



Student Handbook

2022

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Introduction

Welcome to NSW Health Registered Training Organisation (RTO). We are pleased to have you on board as a valued student and we will provide you with the support you require to successfully complete your program and achieve your learning outcomes.

This handbook is designed to introduce you to NSW Health RTO processes and requirements and should be read in conjunction with your Program Guide.

1. About NSW Health RTO

NSW Health Registered Training Organisation (RTO) is an enterprise-based RTO registered with the Australian Skills Quality Authority (ASQA). It provides the capacity for NSW Health to respond to emerging health workforce needs, by offering Vocational Education and Training (VET) pathways that support NSW Health workforce to provide evidence based, patient centered care.

NSW Health RTO delivers and assesses VET programs across a broad range of industry sectors including health services, business services, community services and training and assessment. All VET programs are conducted by qualified professionals to maximise learning outcomes and enhance workforce performance.

Currently, there are twenty-six (26) VET qualifications on NSW Health RTO scope and a number of single Units of Competency: <https://training.gov.au/Organisation/Details/90198>. These qualifications range from Certificate II to Graduate Diploma levels. The following table outlines the RTO's scope as at, 28 January 2022.

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|--|--|
| BSB Business Services Training Package | BSB40120 Certificate IV in Business BSB40520 Certificate IV in Leadership and Management BSB41419 Certificate IV in Work Health and Safety BSB50420 Diploma of Leadership and Management BSB50820 Diploma of Project Management |
| HLT Health Training Package | HLT23215 Certificate II in Health Support Services HLT33015 Certificate III in Allied Health Assistance HLT33015 Certificate III in Health Services Assistance HLT37315 Certificate III in Health Administration HLT54115 Diploma of Nursing |
| CHC Community Services Training Package | CHC50312 Diploma of Mental Health |
| CPP Property Services Training Package | CPP20218 Certificate II in Security Operations |
| PSP Public Sector Training Package | PSP50416 Diploma of Government Investigations |

**TAE
Training and Education**

TAE40116 Certificate IV in Training and Assessment

Accredited Courses

10619NAT Certificate IV in Aboriginal Family Wellbeing and Violence Prevention Work
10634NAT Advanced Diploma of Aboriginal Specialist Trauma Counselling
10804NAT Course in Bilingual Community Education Work
10723NAT Course in Medical Forensic Photography for Violence, Abuse and Neglect
10633NAT Graduate Certificate in Health Research
10713NAT Graduate Certificate in Men's Behaviour Change Individual and Group-work Interventions
10724NAT Graduate Certificate in the Medical and Forensic Management of Adult Sexual Assault
10826NAT Graduate Certificate in Integrated Violence, Abuse and Neglect Interventions
10882NAT Graduate Diploma of Medical and Forensic Management of Violence, Abuse and Neglect

2. NSW Health RTO Delivery Sites

The table below lists the current delivery sites of NSW Health RTO. These sites design, develop, deliver and assess a range of VET qualifications. The number and type of VET qualifications may differ across the sites.

VET programs are published annually in calendars and on websites at each delivery site and are distributed to NSW Health employees and other prospective students.

| | |
|---|--|
| <p>Health Education and Training Institute Leadership, Management Development and Educational Design Telephone: (02) 9844 6505 Email: heti-info@health.nsw.gov.au Website: www.heti.nsw.gov.au</p> | <p>Hunter New England LHD Organisational Development and Learning PO Box 21, Waratah, NSW 2298 Telephone: (02) 4985 3230 Website: www.hnehealth.nsw.gov.au</p> |
| <p>Nepean Blue Mountains LHD Education and Training Service Nepean 2 Building, Nepean Hospital PO Box 63, Penrith NSW 2751 Telephone: (02) 4734 2842 Email: nbmlhd-ets@health.nsw.gov.au http://www.nbmlhd.health.nsw.gov.au/education-and-training-service</p> | <p>Justice Health and Forensic Mental Health Network Learning and Development 1300 Anzac Parade Malabar NSW 2036 Telephone (02) 9700 3562 http://www.justicehealth.nsw.gov.au</p> |
| <p>Sydney LHD Centre for Education and Workforce Development Building 301, Entrance Gate A Corner Cecily Street & Balmain Road Lilyfield NSW 2039 Telephone: (02) 8755 3500 or 8755 3506 Email: SLHD-CEWD@health.nsw.gov.au https://www.slhd.nsw.gov.au/cewd/</p> | <p>South Western Sydney LHD Centre for Education and Workforce Development Liverpool Hospital Eastern Campus, Scrivener Street (Boom gate entrance to Eastern Campus of Liverpool Hospital) Warwick Farm NSW 2170 Locked Bag 7279, Liverpool BC 1871 Telephone: (02) 8738 5920 Email: SWSLHD-CEWD@health.nsw.gov.au https://www.swslhd.health.nsw.gov.au/cewd/</p> |
| <p>Western Sydney LHD Training and Development Service Western Sydney Local Health District Wirrabilla, Cumberland Centre Cumberland Hospital Telephone: (02) 9840 3639 Email: WSLHD-NAMED@health.nsw.gov.au http://www.wslhd.health.nsw.gov.au/</p> | <p>Education Centre Against Violence (ECAV) Cumberland Campus, Locked Bag 7118, Parramatta CBD NSW 2124 Telephone: (02) 9840 3735 Email: wslhd-ecav@health.nsw.gov.au http://www.ecav.health.nsw.gov.au/</p> |
| <p>HealthShare NSW Patient Transport Service 7 Gunya Street, Regents Park NSW 2143 Telephone: (02) 9685 4545 Email: HSNSW-PTS-TrainingandEducation@health.nsw.gov.au http://www.health.nsw.gov.au/pts/</p> | <p>NSW Ministry of Health Workplace Relations 1 Reserve Road, St Leonards NSW 2065 Locked Mail Bag 2030, St Leonards NSW 1590 Email: Kathy.pavlich@health.nsw.gov.au</p> |

3. Selection and Enrolment

Details of entry and eligibility requirements into each VET program are included in the Program Guide provided by each NSW Health RTO delivery site. Application for most programs is via an expression of interest.

