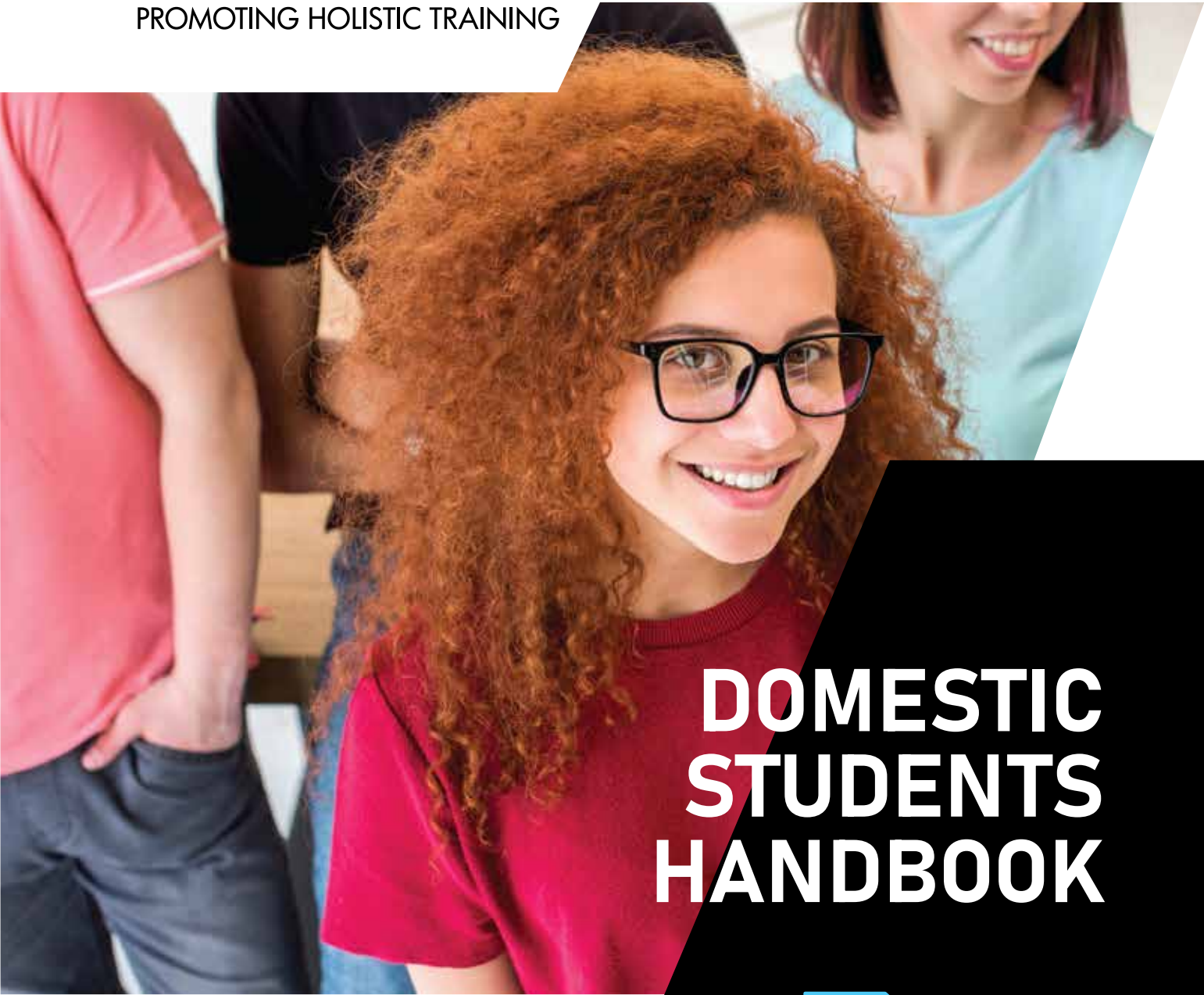




PROMOTING HOLISTIC TRAINING



DOMESTIC STUDENTS HANDBOOK

best place to study

www.nta.edu.au



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RTO ID: 41009
CRICOS ID: 03575C

Head Office: Premises1: Suite 106-108, 3 Railway Parade, Burwood, NSW 2134
Premises 2: Suite 6 132 - 134 Burwood Road, Burwood, NSW 2134 t: + 61 2 9715 6528 f: + 61 2 9715 2339 e: info@nta.edu.au
CARE PLUS TRAINING PTY LTD T/A Nurse Training Australia. ABN: 291 661 75462. CRICOS ID: 03575C. RTO ID: 41009



WELCOME TO NURSE TRAINING AUSTRALIA

Thank you for choosing Nurse Training Australia

The decision to undertake study is an important one. Whether you are seeking to update or upgrade existing skills, or embarking on a new career, our courses and team of friendly and dedicated staff is available to make your learning experience at the College rewarding.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information. During orientation we will take you through the handbook and you will complete the "Declaration".

