



Learner Handbook

www.meditechtraingcollege.nsw.edu.au | RTO ID: 45660 | 02 9159 0011

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Welcome to Meditech Training College

Welcome to Meditech Training College (MTC) and the start of your journey to the career you love! Meditech Training College ([RTO ID 45660](#)) delivers nationally recognised qualifications for Australia's most relevant and in-demand careers in the community service sector. We provide quality training and assessment of the highest educational standards, with our team of qualified and experienced Trainers/Assessors and support staff.

With Meditech Training College, you can easily fit your study around your life – and not the other way around. Through blended learning, our industry focused training programs integrate formal classroom training with self-paced online learning activities, assessment support sessions, workplace simulation and supervised workplacement.

More importantly, we'll support you every step of the way to ensure you achieve your career goals, including possible work opportunities with our established support service provider, [Meditech Staffing](#).

Meditech Training College is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority to deliver Vocational Education and Training. The qualifications we deliver are part of the Australian Qualifications Framework and are Nationally Recognised (NRT) qualifications, which are recognised across Australia.

Meditech Training College offers Certificates, Statements of Attainment and Skillset qualifications in the Health and Community Services sector.

Visit our website www.meditechtrainingcollege.nsw.edu.au for further information.

Join us as we **empower, educate and nurture** the future of aged care and disability support. Enrol with us today!

About this Handbook

Meditech Training College has created this handbook to guide your learning experience. We want to make sure you have all the information you need for study with Meditech Training College, understand what you can expect from us, and what we will expect of you.

We recommend you take time to read through the information contained in this handbook before commencing your course. As a handy reference, the Learner Handbook outlines or refers to our terms, conditions and policies, and may answer questions you may have.

In this handbook, you will find detailed information and links to Meditech Training College policies and guidelines, contact details, resources and forms.

We are excited to have you as a learner and hope that your educational experience with Meditech Training College is a memorable and enjoyable one.

We wish you every success in your learning journey.

Key Contact Details

Company details

Meditech Training College Pty Ltd

ABN: 38640496555

National RTO ID: 45660

Address

Meditech Training College

Postal: PO Box 1439 Strathfield NSW 2135

Head Office: 5G/9-13 Redmyre Road Strathfield NSW 2135

Training Location: 4A/9-13 Redmyre Road Strathfield NSW 2135

Phone

02 9159 0011

Email

enquiries@meditechtrainingcollege.com.au

Learner Support Hours

Monday to Friday 9:00am – 5:00pm AEST (excluding public holidays)

Scope Of Qualifications

Meditech Training College is a Registered Training Organisation (ID: 45660) approved to provide training delivery and assessment services for a range of nationally accredited courses.

Course Code	Qualification Name
CHC33015	Certificate III in Individual Support
HLTAID011	Provide First Aid
CHCSS00070	Assist clients with Medication Skill Set
CHCSS00099	Individual Support – Home and Community (Ageing) Skill Set
CHCSS00100	Individual Support – Home and Community (Disability) Skill Set
HLTSS00064	Infection Control Skill Set

Full scope of registration may be found at <https://training.gov.au/Organisation/Details/45660>

Meditech Training College Rights and Responsibilities

Regulatory Framework

As a Registered Training Organisation, Meditech Training College is subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOS's and learners. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

Meditech Training College:

- Delivers to learners an experience of the highest educational standards, with qualified and experienced Trainer/Assessors and support staff
- Provides quality training and assessment
- Ensures marketing materials provide current information for our learners
- Has in place policies and procedures to address any issues that may arise during the provision of training and assessment
- Ensures that all legislative and regulatory requirements are included in relevant operations of the business and a high level of compliance is maintained and continually improved
- Guarantees its financial future and growth to support the future education of our learners
- Is committed to creating a thriving sustainable organisation
- Accepts the challenge of creating a sustainable environment and encourage our staff and learners of education, to practice environmental sustainability in the workplace
- Promotes inclusive learning and provides equitable access to all its learners
- Offers Support Services that include close and detailed management of each learner's learning experience through consultation and reporting
- Provides language, literacy and numeracy assistance to any learner who may require such assistance. This assistance will be determined through a consultative approach between Meditech Training College and the learner
- Complies with the Standards for RTOs 2015
- Ensures staff will undertake their responsibilities in a professional and ethical manner and will be objective, independent and constructive
- Treats all information obtained through all engagement activities as confidential.