All NSW Health RTO programs require students to meet minimum English language levels before enrolment, which are assessed through the language, literacy and numeracy (LLN) system. To get the most from your program, you should be able to read online material and textbooks, complete written assignments and conduct research independently. Your study will include online assessments, text-based discussions and collaboration.

If you are required to complete an LLN assessment, your assessment will be reviewed by a qualified trainer and assessor who will advise you of the result. If it is deemed that you need additional LLN skills to complete the program, NSW Health RTO will plan a program of support for you prior to enrolling in the program or refer you to an external provider for support.

Some requirements are course-specific and include computer skills, pre-requisite training, access to specific workplace activities and resources, and a significant time commitment to complete learning and assessment activities. Numbers may also be limited by funding criteria and resources. An interview is conducted for some courses to discuss course requirements, time and self-study commitments, especially where these are significant, and confirm applicant suitability. Manager support and approval is usually required for NSW Health employees.

3.1 Applying for a Unique Student Identifier (USI)

A Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia. All students are required to have a USI and provide it to administrative staff on enrolment.

You will not be issued with a Certificate or Statement of Attainment (SOA) without providing your USI.

The USI needs to be created online by the student. If you are unable to create your USI, relevant Administrative staff can do so on your behalf. To obtain a USI follow the link below for instructions to create your USI: <http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

If you are having difficulty creating your USI, contact your Program Coordinator who will be able to assist you. In exceptional circumstances, NSW Health RTO is able to create a USI on your behalf if you give us written permission and provide the appropriate documentation.

By providing your USI, you are giving NSW Health RTO permission to verify it to ensure that the USI you have provided is correct.

3.2 Completing Student AVETMISS Requirements

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture, reporting and analysis of Vocational Education and Training (VET) activities throughout Australia.

NSW Health RTO Executive Office is required to collect Student AVETMISS data through My Health Learning and submit it to the National Regulator, the Australian Skills Quality Authority (ASQA) annually.

All NSW Health RTO students must complete their AVETMISS information on enrolment by logging into My Health Learning. It is important that the information is completed accurately. Upon enrolment you will be sent an automatic email from My Health Learning with instructions on how to complete the AVETMISS information.

All students must read the Privacy Notice and sign the Student Declaration and Consent contained in the Student Declaration Form (at the end of this Handbook).

3.3 VET Student Loans Entry and Academic Suitability Requirements

All students seeking to access a VET Student Loan for study at NSW Health RTO are required to:

1. Participate in an interview with the Program Coordinator.
2. Provide evidence of their academic achievements to ensure that they are academically suited for entry into a program.
3. Undergo a Language, Literacy and Numeracy (LLN) testing.

Students will be provided with more information regarding the above and will be notified of their enrolment once the application process is finalised.

4. Student Orientation

At the program commencement and throughout, your Program Coordinator will provide you with essential information about your program, including program learning outcomes, program structure, delivery schedule, assessment requirements, etc. This information will assist in ensuring that your learning experience is safe, successful and rewarding.

5. Learning in the Workplace

NSW Health RTO recognises that a valuable contribution to your learning happens in the workplace. Our courses are designed to assist you to improve your work performance, as well as provide you with opportunities to progress in your chosen career pathway. Training and assessment activities reflect the knowledge and skills used in the workplace so that your learning is useful and effective.

Generally, your course of study will involve both face-to-face and workplace learning. It may also include some online learning. Detailed information about each course is included in your Program Guide.

6. Learning Pathways

Due to the range of qualifications that we have on offer, you may have the opportunity to complete qualifications at a higher level once you have completed your initial qualification. Information on learning pathways available and relevant to the course you are studying is included within each specific Program Guide.

7. Trainers and Assessors

Our trainers and assessors are fully qualified; they have expertise in their field and current industry experience. This will ensure that the training you receive is up to date and of the best quality. Your trainers and assessors will be able to assist you with your training and assessments and any other support needs you may have in order to achieve your training goals. The contact details of your trainers and assessors or other support personnel can be found in the Program Guide specific to your program.

8. Credit Transfer

- 8.1** Credit Transfer/s will be granted for any unit(s) of competency that has been previously attained from other RTOs. The UOCs must directly match or be deemed equivalent. If the UOC/s applied for were granted some time ago, it may be necessary to show that your knowledge is still current.
- 8.2** To apply for a Credit Transfer or to find out more, contact your Program Coordinator prior to, on enrolment or during the program delivery, to discuss arrangements. If you decide to apply for course credit, you will be required to provide originals or certified copies of your Certificate(s), Record of Results or SOA(s).
- 8.3** You will need to give written permission for NSW Health RTO to verify your documents with the issuing institution.
- 8.4** Once your Program Coordinator has verified the documents you provided, the credit transfer will be noted and recorded on your file and will show the unit/s for which you have received credit.
- 8.5** Where the UOC that you have is not considered equivalent, your Program Coordinator may advise you to apply for Recognition of Prior Learning (RPL). Refer to RPL Section.
- 8.6** There is no charge for the Credit Transfer process.

9. Recognition of Prior Learning

- 9.1** Recognition of Prior Learning (RPL) is an assessment process that allows experienced individuals to gain a qualification or Statement of Attainment (SOA) by producing evidence of what they already know, can do or have done.
- 9.2** RPL provides an opportunity for you to gain recognition based on skills and knowledge you have recently gained through your experience, as well as any training that you have completed that is outside of formal training arrangements.