You may wish to refer to the details in this handbook during your training, so keep it in a safe place

The Team at Nurse Training Australi



Why Study With Us?

Our college is a small, caring, learning hub that employs passionate and diverse staff who are professionals in their respective fields.

Our trainers are recognised professionals who still work in the industry and so are able to teach you the very latest of industry standards. We have a strong record in graduating students who quickly gain employment and launch a long and rewarding career thereafter.

Our college looks after a wide range of students and our staff know how to make your stay with us enjoyable and stimulating.

Other facilities we offer



Free wifi access at all times



2 minute walk proximity to diverse eating and entertainment



Friendly, helpful, multicultural staff



Reception services 5 days per week, from 9:00am to 5:00pm



15 modern computers exclusively for student use



A well-equipped simulation lab



Hands-on practical training



Direct exposure to the latest industry equipment





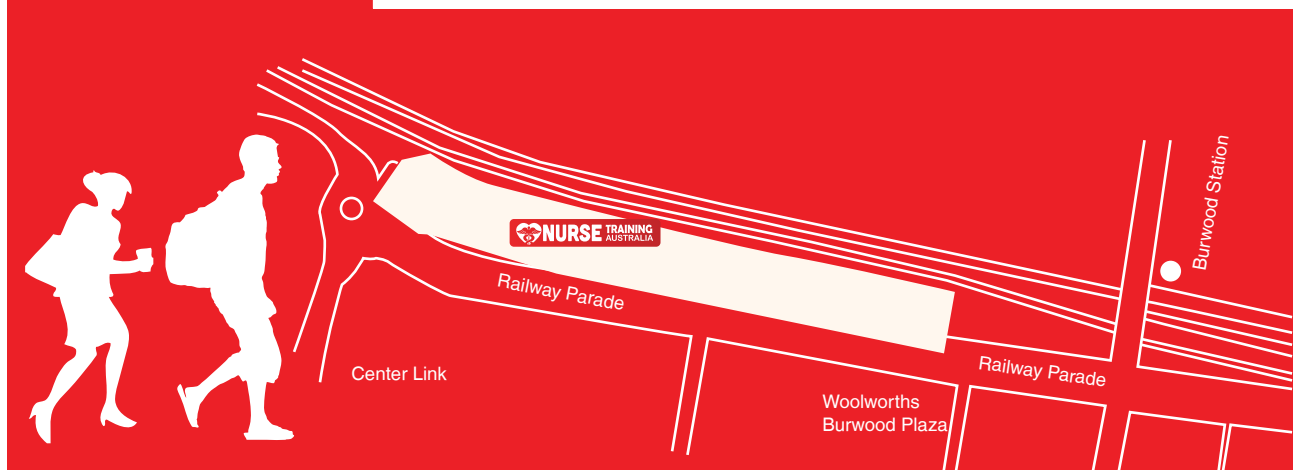
COLLEGE LOCATION

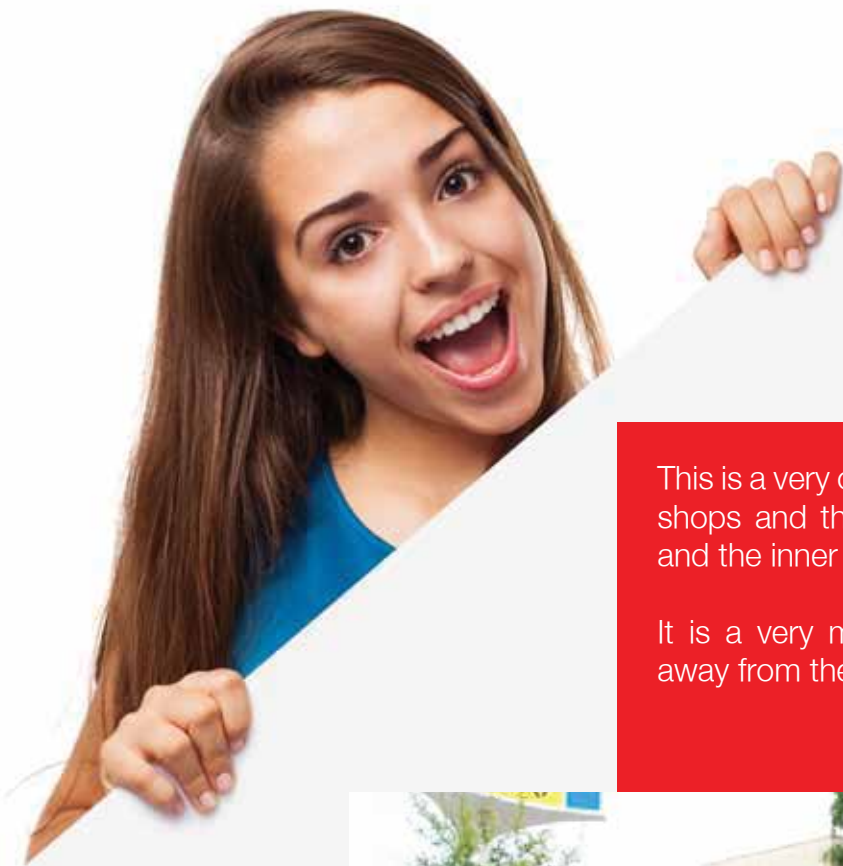
Nurse Training Australia
is located at:



Nurse Training Australia
is located at:

Location 1: HEAD OFFICE
Suite 106-108 | 3 Railway
Parade | Burwood
NSW 2134 | Australia





This is a very central location close to transport, shops and the commercial heart of Burwood and the inner west suburbs of Sydney.

It is a very multicultural area. A few minutes away from the Sydney CBD.



Nurse Training Australia

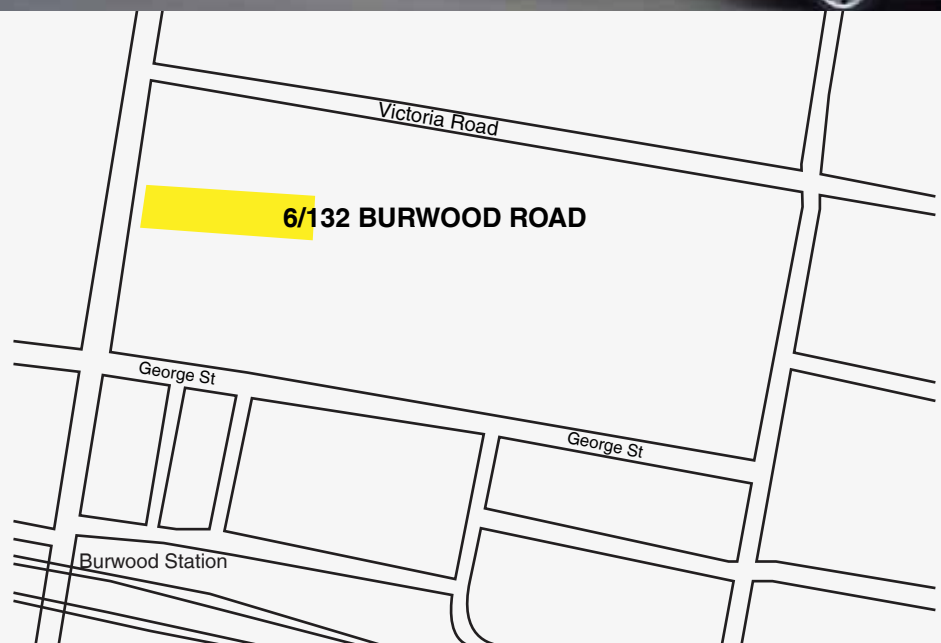
is located at:

Location 2

Suite 6 | 132 Burwood Road

Burwood | NSW-2134

Australia



REGISTERED TRAINING ORGANISATION [RTO] AND CRICOS PROVIDER

As a registered training organisation (RTO) and a CRICOS provider, Nurse Training Australia (NTA) is bound to comply with the Vocational Quality Framework (VQF), Standards for RTOs 2015, the ESOS Act 2000, the National Code of Practice 2018 and other requirements specified by the Australian Skills Quality Authority (ASQA).

NTA is registered by the government regulator, called the Australian Skills and Quality Authority (ASQA). www.asqa.gov.au

You will be guided and provided with information in this handbook and off the website and through our student services department to make sure that you understand what it means to be a successful student at NTA

Nationally Recognised Training

Nurse Training delivers a professional, specialised training designed for employees, public, whatever target group.

This is nationally recognised training that meets industry and vocational training competency standards.