Learner Rights and Responsibilities

Learners who enrol in Meditech Training College's courses have the right to:

- Study in a course that meets both the current industry standards and accreditation requirements
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular constructive feedback on their progress
- Be treated fairly and respectfully by fellow learners and training staff
- Have programs conducted in an environment free from any form of discrimination and harassment
- Have their personal records kept private and secure, and only made available to authorised users
- Learn in a safe and supportive environment

Similarly, learners have a responsibility to:

- Manage their own learning and assessment requirements
- Complete all assessments within set time periods (as applicable)
- Treat all training staff and other learners with respect and fairness

- Behave in a non-discriminatory and non-harassing manner
- Follow all health and safety procedures in the learning environment
- Not enter into the learning environment whilst under the influence of alcohol or drugs
- Advise staff of any changes to their personal details
- Advise staff if they plan to withdraw from the course

Code of Conduct

Meditech Training College hold expectations of learners in respect to the academic integrity of their assessments and general behaviour within the course, including learners undertaking structured workplace learning or workplace assessments.

Integrity in academic work

Learners are expected to:

- Conduct themselves honestly and in compliance with Meditech Training College's policies.
- Not engage in plagiarism or cheating.
- Actively participate in the learning process.
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either them or another learner.
- Ensure their learning activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements.
- Be familiar with the programs and resources available to assist them in completing their course with Meditech Training College.
- Not behave in any way, either directly or indirectly impairs the reasonable freedom of other persons to pursue their studies with Meditech Training College.

Equity and respect

Learners are expected to:

- Treat all Meditech Training College' staff, Trainers and Assessors and other learners with courtesy, tolerance and respect.
- Respect the rights of others to express political and religious views.
- Not engage in behaviour that is obscene, dangerous or offensive to others.
- Not engage in behaviour that is unlawful, discriminatory, harassing, or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating.
- Not behave in a way that disrupts or interferes with any teaching or learning activity of Meditech Training College's resources and reputation

Learners are expected to:

- Use and care for all Meditech Training College resources in a lawful and ethical manner.
- Ensure their actions or inactions as a learner do not harm, or bring into disrepute, the Meditech Training College's reputation or good standing.
- Not misuse technology or communications facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others.
- Not engage in any fraudulent or corrupt conduct.

Breach of Learner Code of Conduct

If you are identified as having breached the Learner Code of Conduct, the RTO Manager or representative will inform you of the allegation in writing and provide any evidence pertaining to the alleged breach. You will then have 10 business days to respond to the allegation in writing. You should submit this response to the Learner Support Team via enquiries@meditechtrainingcollege.com.au

Following this, the Management Team will review your response to the allegation. If the Management Team determines that you have breached the Learner Code of Conduct, then it may at its absolute discretion:

- issue a formal warning to you in writing
- issue a 'Competency Not Achieved' result for the assessments or unit
- suspend your enrolment in the course for a defined period
- cancel your enrolment in the course
- any other action or sanction the Management Team deems appropriate.

You will be advised of the determination of the Management Team (including the foundation for their determination) in writing within 21 days of their receiving your written response to the alleged breach. The determination of the Management Team is final.

When very serious breaches of the Learner Code of Conduct are alleged to have occurred involving criminal behaviour such as fraud, the RTO Manager, in consultation with the Chief Executive Officer (CEO), is obliged to refer the matter to the appropriate authorities.

Your trainer's responsibilities

- Your Trainer will provide clear instructions about what is expected from you during your training and will explain the assessment process in further detail.
- Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of competency is clearly outlined and indicates what is expected of you during the learning phase.
- To ensure a safe learning environment.
- To ensure they are kept up-to-date with current industry requirements, according to their industry being taught and the training industry.

Training Evaluation

The purpose of the Training Evaluation Form is to collect feedback from learners on the delivery of training and assessment, including training facilities, the trainers' skills and knowledge, as well as feedback on the resources utilised for delivery of training, and overall satisfaction ranking with the course.

A Training Evaluation Form will be made available to learners for completion periodically through their learning journey. The RTO Manager will prepare a summary of the evaluations to be given to the CEO for reviewing at the regular Management Meetings.

In addition to training evaluation, the RTO will conduct random surveys and interviews with industry leaders, learners and other community bodies to identify future needs in training.