RPL has many benefits:

- you can finish your training earlier
- it avoids duplication of training and maximises the value of training
- it creates a learning culture by valuing and recognising learning that has occurred in the workplace.

- 9.3** When enrolling in your program, speak to your Program Coordinator about applying for RPL and obtaining the Recognition of Prior Learning Information Booklet for Candidates
- 9.4** Where a fee or student contribution is charged, the fee will include any Recognition of Prior Learning.

10. Program Requirements

- 10.1** At enrolment, your Program Coordinator will provide you with a Program Guide that contains more details about the program you have enrolled in, including its structure, schedule and details of the assessments that you will be required to complete.
- 10.2** Because most NSW Health RTO VET programs are targeted to existing employees, the amount of training provided is generally less than that offered elsewhere to individuals with no vocational experience. It is therefore essential that you attend all scheduled face to face sessions, and any workplace learning arrangements. Lack of attendance may trigger the Academic Progress Procedure.

11. Assessment Requirements

- 11.1** Each Program Guide has specific information regarding assessment requirements and conditions.
- 11.2** Nationally recognised training programs have assessment requirements for each unit of competency. You will be provided with Student Assessment Workbooks that include all the assessment tasks for each unit of competency, including instructions for completion and the timing for submission.
- 11.3** Assessment methods vary depending on the program but can include written questions, case studies, workplace projects, assignments, examinations, role plays and workplace observations.
- 11.4** You must complete each assessment by the due date. If you cannot submit an assessment by the due date because of extenuating circumstances, you will need to explain the reason and negotiate an extension with your trainer prior to the assessment due date (except in circumstances that prevent you from doing so). Students may be provided up to three extensions of time throughout a full program.
- 11.5** Students have a maximum of three (3) assessment attempts for each UOC – initial submission and two re-submissions.
- 11.6** You will need to achieve a satisfactory result in all assessment tasks in a unit of competency to achieve an overall outcome of Competent (C).
- 11.7** Once you complete an assessment task, you will be assessed as Satisfactory or Not Satisfactory in that task. If you are deemed Not Satisfactory, you will be provided with a further opportunity to successfully complete the task.
- 11.8** If you are then unable to achieve a satisfactory result, you will need to have a conversation with your Program Coordinator/Assessor about further options.
- 11.9** If you are unable to achieve a satisfactory result for all assessment tasks, you will be assessed as Not Competent (NC). The Academic Progress Procedure will be triggered, and your Manager/School notified if you:
- Fail to submit your assessment on time, without prior approval
 - Achieve a consistent Not Competent (NC) result

This may result in you being withdrawn from the program.

- 11.10** If you do not agree with an assessment decision, you can lodge an assessment appeal as described in Complaints Section and Appeals Section.
- 11.11** If you have any concerns regarding the assessment requirements, contact your Program Coordinator to discuss.

12. Funded Training Programs

NSW Health RTO receives funding to deliver specific training programs such as VET in Schools, Smart and Skilled and other NSW government funding initiatives. Funded programs have strict guidelines and standards that must be followed. If you are enrolled in a funded training program you will be advised of any additional documentation you must complete and sign. For further information on Smart and Skilled funding, refer to the Smart and Skilled Section.

13. Reasonable Adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a specific identified need, such as disability, learning difficulty, etc. to access and participate in training on the same basis as others. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or the NSW Health RTO and must not compromise the integrity of the assessment.

Examples of reasonable adjustment could include providing support to individual students, assistive technology, modifying the assessment process or the format of materials, or adjusting the physical environment.

Please discuss your assessment needs with your Program Coordinator/Assessor prior to the commencement of the assessment phase.

14. Support Services

NSW Health RTO is committed to providing all students with the support that they need to be successful in their studies and any support needs can be identified and discussed at enrolment and/or induction into the program. The RTO offers a range of support services including:

- One on one support from our trainers/assessors including providing you with their phone and email contact details
- Study groups where you can work with your fellow students
- Referral to relevant external services e.g. specialist sources of support for English language development
- Specialist support services for students with a disability as indicated under reasonable adjustment
- Career guidance
- Employee assistance program that provides personal counselling
- Library services
- Access to computers
- Access to clinical skills laboratories
- Student facilities including student common rooms, and food preparation areas.

Speak to your Program Coordinator to discuss your support needs.

15. Extension, Deferral and Withdrawal

There are circumstances that may arise during your training that may require you to consider extending, deferring or withdrawing from your training. It is your responsibility to inform your Program Coordinator and complete the necessary steps and forms as outlined below.

15.1 Extension

An extension is a request for additional time to complete course requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc. To be granted an extension you must apply in writing via email to your Program Coordinator prior to the due dates (except for circumstances that prevent you from doing so). You must include the following information in your request:

- Reasons and where possible supporting evidence for your inability to complete the program requirements within the original due dates
- New extended due dates that you believe will be sufficient to complete the program.

Only extenuating circumstances will be considered for extension. You may be provided with up to three

(3) extensions of time **throughout a full program**. The program coordinator will assess the request taking into consideration the implications for your progression and timely completion of your program. Extensions will only be granted on a case by case basis.

15.2 Deferral

A deferral is a request to delay the continuance of your training without jeopardising your enrolment including subsidised training under Smart and Skilled Section.

Deferral will only be granted in exceptional circumstances and will only be granted where a student has shown that they have, until their request for deferral, fully committed to the program. Commitment can be shown by a history of on time assessment submission, or appropriate negotiation of extensions in a timely manner.

Deferral will not be granted for students who have participated in training and/or attended class but have not handed in any assessments. It is not granted as a mechanism for delaying Assessment submission.

NSW Health RTO cannot guarantee that your course will still be available at your delivery site when you are ready to return to your studies.

You must return to study by the deferral end date. Failure to do so will result in you being automatically withdrawn from the program. To be granted a deferral you must apply in writing via email to your Program Coordinator by completing the Application to Defer Studies. You must include the following information in your request:

- Reasons and where possible supporting evidence for the deferral
- Propose new program dates.