Delivery to suit your work and lifestyle

We realize that you are busy and must fit training around your work and life. Nurse Training offers our course in the following options to suit your lifestyle:

- >> Face to Face classroom based learning – 26 weeks for **HLT33115: Cert III in Health Services Assistance**
(Two days of workshops a week (8 hours each) over 23 weeks and Work placement of 120 hours in total, to be spread over 3 -4 weeks)

- >> Face to Face classroom based learning – over 26 weeks for each stream in **CHC33021: Cert III in Individual Support (Ageing)**. (Two days of workshops a week (8 hours each) over 22 weeks and Work placement of 120 hours in total, to be spread over 3 -4 weeks) Note: It will take up to 40 weeks for additional qualifications **CHC33021: Cert III in Individual Support (disability)**.
- >> Face to Face classroom based learning – might take up to 26 weeks (Full Time) and 52 weeks (Part Time) for **CHC43015: Cert IV in Ageing Support**. (Two days of workshops a week (8 hours each) over 22 weeks (Fast-paced) and 1 day of workshop a week if you want to complete in a year (Part-time) and Work placement of 120 hours in total, to be spread over 3-4 weeks.
- >> Face to Face classroom based learning – might take up to 26 weeks (Full Time) and 52 weeks (Part Time) for **CHC43121: Cert IV in Disability Support**. (Two days of workshops a week (8 hours each) over 22 weeks (Fast-paced) and 1 day of workshop a week if you want to complete in a year (Part-time) and Work placement of 120 hours in total, to be spread over 3-4 weeks.
- >> Face to Face classroom based learning – might take up to 26 weeks (Full Time) and 52 weeks (Part Time) for **CHC43415: Cert IV in Leisure and Health**. (Two days of workshops a week (8 hours each) over 22 weeks (Fast-paced) and 1 day of workshop a week if you want to complete in a year (Part-time) and Work placement of 120 hours in total, to be spread over 3-4 weeks.
- >> Face to Face classroom based learning – might take up to 26 weeks (Full Time) and 52 weeks (Part Time) for **CHC43315: Cert IV in Mental Health**. (Two days of workshops a week (8 hours each) over 22 weeks (Fast-paced) and 1 day of workshop a week if you want to complete in a year (Part-time) and Work placement of 120 hours in total, to be spread over 3-4 weeks.
- >> Distance learning of 10-20 hours a week over 104 weeks for **CHC52021: Diploma of Community Services** and Work placement of 200 hours in total to be carried out over the period of 11-12th month of year 1 and Year 2.

Course fees and payment plans

Details of course and administration fees are on the website and flyers and in the terms and conditions of enrolment. We offer special pricing and payment terms to suit your budget. For more details, please visit our website www.nta.edu.au

Workbooks and materials

Nurse Training provides the textbooks and other online learning materials for the course. These are included in the course fee.

They will be provided at the course, posted directly or available by email and download from the website. Learning material is provided to student in CD's or USB. Students who want a printed version of learning material need to print by themselves from USB. NTA provides polo T-shirt and Clinical portfolio, whereas student needs to buy Black/blue trousers and enclosed Black shoes which are non-slippery for the work placement.

Attendance and progress

Participants are adults and is responsible for managing their attendance and attending the classes are set down in the course timetable. Attendance records are kept for every class and signed off by the trainer/assessor.

We will support you and stay in touch for encouragement. Your progress is monitored by the trainer and our student advisors.

How to have a great training experience at our workshops

1. Come well rested.
2. Have breakfast or a meal prior to commencing the class.
3. Come ready to learn – determine to leave outside concerns and work behind for these few hours.
4. Don't give people your mobile and tell them that you can be contacted during the course. This is very disruptive to the whole group. You will be asked to switch off your mobile or to keep in silent during the training.
5. Allow plenty of time – plan to be 15 minutes early.
6. Pre-read any material that we send you.
7. Wear appropriate and comfortable clothing.
8. Submit work on time
9. Ask for an extension if you have a problem – don't ignore agreed deadlines

Our office and training locations

The main office is based in Suite 106-108, 3 Railway Parade Burwood-2134 and Suite 6, 132-134 Burwood Road, Burwood-2134. We offer our courses in your workplace or in professional venues that are comfortable and well set up.

Course enrolment is for a set time and we offer a course extension of time

Our courses lengths are set at 26 Weeks for

- CHC33021: Certificate III in Individual Support (Ageing),
- CHC33021: Certificate III in Individual Support (Disability), and
- HLT33115: Certificate III in Health Services Assistance,

Participants are expected to complete training and all assessments within the 34 weeks for all the above courses.