The RTO Manager will report both positive and negative feedback to the relevant people for discussion. Feedback regarding delivered programs is to be discussed with the trainer that delivered the training with positive feedback being acknowledged. These discussions are to assist in the revision and adjustment of training material and delivery methods and to enable trainers' professional development.

Any complaints or issues that are identified from feedback are to be recorded in the Continuous Improvement Register for action. Trainers are to provide feedback on training through the Trainers Survey.

Learner Enrolment

Meditech Training College is committed to ensuring that our selection processes are fair, equitable, consistent and compliant with government, industry and/or legislative requirements. To achieve this, Meditech Training College:

- Provides accurate and ethical marketing with pre-enrolment information. Our marketing material is supported by an approval procedure
- Informs potential learners about prerequisites, eligibility, entry requirements and fees. This information will be published on the website as well as in the Course Guide
- Ensures we encourage learner participation regardless of age, religion, gender, cultural ethnic background, sexuality, disability or impairment, language & literacy levels, unemployment or location
- Assesses language, literacy & numeracy levels to ensure learners have the necessary skills to meet qualification requirements
- Determines the need for reasonable adjustment, assistance and/or referral

Learner Enrolment Process

The expectation will be that our learner support team will receive requests through the following methods:

- Website enquiries
- Email enquiries
- Telephone calls
- Sales and Marketing promotional activities

Throughout these interactions, we will establish a positive relationship that is learner focused and solution driven. The objective is to determine the best outcome for the enquiring learner. Ensure the prospective learner meets the requirements for entry into the program as stated in the qualification rules (refer to Course Guide). Depending on the course entry requirements, the entry requirements may also include:

- Minimum age of 18 years
- Completion of a Language Literacy and Numeration (LLN) Evaluation to determine your learning support needs

- Maintain reasonable physical health and fitness as the role involves a variety of physical tasks, including providing direct personal care including manual handling and other physically demanding activities. Learners also require a level of maturity with a genuine interest in working with older people or people with a disability
- Have access to a computer no older than 5 years, internet, webcam, email and MS Word, Adobe software
- Have a current National Police Check
- Have a NDIS Workers Screening Check (required by some workplaces)
- Have a current Working with Children Check (required by some workplaces)
- Be employed in the Health and Community Services sector

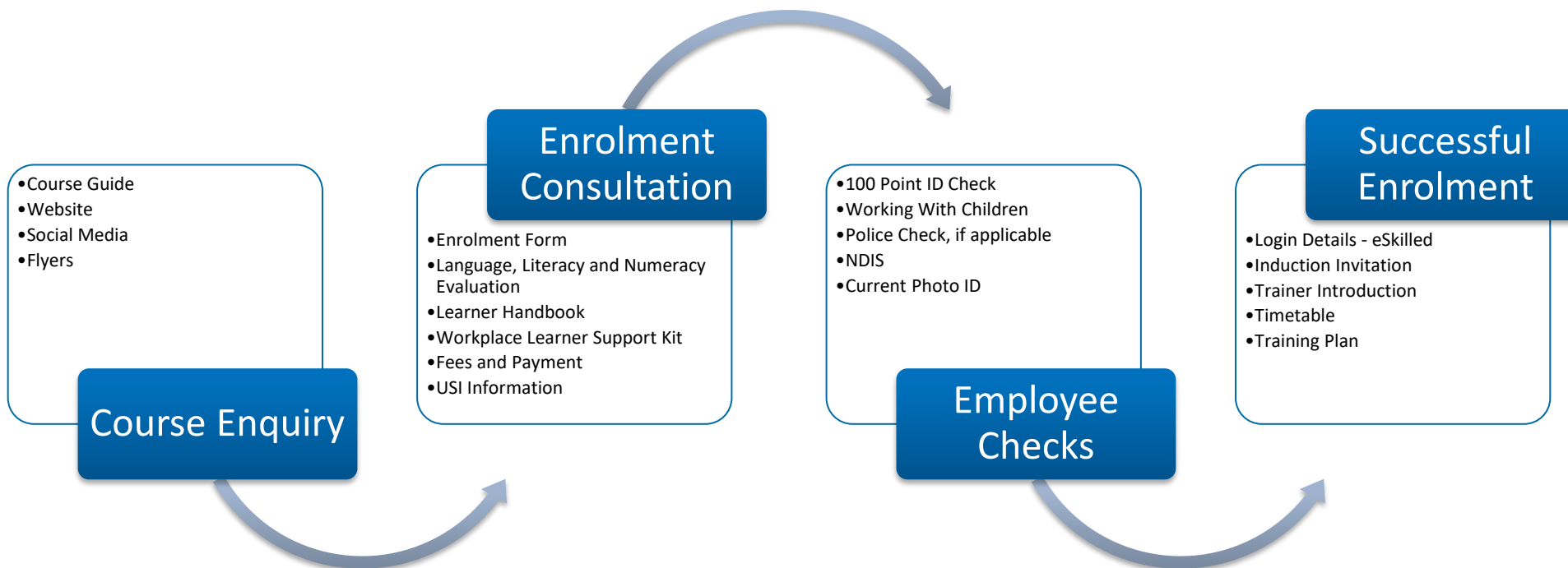
The following guidelines are applied when engaging with prospective learners:

- Discuss appropriate training solutions and identify the most relevant program to meet their career and study
- Discuss their previous study history and work experience to determine eligibility for Recognition of Prior Learning or Credit Transfer
- Discuss course entry requirements including computer access and standard employer checks such as: National Police Check, Working with Children, ID, Visa Status and USI requirements
- Discuss the course training and assessment strategy including:
 - Delivery mode
 - Course Duration
 - Training Delivery Strategy
 - Course Timetable
 - Assessment requirements
 - Weekly time commitment
 - Learner resources
 - Learner support services
 - Fees/Payment Plans
 - Refund Policy
 - Workplacement requirements, if applicable

Following the learner selection consultation, and if they show interest in enrolling, we will then send the following enrolment information, including:

- Course Guide
- Workplacement Learner Support Kit
- Learner Handbook
- Enrolment Form
- Language, Literacy and Numeracy Evaluation
- Course Timetable
- USI information
- Fees and Payment Plans

ENROLMENT PROCESS



Learner Agreement

The Learner Agreement (Enrolment form) is often referred to as the Terms and Conditions of enrolment. All learners who enrol with Meditech Training College accept the Learner Agreement both verbally with our staff as well as in writing, either electronically or via an enrolment form. The Learner Agreement outlines the contractual obligations of your enrolment with Meditech Training College.

Within the Learner Agreement, you agree to abide by the Learner Code of Conduct which sets out Meditech Training College' expectations of your behaviour within courses and in relation to academic integrity. It is also a general guide for the behaviour expected of you while undertaking structured workplace learning or workplace assessments.

Once the enrolment form and other required documentation has been completed and submitted, the learner will be sent the following information:

- Welcome Email
- Trainer Introduction
- Induction Invitation
- eSkilled (LMS) Login Details
- Training Plan
- Course Timetable
- Invitation to their first class

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in learners' language, literacy, and numeracy skills, with which Meditech Training College must abide. Meditech Training College makes appropriate concessions for language, literacy, and numeracy issues of learners where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of the assessment.

As part of the enrolment process, you will be invited to complete a Language, Literacy and Numeracy (LLN) evaluation. This evaluation will help us to identify any areas in which additional support may be required and also review Meditech Training College's capacity and capability to provide any additional support requirements. All learners undertaking training are required to undertake an LLN Evaluation unless the learner currently holds a Certificate III qualification or above or can demonstrate equivalent industry experience.

We monitor the needs of our learners' language, literacy and numeracy skills and we make provisions for special needs and/or support on request, or through identification of these needs. We will work with the learner and the workplace to ascertain the most appropriate support that is flexible for all parties.

Language, Literacy & Numeracy (LLN) Process



Reasonable adjustments

Meditech Training College may alter the Learning and Assessment strategies, assessment tools, learning materials, and provide additional support to learners with a disability or specific learning requirements. These changes will be designed to enable learners to successfully complete the course without altering the academic integrity of the learning and/or assessments.

Such changes or alterations are referred to as **'Reasonable Adjustment'**. Specifically, Meditech Training College ensures that:

- Learners can disclose any disabilities or specific learning needs prior to enrolment and during their studies.
- Learners are encouraged to discuss their specific learning needs with their Learner Support Consultant, RTO Manager and/or Trainer/Assessor.
- Learners are supported to succeed through the provision of comprehensive academic and non-academic support throughout their studies.
- Learners have access to a range of support resources, such as language, literacy and numeracy resources.