A deferral, if approved, will be allowed up to a maximum of 12 months.

15.3 Withdrawal

Students, who wish to withdraw must discuss this with the Program Coordinators prior to withdrawing from the program.

Students must also complete an APPLICATION to Withdraw. The form must be signed and returned to your Program Coordinator or your Delivery Site Administration Office.

Students are entitled to receive a Statement of Attainment for any units of competency achieved (this will be issued within thirty (30) days of receiving the Withdrawal form).

Where the reason for withdrawal relates to dissatisfaction with the delivery of the training by NSW Health RTO, the Program Coordinator will arrange a meeting with you to discuss this and attempt to resolve the issues so that you can continue in your course. Where you are dissatisfied with outcomes from this discussion, you may also access NSW Health RTO Complaints and Appeals policies and procedures.

Withdrawn students may be able to enroll in subsequent programs. However, the reasons for the withdrawal may be considered in any decision to accept the student into a later program.

16. Student Rights and Responsibilities

NSW Health has a large number of employees who are from many diverse backgrounds and with great variety of beliefs and ideas. This enriches our workplace and training environment. To ensure your experience as a student with us is satisfying, safe and rewarding, we expect all students to embrace diversity and adhere to the following rights and responsibilities when participating in training and assessment.

16.1 You have the right to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue your training and assessment in a supportive environment
- Receive high quality training and assessment and access to qualified trainers and assessors
- Privacy and security of personal details and training records
- Prompt and appropriate handling of complaints and appeals
- Receive information about assessment procedures and your progress in the course in a timely and professional manner
- Reasonable modification to your Learning Plan if circumstances change, in consultation with your program coordinator
- Present RPL and Credit Transfer requests at program commencement and within the duration of your studies
- Defer or discontinue your studies through a formal notification process

16.2 Your responsibilities include to:

- Treat others with respect, fairness and courtesy
- Ensure all work submitted is your own work. You must not engage in plagiarism, collusion or cheating in any assessment activity
- Meet academic progress requirements as specified in your Program Guide
- Be punctual and regular in attendance
- Submit assessment items by the due date or seek approval to extend submission date
- Participate actively in your learning and be aware of your own progress
- Observe the Work Health Safety (WHS) requirements in all areas
- Avoid any behaviour that may offend, embarrass or threaten others
- Provide adequate notice to defer, withdraw or extend training
- Do not use mobile phones during training.

17. Access and Equity

NSW Health RTO actively supports and encourages people to participate in training programs. Students will be provided with access to training where they are eligible and where NSW Health RTO has the appropriate resources to provide quality training and services.

NSW Health RTO recognises that social, economic and other inequalities often deter students from completing qualifications and can provide a range of support strategies to address inequalities.

All employees and contractors of NSW Health RTO will conduct training and assessment in an inclusive, culturally aware and non-discriminatory manner

All training and assessment materials are prepared in plain English and are gender and culture neutral.

18. Dress Code

All students and staff are to comply with the NSW Health dress code.

NSW Health RTO provides training in its facilities and expects all students to dress according to the professional standard required in the workplace. That is, clothing must be presentable, clean, neat and in good condition. Where training occurs in clinical settings, it is your responsibility to be dressed according to the workplace requirements (e.g. uniforms, personal protective clothing and equipment, regulation footwear). Any breaches of dress code will result in dismissal from the training environment and be recorded as an absence.

19. Misconduct

All NSW Health RTO staff and students are bound by the NSW Health Code of Conduct.

Misconduct is any behaviour or conduct which seriously or repeatedly breaches expected standards that may result in creating an unfair advantage for oneself or an unfair advantage or disadvantage for any other member or members of the RTO.

Examples of Misconduct include, but are not limited to:

19.1 Cheating

- (a) cheating or acting dishonestly in any way; or
- (b) assisting other student to cheat or act dishonestly in any way; or
- (c) seeking assistance from others in order to cheat or act dishonestly; or
- (d) attempting (a) or (b) or (c) in an examination, test, assignment, essay or any other assessment task that a student undertakes as part of the educational requirements of the course in which the student is enrolled;

19.2 Collusion

Unauthorised collaboration between students, for example, it could be where two students collaborate on a piece of work with the intention that at least one of them passes the work off as their own.

19.3 Accessing or using another person's work by theft or other unauthorised means;

19.4 Using, or attempting to use, any material or equipment that is not specified on an examination paper for use in the examination;

19.5 Plagiarising

Taking and using someone else's ideas or manner of expressing them and passing them off as your own by failing to give appropriate acknowledgement of the source to seek to gain an advantage by unfair means;

19.6 Acting in contravention of any official statement that defines acceptable academic practice;

19.7 Contravening any provision of the program rules, code of conduct, policies, procedures, directives, guidelines and any other form of regulation of the RTO;

19.8 Breach of confidentiality or privacy requirements or obligations in respect of the RTO or its staff, students or other relevant parties;