Our Course lengths are set at 52 weeks (1-year part time) or 6 months (Full time) for

- CHC43015: Certificate IV in Ageing Support,
- CHC43121: Certificate IV in Disability Support,
- CHC43315: Certificate IV in Mental Health,
- CHC43415: Certificate IV in Leisure and Health

Participants are expected to complete training and all assessments within 40-78 weeks for the above courses

Our Course length is set at 52 weeks (Full time) and 104 weeks(Part-time) for

- CHC52021: Diploma of Community Services

Participants are expected to complete training and all assessments within 104 weeks for CHC52021: Diploma of Community Services from the commencement date in the confirmation of enrolment paperwork.

Sometimes, people enroll and start a course but for personal reasons, they may not be able to complete within the agreed dates. We understand that you are busy and offer an extension of time procedure. You must submit your request for an extension before the course expiry date. You must be up to date with course fees at the time of the extension request.

If your request is successful and your extension is beyond the 52 weeks for Certificate 3 courses, 78 weeks for Certificate 4 courses and 104 weeks for Diploma of Community Services of the course dates you will be required to pay a course extension fee. A maximum of 1 month is allowed and Nurse Training Australia reserves the right to refuse an application for extension.

You must stay in touch by email or phone and re-commence the course at the end of the extension. If you do not re-commence it is deemed a cancellation of the course according to the terms and conditions.

Client Services

As a registered training organisation, we must provide these services and keep you informed:

Selection and admission

Individuals can apply for a place in our public courses. Employers can nominate staff that will attend training. We explain the entry requirements for each course in the course flyers and will ask if you have special support needs or issues that may need us to adjust your course at the admissions stage. Please read these requirements closely and talk to us. We will do every, we can to support you within our policy guidelines and capacity. See support assistance below.

Unique Student Identifier

The students should provide a 10-digit unique student identification number. If students don't have one, they have to register at www.usi.gov.au and create a USI. If students need any help then they should give authorisation to one of the staff to assist. **Note: The authorisation form needs to be completed at the end of enrolment form if needs help from one of our staff. Nurse Training Australia will not be issuing any qualification if the student cannot provide us with a valid USI.**

Fees and charges, including fee refund policy

Course and administration fees are clearly identified on marketing material, the website and the enrolment form. Payment of fees does not mean a participant is guaranteed successful completion of a course. We clearly state our pricing and refund policies and list all fees in the terms and conditions. This forms part of the enrolment process and our agreement with you as a valued client.

Course confirmation and induction

We send an information pack with your course confirmation and talk to participants at the start of each course. We can answer questions during breaks. Don't hesitate to ask us if there is something about the training that concerns you. We run through a checklist at the start of each course to make sure you are aware of what our training and assessment involves.

Training delivery and assessment procedures

Every participant will be provided with this information brochure, and taken through an outline of the delivery and assessment process at induction. NTA provides high quality training and assessment where all assessments meet the National Assessment Principles of validity, reliability, flexibility and fairness. We use knowledge quizzes, practice sessions and simulations and projects in our assessments with plenty of practice through the course. You are also provided with a full suite of templates that will help you with the course assessments.

Participant complaints and appeals

We make every effort to ensure you succeed in your study. We are open to feedback. Every participant has the right to appeal an assessment decision made by our trainer or lodge a complaint. The procedures for doing so are outlined later in this brochure and on the website.

Support Assistance

We run professional courses, so we do expect people will have good reading, writing and computing skills. We want our participants to succeed in their learning so if you are having difficulties our trainers and assessors can provide the following types of learner support assistance.

- Explanations of parts of the learning that have not been understood.
- Flexibility in the delivering of training in terms of timing and completion of work
- Extra time for assessments or re-submit options.
- Extra time on projects by request
- We do not offer career guidance or counseling and welfare advice given the length of our courses and our role.

Course withdrawal or cancellation and request for a refund

You must submit notice of your intention to withdraw or cancel from a course in writing. Download a form off the website. NTA's cooling off period is 2 weeks prior to the commencement of the course.

You must be up to date with course fees at the time of the request if you are asking for a refund. The request will be assessed following the refund policy in the term and conditions of enrolment. If your request is successful, you will be required to pay an administration fee. You will be issued with Statements of Attainment for units completed and paid to date.

Provider default If Nurse Training Australia cannot offer or continue a course

Where our RTO is in a "default" situation such as cancellation of course, we will offer an alternate place or a refund.

We will discuss this with you and come to an arrangement.

A refund letter with calculations showing administration charges and fees to be refunded is sent to the customer.

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter.

Complying with legislation in our training programs

All participants are entitled to, and will be given equal consideration and treated with equal respect. Nurse Training staff and consultants sign a code of conduct that maintains fair and ethical professional conduct across our RTO.

