either pay a fee for a final fourth reassessment or you may be required to re-enrol in the unit to address the learning and assessments again to achieve satisfactory outcomes and support the unit competency and subsequently the qualification.

Re-enrolment involves/attracts an additional unit fee; no administrative charges are associated with a re-enrolment into a unit of study.

The staff at APC will make every reasonable effort to support you to succeed in your studies and unit outcomes. Please talk to your trainer/assessor for more information.

Academic Integrity, Plagiarism and Referencing

All work that you submit must be your own.

You will need to sign a declaration on submission of assessments stating that the work is your own.

Plagiarism is basically taking someone else's work and/or ideas, images and passing them off as your own. It is a form of cheating and is taken seriously by APC.

To help you understand, the following examples are provided and constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as individually your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to 'cite' (identify) where information has been sourced from.

See also the **Academic Integrity Policy** for more information.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be confident using referencing and identifying the source of any information that is not your own work.

At the Diploma level of study APC ideally expects that student attempt to use formal referencing (e.g. APA) when responding to/constructing responses to your assessments.

More information on formal referencing and plagiarism can be found by clicking on the following link: [APA Referencing](#)

Complaints and Appeals

As a student, you have the right to lodge an appeal with APC if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance.

If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision.

Please see APC's Complaints and Appeals Policy and forms for lodging an appeal.

Where to Get Help

You can talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through the contact details under the heading Important APC Information.

Student Conduct

Just as **APC** has a responsibility to meet expectations of students, legislation, and regulations, so too, students have obligations they are expected to meet.

It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

APC views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way, that will uphold the integrity of APC. Consequences of student misconduct vary, up to and including withdrawal from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to APC and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Withdrawal from the course
- Reimbursement by the student of any costs incurred for any damage caused
- Cancellation of the course without refund and/or credit
- Referral to authorities (e.g. police)

Students found guilty of misconduct have a right to lodge an appeal by following the **APC** Complaints and Appeals process and policy available via the APC website

Academic Misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety (WHS)

Workplace health and safety legislation applies to everyone at **APC**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Students will receive WHS information in their orientation with any additional need for WHS information addressed e.g. onsite information. Students are asked to report any incident or hazard immediately.

Smoking, Drugs and Alcohol

APC is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on **APC** premises, to use **APC** facilities or equipment, or to engage in any **APC** activity.

People taking prescription medication have a duty to ensure their own safety, and that the safety of others is not affected.

There is no specific requirement for a student to disclose use of prescription medication. A student may wish to disclose this information where it may impact on their studies, other students or course progression.

Student Feedback

APC is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study related to your enrolment, training and assessment, support and general engagement and experience with **APC**.

Students are required to complete the Feedback Survey required for data collection by the VET regulator. No personal information is disclosed in these general course surveys.

Students may be required, by the VET Regulator, to participate in student surveys post completion of studies and related to **APC**'s student engagement, provision of information and support, conduct, processes and delivery of training and assessment.

Issuing Qualification and Certificates

On competent completion of all required units of study and provided all fees are paid, **APC** will award the student with a Course Certificate/Statement of Attainment within 30 calendar days of the student being assessed as competent in all units of study and providing the student meets all the course competency requirements. This meets the issuance requirements identified in the Standards for RTOs 2015.

Should a student be deemed as 'Not Yet Competent' in one or more of the enrolled units of study, the student will not be issued the 'Qualification', however **APC** will issue a statement of attainment for all units deemed as Competent.

All course and associated fees must be finalised for the issuance of a Testamur supporting the qualification outcomes.

Student Handbook Verification

Please make sure you read and understand all parts of this Student Handbook.

If there is any aspect with which you are unsure, please contact APC for clarification.

After you have finished reading this Handbook, please complete the required section in the enrolment form. You can also sign your name here and return this page to APC

I, _____ (print full name), have received a copy of the APC
Student Name

Student Handbook.

I acknowledge I have read, understand and will follow the terms and conditions set out within.

I understand this does not cancel my rights as applicable per state and/or federal law.

Student signature or checkbox for verification _____

USI: _____ Date: _____