- 19.9** Unreasonably interfering with the freedom of other persons to pursue their studies, carry out their functions or participate in the life of the program;
- 19.10** Bullying, harassing or engaging in any other form of improper or discriminatory behaviour towards another student, an RTO staff member, a visitor to the RTO, or any other person; such misconduct may relate, but is not limited, to race, ethnic or national origin, gender, marital status, sexual preference, disability, age, political conviction or religious belief;
- 19.11** Intimidating or assaulting another student, RTO staff, or any other person on RTO premises;
- 19.12** Behaving disgracefully, improperly or inappropriately:
(a) in a class, meeting or other activity in or under the control or supervision of the RTO; or
(b) on RTO premises or facilities; or
(c) on any other RTO premises or facilities.
- 19.13** Publishing material which is abusive, offensive, vilifying, harassing, discriminatory or inappropriate about the RTO, another student, or an RTO staff member, in any forum or media, including but not limited to print, internet, social media, email, digital or electronic communications and broadcasting forums;
- 19.14** Failing to comply with the prescribed provisions relating to the student's placement, place of learning or place of business;
- 19.15** Knowingly making any false or misleading representation about things that concern the student as a student of the RTO
- 19.16** Knowingly making any false or misleading representation in relation to funding;
- 19.17** Fabrication, falsification or misleading representation of data or results;
- 19.18** Wilful concealment or a facilitation of research misconduct by others;
- 19.19** Altering or attempting to alter any document or record of the RTO, or causing or attempting to cause any unauthorised alteration of such a document or record;
- 19.20** Altering or falsifying any document that the RTO requires of the student (e.g. medical certificate, professional authority form or other supporting documentation);
- 19.21** Impersonating another student, or arranging for anyone to impersonate a student, in an examination, assessment task, an assessment requirement or in any other RTO related activity;
- 19.22** Misusing any RTO facility in a manner which is illegal or will be detrimental to the rights or property of others;
- 19.23** Stealing, destroying, damaging or causing loss or cost in respect of a facility or property of the RTO, or any other property of any other person within the RTO premises;
- 19.24** Sexual harassment, any unwelcome sexual advance, unwelcome request for sexual favours or other unwelcome conduct of a sexual nature;
- 19.25** Indecent assault, which for the purposes of these Rules is any assault that has a sexual connotation.
- 19.26** Failing to comply with the prescribed provisions relating to the student's placement, place of learning or place of business.

19.27 Management of Misconduct

The process for managing misconduct, including processes for investigation and hearing of allegations of misconduct are outlined in the NSW Health RTO Misconduct Policy and associated Procedures. These documents are available on the NSW Health RTO website or you can request them from your program coordinator.

20. Academic Progress

20.1 NSW Health RTO is committed to supporting students achieve their course academic requirements. All students enrolled in NSW Health RTO courses are required to meet academic progress requirements as specified in this Handbook and any additional requirements outlined in the Program Guides.

20.2 Students who do not meet academic progress requirements, may have their enrolment cancelled. Satisfactory Academic Progress is where the student achieves:

- Satisfactory completion and submission of all assessments
- Competence in all units of competency
- All classroom and clinical/work placements attendance
- Absences from classroom training/ clinical and work placement are permitted for the following reasons (and subject to documentary evidence being provided):
 - Illness or injury, where a medical certificate states that the student was unable to attend classes or complete assessments
 - Family circumstances such as sick children or the bereavement of close family members.
 - Involvement in a traumatic incident.
 - Other legitimate circumstances supported by evidence.

20.3 Failure to meet one or more of any of the above requirements may be deemed as Unsatisfactory Academic Progress. This includes unsatisfactory completion of assessment item/s after agreed extensions or repeated Not Competent results.

20.4 Where you are unable to attend you must notify BOTH your Program Coordinator and your workplace Manager as soon as possible giving the reasons why you cannot attend. You must provide the Program Coordinator a medical certificate or other relevant evidence.

20.5 As training dates are provided prior to your enrolment and ahead of training session times, it is your responsibility to organise appointments, leave or other commitments around the training. This is to ensure your learning opportunity within NSW Health RTO is maximised.

20.6 Management of Academic Progress

The process for managing unsatisfactory academic progress is outlined in the NSW Health RTO Academic Progress Policy and associated Procedures. These documents are available on the NSW Health RTO website or you can request them from your program coordinator.

21. Complaints

- 21.1** A Complaint is a person's expression of dissatisfaction with any aspect of the services provided by NSW Health RTO, including the conduct of trainers and assessors, any other staff or any other student.
- 21.2** NSW Health RTO encourages all students to resolve concerns or difficulties directly with the person(s) concerned and to deal with the issue before it becomes a formal complaint. However, NSW Health RTO understands that complaints and appeals may arise that require formal resolution and is committed to resolving these complaints and appeals promptly, objectively, with sensitivity and in confidence.
- 21.3** All complaints will be dealt with using the NSW Health RTO Complaints Policy and Procedures. These documents are available on the NSW Health RTO website or you can request them from your program coordinator.
- 21.4** The views of each person involved in the complaint and/or appeals process will be respected and no one involved in a complaint or appeal will be discriminated against or victimised. NSW Health RTO will maintain a student's enrolment while the complaints/appeals handling process is ongoing.
- 21.5** A complaint can be made:
- Verbally directly to the Program Coordinator or Delivery Site Director/Manager, or
 - In writing by completing the NSW Health RTO Complaints Form, available on the RTO's website in the "For Student Section" and submitting to the Program Coordinator or the Delivery Site Administration Office.
- 21.6** Complaints can also be made through the avenues below. Please note these organisations will not pursue any further action until you have exhausted all NSW Health RTO options.

National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage:
<https://www.education.gov.au/NTCH>

OR

Australian Skills Quality Authority (ASQA):

Students may complain to ASQA. However, ASQA will only use the information students provide to inform its regulatory approach and will not act as the student's advocate.

For more information, refer to the following webpage:

<https://www.asqa.gov.au/complaints/complaints-about-training-providers>

Matters of a serious nature relating to student misconduct are escalated and referred to the NSW Health RTO Executive Office.

21.7 Management of Complaints

The process for managing complaints is outlined in the NSW Health RTO Complaints Policy and associated Procedures. These documents are available on the NSW Health RTO website or you can request them from your program coordinator.

22. Appeal Process

An **Appeal** is a request to review a decision that has been previously made relating to:

- Complaints
- Assessment Decisions
- Academic Progress
- Misconduct

Where you are dissatisfied with the outcome of any of the above decisions, you may lodge an appeal in writing, using the RTOEO Appeal Form on the RTO Website, within ten (10) working days of the date of the letter advising you of the decision.