Equal Employment Opportunity

Trainers will not discriminate on the basis of race, gender, sexual preference, belief, or age. Further, we will monitor the composition of our training team and the classroom, and introduce action if it appears that this policy is not fully effective.

Harassment

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes

- physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse,
- distributing or displaying offensive material (pictures, cartoons etc);
- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- Isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

1. The management will follow up on complaints of harassment from participants. You should first talk to the trainer about your circumstances. You may also wish to talk to administration. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Disability

Nurse Training Australia will make reasonable adjustments in order to cater for the needs of participants who have a disability.

Training venues and facilities where possible will be accessible. Materials supplied to distance learners will be text based but we supplement this material with files and course material on USB and the email that can be adapted on your computer.

Language and literacy adjustments

- Support persons such as signers and interpreters are welcome in our classes.
- We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class.

- We will use Plain English and explain terminology with practical examples.
- Assessment will be both written and practical but does require completion of major projects written in good English and using a computer.

Occupational Health & Safety

Nurse Training trainers and assessors are aware of

- The Workplace health and Safety (WHS) legislation as it relates to their educational environments.
- Principles and practice of effective WHS management.
- Common hazards in educational environments.
- WHS management systems, policies and procedures needed for compliance such as safety incident reporting.

Evacuation

In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures for that site. We will always check rolls and names at the meeting point to ensure our course participants are located and safe.

Copyright

- Nurse Training Australia adheres to the Copyright Act. All course materials and software are licensed.

Security

- Personal property at training venues - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property at a training venue.
- Participant records - Records are kept in lockable cabinets and on password protected servers in the administration offices. Only those with authority are able to access them. Participant records are not to leave the premises, except for when they are being archived.

Assessment Processes

All courses will be assessed against the competency standards or the assessment criteria set out for that course and in line with training package requirements.

Qualifications or credentials cannot be purchased and payment for any course does not guarantee that the participant will achieve the competencies required or receive the qualification or credential.

Assessment submission date extension

You must submit your request for an extension of time for assessment before the course expiry date. This is 12-18 months from the start of your course in the course confirmation paperwork. You must be up to date with course fees at the time of the extension request.

In the first instance, email with your trainer who can approve extra time
If your request is successful and your extension is beyond the 12-18 months of the course dates you will be required to pay a course extension fee. A maximum of four months is allowed and Nurse Training reserves the right to refuse an application for extension.

You must stay in touch by email or phone at the end of the extension. If you do not submit your assessments by the agreed date, it is deemed a withdrawal from the course according to the terms and conditions.

Competency assessment results

You will be assessed as **Competent (C)** or **Not Yet Competent (NYC)**

If the participant receives a 'NYC' they will be briefed in private as to where they need to concentrate in order to achieve competency, and given a second opportunity to undergo re-assessment. This opportunity may require repeating the course or a unit of competency. A participant who still cannot demonstrate competency will be given a second opportunity for re-assessment then counseled and advised of options. This may include further training for which a fee may be payable.

Recognition of Prior Learning (RPL) Assessment only pathway

Participants who believe they do not need to complete the full course can discuss their background and previous training and experience and go to an assessment only process. Look at the website and ask about the RPL application form.

Credit Transfer (CT)

If you have a qualification or part qualification issued by another RTO we will recognise this and give you credit towards completion of the course. We do need to check that the certificates are valid and authentic. Look at the website and ask about the CT application form.

Issuing qualifications and keeping your records

- The results of assessments are provided progressively through the course.
- Some courses have a final project that is the final assessment and is submitted at the end of the course, then marked and the result notified by email.
- The results are signed off and forwarded to our office.
- Qualification certificate and transcripts of your results or Statements of Attainment are issued following AQF national guidelines for RTO's.
- Your assessments are retained by Nurse Training Australia. This is a compliance requirement as an RTO.
- The results are filed in our records then entered into our databases as a long term record.
- These records are confidential and remain the property of Nurse Training Australia.
- Participants have the right to sight their records.

Participant complaints and assessment appeals

It is legislation for all consumers to have their complaints heard. Therefore, all participant complaints and appeals must be dealt with in a constructive and timely manner.

2. Complaints

Complaints are an opportunity to improve our client services.

Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued

Procedure for a complaint:

1. Discuss the issue with the member of staff or trainer involved

1. In the first instance, the complaint should be discussed with the relevant member of staff –in administration or training.
We encourage participants to talk directly with the person involved and see if you can sort out the issues of concern.