- Assessments where possible are flexible and allow for reasonable adjustment without jeopardising the academic integrity of a course or program.
- Assessments are conducted in accordance with the principles of validity, reliability, fairness and flexibility.
- Learner performance is analysed and used to inform the development of learning and assessment to meet the needs of learners and improve their learning; and
- Learners learn in an environment that is free from discrimination caused by harassment and victimisation based on their disability.

Meditech Training College may not always be able to provide reasonable adjustment due to costs or resource requirements outside of our capacity. Adjustment options may need to be supplied either by the learner **or** Meditech Training College, depending on the adjustment needed. **For example**, Meditech Training College can offer oral assessments instead of written assessments, where a learner will need to purchase their own assisted technology or software applications.

Learner Support, welfare and guidance

Meditech Training College is committed to ensuring that training opportunities are offered to all people on an equal and fair basis to providing learners requiring additional support, advice or assistance while training. Meditech Training College staff will pursue any reasonable means within their ability to assist learners in achieving the required competency standards.

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the RTO Manager at the first available opportunity. When a learner is experiencing personal difficulties, staff will encourage the learner to contact their Trainer/Assessor and/or the RTO Manager, who will provide discreet, personalised and confidential assistance according to the nature of the difficulties.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Information related to assistive technology
- Additional tutorials to assist with learning
- Assistance in using Meditech Training College technology
- Adjustment to equipment (i.e., change of study to support a learner with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues

All enrolments where a Medical Condition/Disability is checked is referred to the RTO Manager for further review. The RTO Manager will consult the learner to determine the type of support required. Reasonable adjustment will be considered and outlined in a Learning Support Plan.

Meditech Training College will determine the support needs in consultation with the learner and provide access, where possible, to the educational and support services necessary for the individual learner to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages or VET accredited courses.

Trainers are responsible for ensuring that all learners are aware they can contact their trainer or other Meditech Training College staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure learners have access to the full resources of Meditech Training College to assist them in achieving the required level of competency in all nationally recognised qualifications.

Support Services List

If a learner's needs exceed the capacity of the support services Meditech Training College can offer, they will be referred to an appropriate external agency. The Support Services List provides a list of support services available to learners through referral, please refer to the list to identify the most appropriate service for the learners. This list is provided on the back of the Learner Handbook and includes website addresses and phone numbers to access these services. If a learner is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

Learner Induction

The Learner Induction is to be conducted upon course commencement; this session includes the following information:

- Training and Assessment arrangements; including RPL
- Learner support services
- Course Outline, including attendance requirements
- Learning Management System (LMS) navigation

Learning Management System

The LMS (eSkilled) is the primary point of access for electronic learning resources. Information regarding ICT support, FAQs and help guides relevant to LMS will be supplied to learners on:

- a. Access requirements
- b. Logging into LMS
- c. Navigating the LMS
- d. Support options available

The Learner Support Team will be available on an as needed basis to address any technical or other support requirements learners may have in relation to the LMS.

Meditech Training College provides guidance to learners including an understanding of the Meditech Training College Learner Code of Conduct that promotes mutual respect and tolerance, and the respectful communication of opinions or ideas

Meditech Training College employs a standard template to manage LMS design elements, ensuring consistency for staff and learners. Use of an LMS allows Meditech Training College to integrate online elements to courses that are primarily delivered face-to-face and which allows:

- a. A secure online point of contact between trainers/assessors and learners.
- b. An online tool to support timely correspondence and feedback
- c. Continual access to up-to-date course content and learning resources
- d. Online learner support mechanisms in addition to face-to-face services

Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by a registered training organisation, you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

Do you need a USI?

You will need a USI when you enrol if you are a:

- Learner enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course
- School learner completing nationally recognised training
- Learner continuing with nationally recognised training

You are a 'continuing learner' if you are a learner who has already started your course in a previous year (and not yet completed it) and will continue studying. Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- View and update your details in your USI account
- Give your training organisation permission to view and/or update your USI account
- Give your training organisation view access to your transcript
- Control access to your transcript
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

How to get a USI

It is free and easy for you to create your own USI online. While you may create your own USI, Meditech Training College are also able to create a USI for you as part of the enrolment process.