There are two types of Appeal:

22.1 Internal Appeal

The Internal Appeal process is outlined in the NSW Health RTO Appeals Policy and associated Procedures. These documents are available on the NSW Health RTO website or you can request them from your program coordinator.

The Internal Appeal process has three phases:

1. Delivery Site Director/Manager – who will review the case and decide on further action.
2. NSW Health RTO Executive Office – who will review previous decisions made by the delivery site Director/Manager.
3. Executive Director, Corporate Support and Business Partnerships, Health Education and Training Institute (HETI) – who will review the decision made by the RTO Executive Office.

If you do not accept the findings of the Internal Appeal Process, you may then follow the External Appeal Process outlined below.

22.2 External Appeal Process

Following the decision made by the Executive Director, Health Education and Training Institute (HETI), should you wish to pursue the external appeals process, you must do so in writing within ten (10) working days to the RTO Executive Office. You will be advised that the matter will be referred to an independent mediator, chosen by NSW Health RTO Executive Office.

The NSW Health RTO Executive Office will contact the independent mediator to advise of the external appeal and to confirm details of the appeal process to be followed.

You will be provided, in writing, with information on the external appeal process that will be followed, as well as the contact details of the mediator.

The NSW Health RTO will pay the independent mediator's fee for the first two hours work. All other costs of the external appeal process is to be paid by the student. The student will be advised of the costs involved at the time of the appeal.

For VET Student Loans (VSL) grievance matters - students may take the matter to the VET Student Loans

Ombudsman: <https://www.ombudsman.gov.au/How-we-can-help/vslo>. The Ombudsman will:

- Act as the external dispute resolution body
- Conduct investigations
- Report on its investigations, and
- Make recommendations in relation to VET loan assistance and compliance by the RTO.

23. Program Fees

- 23.1** You will be provided with the Schedule of Fees prior to enrolment if any fees are payable.
- 23.2** Most programs run by NSW Health RTO delivery sites are targeted at their own employees. NSW Health Organisations may decide to pay all student charges for their employees. Programs that allow entry from out of district/network students may attract a fee.
- 23.3** Full fee-paying students (Fee for Service students) will be advised of their applicable fees and a payment schedule at the time of enquiry.
- 23.4** NSW Health RTO has in place a procedure for Re-crediting FEE-HELP Balances for students undertaking studies under VET Student Loans scheme.
- 23.5** All Smart and Skilled Funded students may be required to pay a Student Contribution Fee. Students will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the student's behalf. Students will be advised of this on confirmation of their place.
- 23.6** Where RPL or Credit Transfer is granted, this may result in your fees or contribution being reduced. You will be advised of this at the time of enrolment or when RPL/Credit Transfer is approved.
- 23.7** NSW Health RTO will not collect fees of more than \$1,500 at any one time.
- 23.8** All full fee-paying students are entitled to a cooling off period of seven (7) days.
- 23.9** Fees are only collected once your enrolment is finalised.
- 23.10** NSW Health RTO has fee protection arrangements in place. These arrangements ensure that if the RTO is unable to provide the services for which students have prepaid, the RTO will:
- Place its students into an equivalent course and at a location suitable to them, and ensures the students receive the full services for which they have prepaid at no additional cost; or
 - Refund the students any prepaid fees for services yet to be delivered.
- 23.11** Full payment of fees must be finalised before the issuance of a certificate or Statement of Attainment.
- 23.12** Course fees include the provision of learning materials and assessment items. Some textbooks and other materials may need to be purchased by each student at their own expense. Students will be advised of these costs prior to enrolment.
- 23.13** Course fees include the issuance of a Certificate, Record of Results and/or Statement of Attainment (SOA). If your Certificate or SOA is lost or destroyed, they can be replaced at a fee. For further details contact the Administration Office at your Delivery Site.
- 23.14** Where you are having difficulty in paying your fees, you may contact your Program Coordinator to discuss alternative arrangements for payment.
- 23.15** If you have not paid the required fees within thirty (30) days of receiving an invoice, this debt may be referred to a debt agency and NSW Health RTO may suspend training and assessment services or any other services until fees are brought up to date. Students with outstanding accounts may be withdrawn from their program if payments have not been received and no alternative arrangements for payment have been made.

24. Refunds

All requests for refunds are to be made in writing (except in the case where NSW Health RTO cancels a course) via email or letter to the Delivery Site Manager. Students will need to state their reasons for a refund and attach any relevant documentary evidence such as a medical certificate.

Where NSW Health RTO cancels a program, refunds will be automatically provided within thirty (30) working days. Refunds will be provided via direct transfer into a nominated account.

Students will be advised of the outcome for a refund request in writing within thirty (30) working days of receipt of their request, after which the refund will be paid within thirty (30) working days.

24.1 Full refund

Fee for service students are eligible to receive a full refund in the following circumstances:

- If NSW Health RTO cancels the program prior to commencement.
- Where a student cancels in writing at least fourteen (14) days prior to program commencement.

24.2 Partial refund

A partial refund of 50% of pre-paid fees will be refunded if a student cancels in writing at least five (5) working days prior to program commencement.

A partial refund of 25% of prepaid fees will be refunded if a student cancels in writing at least two (2) working days prior to program commencement.

If NSW Health RTO cancels the program, after the student has commenced, the delivery site will refund the unspent program fees. This will be calculated based on services already provided up to the day the program stops.

Note: Should NSW Health RTO cancel a program after commencement, the RTO will ensure students are given assistance to find a suitable replacement RTO.

24.3 No refund

There will be no refund of pre-paid fees:

- Where a student cancels in writing under five (5) working days of program commencement.
- Where a student does not attend a program without advising of acceptable reasons for the non-attendance. Acceptable reasons are illness or unforeseen circumstances. Documentary evidence will need to be provided.
- Where a student withdraws after program commencement.