<p>2. Discuss the issue with a Manager</p>	<p>2. Where that is not appropriate, the complaint can be discussed with a member of staff – the Administration and Compliance Manager or the Marketing Manager – by phone or through email. We will seek an immediate resolution of the matter if possible within our roles in the management of the RTO.</p>
<p>3. Fill in the written complaint form and it will be considered by the Director</p>	<p>3. If the complainant is not satisfied with the suggested resolution, the complaint should be recorded in writing on our complaints form and submitted. This form can be downloaded from the website and sent by email. The Director will consider the written complaint. Where the matter may involve the Director, we will use an agreed third party to consider the complaint and the resolution proposed. This will make the process fair & transparent.</p>
<p>4. How we advise of the complaint resolution and give written notification of the decision</p>	<p>4. A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the RTO's decision related to the complaint.</p>
<p>5. If our internal process has not worked; we move to final decision through mediation</p>	<p>5. If agreement still cannot be reached, and the complainant wishes to pursue the matter, Nurse Training offers a mediation services through the LEADR now called Resolution Institute. This is the final step in our internal complaints resolution process and we hope the complaint can be resolved to the satisfaction of all parties. Again, the decision of the mediation will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision.</p>
<p>6. Complaints improve our client services and continuous improvement</p>	<p>6. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records. We treat complaints as feedback that can improve our client services and continuous improvement</p>

<p>7. Take the complaint to the Department of Fair Trading</p>	<p>7. Once mediation has been provided, we will advise the complainant that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.</p>
<p>8. The role of ASQA in investigating complaints after internal processes are exhausted.</p>	<p>8. Nurse Training will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Participants will be informed on the regulatory role of ASQA at induction.</p>

3. Assessment appeal

Management will consider assessment appeals as a matter of priority and within the guidelines of our procedures. They are an opportunity to improve our training, assessment and client services.

Procedures for an assessment appeal:

<p>1. Discuss your results with the Assessor who marked your work</p>	<p>1. For all assessment tasks but in particular for final assessment tasks, if the participant appeals the results, the Assessor will immediately discuss the feedback provided and the assessment outcome to clarify the decision of Not Satisfactory or Not Yet Competent. This must be done within 14 days from the result date.</p>
<p>2. Request a re-marking by the same Assessor or another Assessor</p>	<p>2. If agreement cannot be reached, the participant has the right to request a re-marking where the work is assessed again by the same Assessor, or that another Assessor undertake the marking of the submitted work for assessment. This must be done within 14 days from the result date.</p>