Steps to create your USI

Have at least one and preferably two forms of ID ready from the list below:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence

- Medicare Card
- Certificate of Registration by Descent
- Centrelink Concession Cards
- Citizenship Certificate
- ImmiCard

IMPORTANT: To make sure we keep all your training records together; the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

- If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.
- Have your personal contact details ready (e.g., email address, mobile number or address).
- Visit the USI website at: usi.gov.au.
- Select the 'Create a USI' link and follow the steps.
- Agree to the Terms and Conditions.
- Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.
- You should then write down the USI and keep it somewhere handy and safe.
- For more information please visit: www.usi.gov.au

Learning Materials

Your course learning materials will include Meditech Training College's learning resources and may include a combination of:

- Learner Guides
- Assessment Guides
- Learning Management System - eSkilled
- Online Learning Programs
- Recommended reading material
- Research activities
- Additional resources e.g.: Support Plans, Care Plans, templates

Course Time Limits

Meditech Training College expects learners to consistently progress so that they can complete their course by the Course End Date.

All courses will expire on the Course End Date stated in the Training Plan. Meditech Training College will cancel the learner's enrolment unless granted an extension.

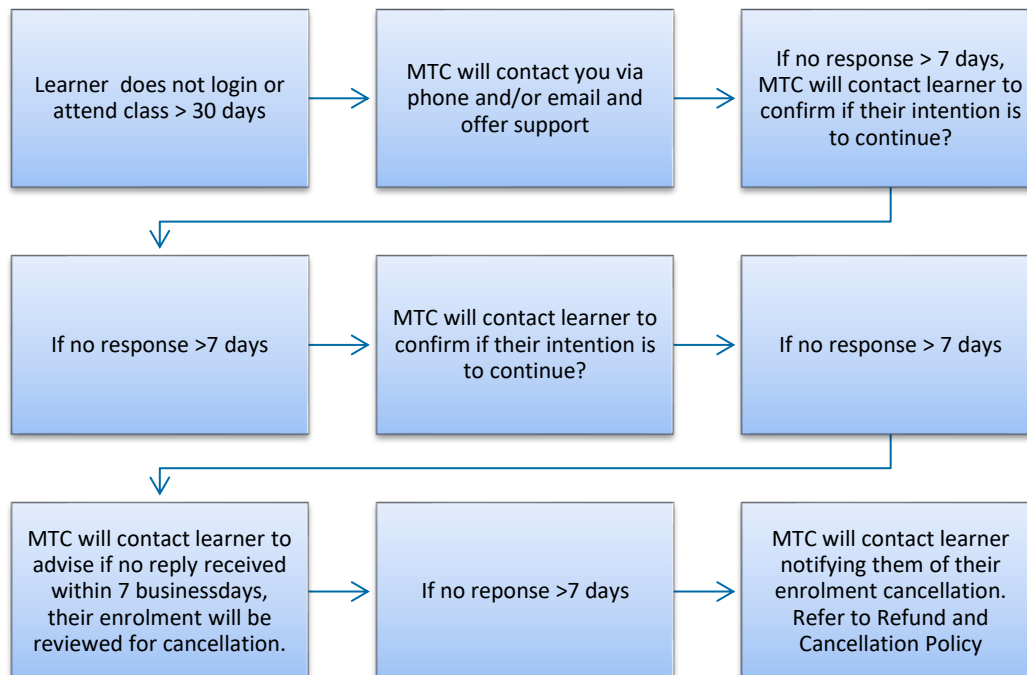
Course Progression Policy

A learner must regularly log in and undertake their learning to progress through their course and

successfully complete by the Course End Date.

The learner is responsible for their own course progression as set out in the training plan and is required to use self-initiative by being proactive in reaching out to the Learner Support Consultant and/or Trainer/Assessor should any difficulties be encountered. Once learners are contacted, they will be encouraged to engage with their course material either by attending scheduled classes, or 1:1 or Group Assessment Support Sessions either online or face to face.

Course Engagement Process



Assessments

Assessments are an essential part of the course and must be completed successfully to progress through the course and receive your qualification. Meditech Training College’s assessment system is designed to ensure learners are assessed under the regulator’s Principles of Assessment and recognises individual learners and courses may require various assessment types, including Recognition of Prior Learning (RPL).