24.4 VET Student Loans

- In the event of a student withdrawing from a Unit of Study on or before the Census Date for that Unit of Study:
 - 100% of Tuition Fees paid for that unit will be refunded to the student; and
 - The student will not incur a VET Student Loan debt.
- In the event of a student withdrawing from a Unit of study after the Census Date for that Unit of Study:
 - No refund is applicable; and/or
 - The student will incur a VET Student Loan debt.
- A student who withdraws after the Census Date for a Unit of Study may apply for special consideration. The RTO has in place a procedure for Re-crediting a FEE-HELP Balance. Students can request a copy of this procedure from the Program Coordinator, or access it through NSW Health RTO Website: <https://www.slhd.nsw.gov.au/services/rto/>

25. Legislation and Policies

NSW Health RTO staff, trainers, assessors and training students must comply with all relevant Commonwealth and NSW State legislation and codes of conduct. Details of your rights and responsibilities under the applicable legislation are detailed below.

25.1 Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, NSW Health RTO must provide a safe environment for all staff and students. The RTO must also provide information to staff and students in relation to health, safety and welfare.

NSW Health RTO has policies and procedures in place to ensure the ongoing safety of students is always monitored. On commencement of your program you will be provided with information about health and safety requirements that relate to your participation in the program.

As a student accessing NSW Health training facilities, you have a responsibility to follow rules and instructions, to behave in ways that are safe and not endanger the health and safety of others.

Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured.
- Only assist another person who is ill or injured if it is safe to do so. If you are not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the emergency evacuation procedures for the site that you are on and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc.

For on the job training, you must follow all required work health and safety procedures applicable to the workplace

25.2 Equal Opportunity

The principles and practices adopted by NSW Health RTO aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with NSW Health RTO.

Students will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a program.

NSW Health RTO provides equity in access to the level of training and support required by each student and enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training on an equal basis.

25.3 National Vocational Education and Training Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Under the Data Provision Requirements 2012, NSW Health RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Please read the Privacy Notice and Sign the Student Declaration and Consent provided in the Student Declaration at the end of this Handbook.

25.4 Privacy Act

In collecting your personal information, NSW Health RTO will comply with the requirements set out in the Privacy Act 1988, The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act), the Privacy Amendment (Private Sector) Act 2001 and the NSW Privacy and Personal Information Protection Act 1998. This means that we will:

1. Inform you of the purpose for which the information is collected.
2. Only use the personal information that you provide to us in relation to your study with us.
3. Ensure your personal information is securely handled and stored.
4. Inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
5. Not disclose your personal information or results to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation
 - You have given written consent
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

All students, both employees and external students, are required to follow the **NSW Health Code of Conduct**.

If you are an employee of NSW Health, NSW Health RTO is required to provide your results to your manager.

If you believe that NSW Health RTO has breached your privacy with regard to your personal information, a written request for an internal review must be made following the Privacy Procedure. Requests should be addressed to:

Mr Ravi Srinivasan
Director Information Systems and Technology Support
Privacy Contact Officer
ravi.srinivasan@health.nsw.gov.au

26. Changes to legislation

NSW Health RTO is committed to informing students about changes to any of the legislation indicated above. We will also keep you up to date with any new legislation or regulations that will affect the services we deliver to you.

27. Accessing Records

You can access your records by either:

- Contacting the Training and Education Services area of the relevant Local Health District (LHD). You will be asked to provide a range of details such as your payroll details and present ID before you can access your records; or
- Accessing My Health Learning system, where available, and using your username and password. You can access these records at any time and as often as you like.

There is no charge to access your records.

28. Issuance of qualifications

On completion of your program, payment of any program fees, successful completion of all assessments and a competent result for all UOCs in the qualification, you will be issued a Qualification Certificate and a Record of Results showing the units of competency achieved in the program.

If you are successful in completion of all assessments and a competent result any UOC/s (but not a Full Qualification) you will receive a Statement of Attainment that lists the individual UOCs achieved.

Certificates, Statements of Attainment and Record of Results will be issued within thirty (30) days of your being assessed as competent in the final UOC (of the Qualification, Skill Set, Skills Cluster or Stand-alone UOC).

Records of Qualifications and Statements of Attainment are kept on record for a period of at least thirty (30) years. Students can request replacements of their statements or qualifications at any time. There is a fee for this.

29. Smart and Skilled funded training

NSW Health RTO receives funding from the NSW Department of Education (DoE) under the Smart and Skilled funding program for some RTO Programs.

Eligibility - To be eligible for subsidised training you must be:

- an Australian citizen, permanent resident or humanitarian visa holder, or New Zealand citizen, and
- aged 15 years or older, and
- no longer at school, and
- living or working in NSW.

Any student registered as a NSW apprentice or new entrant trainee will also be eligible for subsidised Smart and Skilled training.

Students with Certificate IV or higher may not be eligible for subsidised training at Certificate III or below.

NSW Health RTO will confirm whether you are eligible for subsidised training if you have been offered a place in a subsidised program.

Proof of eligibility

Delivery site administration staff will contact you regarding proof of eligibility information that you need to provide.

Consent form

Prior to enrolling in a subsidised training course, you will be required to sign a consent form indicating that you agree that your information may be shared with the NSW Department of Education and other government agencies.

Selection and enrolment

The selection and enrolment process for subsidised training is the same as for any course you wish to enroll into.

Fees payable

Under Smart and Skilled funding, students pay a contribution towards the cost of the training. Students will be informed of that fee on confirmation of their Smart and Skilled place. NSW Health may choose to pay this contribution on the student's behalf. Students will be advised of this on confirmation of their place.

If you would like to read more about the Smart and Skilled Fee Administration Policy, you may access this at: https://www.training.nsw.gov.au/smartandskilled/contract_policy.html.

30. Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course.

We also welcome feedback from you at any time by email or telephone.

You may also be asked to fill in a survey about your training with (NSW Health RTO OR Health Education and Training Institute) by:

- NSW Department of Education – Training Services NSW
- NSW Department of Education - VET Pathways
- Australian Government – Department of Education
- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education Research (NCVER)
- Any other organisation as stipulated in legislation.

31. Policies and Procedures

Relevant NSW Health RTO Policies and Procedures are available on the RTO website https://www.slhd.nsw.gov.au/services/rto/students_policies.html. Should you require a copy or any additional information, please see your Program Coordinator.

Privacy Notice

Under the *Data Provision Requirements 2012* and *National VET Data Policy*, NSW Health RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Why we collect your personal information

As a registered training organisation (RTO), NSW Health RTO collects your personal information so we can process and manage your enrolment in any vocational education and training (VET) course with us. If you do not fully complete this form and provide a valid Unique Student Identifier (USI) NSW Health RTO will be unable to enrol you in your chosen VET Program.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your delivery site.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact NSW Health RTO to request access to your personal information, correct your personal information or ask a question about this Privacy Notice. If you believe that NSW Health RTO has breached your privacy with regard to your personal information, a written request for an internal review must be made following the Privacy Policy and Procedure which can be found at https://www.slhd.nsw.gov.au/services/rto/students_policies.html. Requests should be addressed to:

Mr Ravi Srinivasan
Director Information Systems and Technology Support
Privacy Contact Officer
ravi.srinivasan@health.nsw.gov.au

Your personal information (including the personal information contained on enrolment forms, AVETMISS collection and your training activity data) may be used or disclosed by NSW Health RTO for statistical, regulatory and research purposes. NSW Health RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies (including NCVER);
- Organisations conducting student surveys, including NSW Health, NSW Health RTO and Health Education Training Institute (HETI); and
- Researchers.

Privacy Statement and Student Declaration (Student Copy) Page 2 of 2

Complete and keep this Section for your records

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncver.edu.au).

I confirm that I:

- Have read, understood and agree to the Privacy Notice above
- Have read and understood the information in the Student RTO Handbook
- Have been:
 - given fair notice of the dates, times and venues for assessment/s
 - informed of how assessment/s will be conducted and what is required
- Am aware of my right to appeal an assessment decision
- Agree to abide by the following assessment requirements:
 - all work submitted which contributes to assessment will be my own work
 - no part of the work submitted will be copied from any other source except where due acknowledgement is made
 - no part of any assessment will be written for me by another person except where group work assessment is an integral part of the process

Declaration and Consent:

I _____
Print Full Name (First, Middle and Last Name) **Date of Birth**

of _____
Current Residential Address

I declare that the information I have and will provide to NSW Health RTO to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above

I give permission to NSW Health RTO to access my Unique Student Identifier (USI) details on the USI website.

Note: If student is under 18 years of age at time of giving consent, then consent of their guardian is also required.

Student

Parent/Guardian

Print Full Name (First, Middle and Last Name)

Student Signature

Date

Print Full Name (First, Middle and Last Name)

Parent/Guardian Signature

Date

**Please complete the following two pages
and hand them to your Program
Coordinator**

Privacy Statement and Student Declaration (Office Copy) Page 1 of 2

Complete and hand this form to your Program Coordinator

Privacy Notice

Under the *Data Provision Requirements 2012* and *National VET Data Policy*, NSW Health RTO is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Why we collect your personal information

As a registered training organisation (RTO), NSW Health RTO collects your personal information so we can process and manage your enrolment in any vocational education and training (VET) course with us. If you do not fully complete this form and provide a valid Unique Student Identifier (USI) NSW Health RTO will be unable to enrol you in your chosen VET Program.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your delivery site.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact NSW Health RTO to request access to your personal information, correct your personal information or ask a question about this Privacy Notice. If you believe that NSW Health RTO has breached your privacy with regard to your personal information, a written request for an internal review must be made following the Privacy Policy and Procedure which can be found at https://www.slhd.nsw.gov.au/services/rto/students_policies.html Requests should be addressed to:

Mr Ravi Srinivasan
Director Information Systems and Technology Support
Privacy Contact Officer
ravi.srinivasan@health.nsw.gov.au

Your personal information (including the personal information contained on enrolment forms, AVETMISS collection and your training activity data) may be used or disclosed by NSW Health RTO for statistical, regulatory and research purposes. NSW Health RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies (including NCVER);
- Organisations conducting student surveys, including NSW Health, NSW Health RTO and Health Education Training Institute (HETI); and
- Researchers.

Privacy Statement and Student Declaration (Office Copy) Page 2 of 2

Complete and hand this form to your Program Coordinator

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

I confirm that I:

- Have read, understood and agree to the Privacy Notice above
- Have read and understood the information in the Student RTO Handbook
- Have been:
 - given fair notice of the dates, times and venues for assessment/s
 - informed of how assessment/s will be conducted and what is required
- Am aware of my right to appeal an assessment decision
- Agree to abide by the following assessment requirements:
 - all work submitted which contributes to assessment will be my own work
 - no part of the work submitted will be copied from any other source except where due acknowledgement is made
 - no part of any assessment will be written for me by another person except where group work assessment is an integral part of the process

Declaration and Consent:

I _____
Print Full Name (First, Middle and Last Name) **Date of Birth**

of _____
Current Residential Address

I declare that the information I have and will provide to NSW Health RTO to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above

I give permission to NSW Health RTO to access my Unique Student Identifier (USI) details on the USI website.

Note: If student is under 18 years of age at time of giving consent, then consent of their guardian is also required.

Student

Parent/Guardian

Print Full Name (First, Middle and Last Name)

Student Signature

Date

Print Full Name (First, Middle and Last Name)

Parent/Guardian Signature

Date