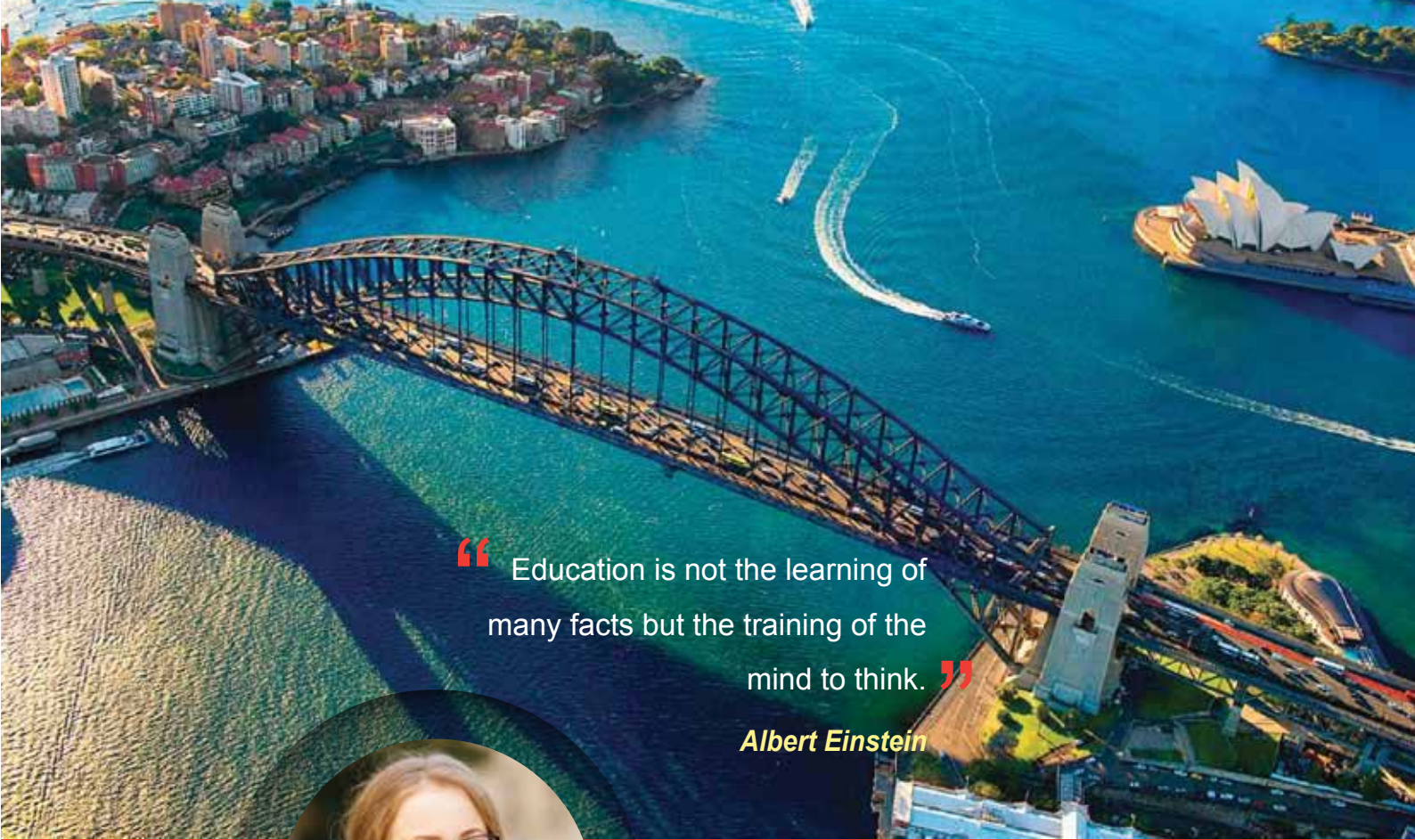
<p>3. Fill in and send a written assessment appeal form that will be considered by the Training Manager</p>	<p>3. If the assessment decision remains Not Satisfactory or Not Yet Competent after the re-marking and the participant is still not satisfied, then the Training Manager shall discuss the assessment decision with the participant and the Assessor. The request must be submitted in an assessment appeal form within 28 days of the date of the remarked results.</p>
<p>4. The Appeal resolution by meeting or phone then the Director will send written notification of the decision</p>	<p>4. A meeting or phone conference may be offered to the participant who is appealing the decision. Details will be recorded in writing and the appellant informed within 28 days of receipt of the written appeal of the RTO's decision related to the appeal.</p>
<p>5. Final decision through mediation and external assessment</p>	<p>5. If the appellant is still not satisfied with the result and wishes to pursue the matter, we offer an external mediation and assessment service through a VET consultancy RTOhelp Pty Ltd. This is the final step in our internal complaints resolution process and we hope the assessment decision can be resolved to the satisfaction of all parties. Again, the decision of the mediation by a third party Assessor will be recorded and sent to all parties within 28 days of the final mediation and assessment consideration. This will be the final decision.</p>
<p>6. You have 3 months to submit assessment appeals</p>	<p>6. Formal written appeals against an assessment decision must be submitted within 3 months of the submission date of the assessment. Appeals will not be considered after that date.</p>
<p>7. Appeals improve our quality of training and assessment</p>	<p>7. Complaints and appeals are logged in the complaints and assessment appeals register, reported to management meetings and retained in our compliance records.</p>

<p>8. Take the appeal to the Department of Fair Trading</p>	<p>8. Once mediation and the external assessment services has been provided, we will advise the student that all internal processes have been exhausted. He/she can take the matter to the Department of Fair Trading. This is the external agency in NSW that deals with consumer complaints.</p>
<p>9. The role of ASQA in investigating issues around quality of training and assessment after internal processes are exhausted.</p>	<p>9. Care Plus Training will also provide a link on the website and information in the website FAQ's about the RTO regulator's complaints handling process. The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector, it regulates courses and training providers to ensure nationally approved quality standards are met. It is not ASQA's role to arbitrate between aggrieved parties. ASQA receives and investigates complaints in order to manage the risk of training providers not complying with their legislative obligations. Students will be informed on the regulatory role of ASQA at induction.</p>

Our Commitment to Quality Customer Services

Nurse Training Australia undertakes to meet the requirements set down as a registered training organisation and the VET Quality Framework. Our responsibilities are set out in standards, our Policy Manual and in this Information brochure for customers and course participants.

For copies of this information brochure and more details about our courses and Nurse Training Australia go to the website.



“ Education is not the learning of many facts but the training of the mind to think. ”

Albert Einstein



www.nta.edu.au



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CARE PLUS TRAINING PTY LTD T/A Nurse Training Australia.
ABN: 291 661 75462. CRICOS ID: 03575C. RTO ID: 41009

Our friendly staff are waiting for your call