These assessments are integral to your learning experience and help you consolidate and integrate new knowledge and develop practical skills by gathering, consolidating, and discussing evidence about your learning.

To be awarded a Nationally Recognised Qualification, you must demonstrate that you have achieved competency in all aspects of the qualification. Evidence of competence is assessed through assessment tasks that have been set up in eSkilled, our online Learning Management System (LMS), and for some courses, workplace assessment is required. Competency is the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace and transfer and apply those skills and knowledge to new situations and environments.

If there is any question of competency being achieved, your Trainer/Assessor may request you to complete a supplementary assessment to confirm their judgement.

Types of Assessment

Meditech Training College use a combination of the following assessments:

Assessments are completed independently by the learner. Types of assessments may include:

- **Case Study:** where learners read a case study or watch a video and respond to questions relating to the case study
- **Demonstration:** where learners can demonstrate what they have learned for a particular workplace task or skill
- **Essay:** where learners provide a structured written response to a question or problem usually within a defined word limit
- **Journal:** where learners develop a reflective diary over a period in respect of an issue or topic covered within a course
- **Portfolio:** where learners collect evidence (such as videos, photos or artefacts) regarding the completion of a range of practical tasks.
- **Presentation:** where learners are asked to present their assessment work as a presentation in PowerPoint other formats as prescribed
- **Project:** where learners undertake a range of activities over a period and present these activities in a coherent form
- **Short Answers:** where learners complete a range of questions within an approximated word limit
- **Quiz:** where learners answer a range of questions and select a correct answer from a range of options, including multiple choice and true or false
- **Reflective Activity:** where learners reflect on their own personal experiences regarding an aspect of their course or having undertaken a practical task
- **Research Report:** where learners develop an in-depth analysis of an issue or topic based on comprehensive research (to a level appropriate to the AQF level of the Course)
- **Role Play:** where learners can explore realistic situations by interacting with people in a managed way in order to develop experience and trial different workplace situations.
- **Written Report:** where learners provide a written account of a task or activity.
- **Verbal/Oral Assessment** involves the learner in a structured interview with the Trainer/Assessor. The learner is given the nature and scope of the assessment ahead of time.

Workplace Assessments are a core part of structured workplace learning. They will involve:

- Questions that will be centred around your work environment and the transference of skills at work.
- A series of workplace activities to demonstrate competency. This is usually an action plan or series of events you will need to undertake in the workplace and then provide evidence of how successful you were with completing these tasks, activities or projects.

- Your Trainer/Assessor to ask your supervisor or manager to complete a report confirming competency on specific areas within the workplace.

RPL Assessment involves your assessor conducting a competency conversation with you to gain evidence of your knowledge and skills against the units of competency in the course. Workplace documents such as policies, procedures and workplace task instructions may be collated. Remember to ask your supervisor what you can provide to your Trainer/Assessor. Practical tasks may be used to gain further evidence to demonstrate competency. We may also ask your supervisor to complete a report confirming competency on specific areas within the workplace.

Submitting Assessments

You will be provided instructions on how to submit your assessments in our Learning Management System (eSkilled). Please read through the instructions in detail before making any attempt at submitting an assessment.

If you have any concerns or questions about assessment submission, you can contact your Trainer/Assessor

Always keep a duplicate copy of your assessment for your own records. If it is not possible to retain copies of your original work, we advise you to keep high-resolution photos or video records of your assessment. Please refer to your assessment instructions or call the Learner Support Team on 02 9159 0011 for further advice.

You will receive your result and feedback through the Learning Management System - eSkilled.

If you have any concerns or questions about your assessment submission, you can contact your Trainer/Assessor via email or eSkilled LMS messenger. Please note that while you are not permitted to submit a draft of your assessment to your Trainer/Assessor for comment, you can certainly contact your Trainer/Assessor with any questions you have at any time. Your Trainer/Assessor will respond to queries about assessments within 3 business days via email.

If you receive an unsuccessful assessment result, you may use your Trainer/Assessor feedback to attempt the assessment again and resubmit when you feel you have made all suitable amendments.

Presenting Assessments

Take care with how you present your assessments. You should aim to make your assessments look as professional as possible as this is good practice for the workplace.

Important points to consider about presenting your assessments to demonstrate professional styling and layout may include:

- insert your full name, USI, assessment name and assessment number at the top of each page
- number your assessment pages
- If typing your answers, use Times New Roman, Arial or Calibri font unless otherwise specified
- type your assessment answers into the assessment guides (Microsoft Word format) provided
- if you are unsure about which type style and type size to use, contact your Trainer/Assessor or the Learner Support Team for advice

- do not type the whole document in italics, elaborate script or in capitals as they are difficult to read
- do not use coloured headings or complex graphics—keep it simple and professional
- use spell check
- use correct English grammar and expression. Convey your ideas clearly so that the meaning precisely matches what you have written. Good grammar is fundamentally important to the way we communicate
- some assessments specify word counts to ensure that you write an essay of the appropriate depth
- references and appendices that are included within your completed assessment are not counted towards your word count
- some assessments require a compulsory reference list at the end of the assessment

Plagiarism/ Unoriginal work

Plagiarism is the act of presenting other people's words, ideas and creations and passing them off as the learners own, without clear acknowledgement of the source of the work or ideas. This may include but is not limited to:

- a) information taken from any material provided to Meditech Training College learners.
- b) policies, procedures, templates etc. that the learner has access to or may use as part of their day-to-day work function(s) and was not developed solely by the individual learner.
- c) unreferenced information sourced from independent research undertaken by the learner, regardless of the source of the information.
- d) unauthorised collusion with another person in the preparation and/or completion of any assessment activity.

Meditech Training College does not tolerate plagiarism under any circumstance. If a learner is found plagiarising or submitting work which is not original, the following process will be followed:

- a) At the first occurrence, Meditech Training College recognises that a learner may unintentionally have included unoriginal work in an assessment submission, the learner will be notified and will receive one attempt to rectify their work.
- b) At the second occurrence, the learner will receive a written warning from an Meditech Training College Representative and given five (5) business days to provide a written explanation. If no explanation is provided within the stated time frame or the explanation provided is not found adequate, the unit of competency will be marked as Not Competent (NC) and there will be no opportunity for rectification.
- c) If there is a third occurrence, the learner will receive a written communication from the RTO Manager and be asked to provide a written explanation within five (5) business days. If no explanation is provided within the time frame or the explanation provided is not found adequate the learner's enrolment will be cancelled.

Any person who knowingly aids another person to commit plagiarism shall be dealt with as if they had committed plagiarism.

If Meditech Training College has cancelled a learner's enrolment due to the above, the course cancellation policy will apply and the learner will continue to be liable for their Full Course Fees.

Assessment Marking and Feedback

Your assessments should be marked within ten (10) business days, where you will also be provided with feedback.

If you need further clarification, you should contact your Trainer/Assessor, who can help you understand the assessment feedback.

Assessment Judgement

The completed Unit of Study assessment-based outcomes are:

- a) Competent (C) - when the learner can demonstrate competency in all assessment outcomes
- b) Not Competent (NC) - when the learner has not yet demonstrated competency in all assessment outcomes

A learner is deemed to be Competent when all assessment outcomes, including workplacement where relevant, have been completed satisfactorily to a competent level within a Unit of Competency.

Until that Unit of Competency is marked Competent, individual assessments will be graded as Satisfactory or Not Satisfactory.

Attempts at an Assessment

If you have received a Not Satisfactory (NS) result on an assessment task, you may submit up to a maximum of 3 assessment task attempts, once all the required amendments based on the feedback provided have been made.

If a second or third assessment task attempt is not satisfactory or unsuccessful, you will be graded a Not Competent (NC) result on the Unit of Competency. In the event of a NC for a unit of competency, the learner may choose to re-enrol in the unit of competency at the end of their course for an additional tuition fee(s).

Meditech Training College may cancel the learner's enrolment should it be determined that the learner has made excessive nongenuine assessment attempts. There will be no refund given in this scenario.

Meditech Training College is not obliged to provide a learner more than one attempt at an assessment task. However, Meditech Training College will allow for three (3) attempts (at most) per assessment task, allowing a learner an opportunity to respond to constructive feedback on assessment submissions.

In unforeseen or extraordinary circumstances, if deemed warranted by the RTO Manager, a further attempt may be allowed on a case-by-case basis.

Appealing an Assessment Decision

If you believe you have received a result on your assessment that does not reflect your academic performance, you can lodge an assessment appeal.

In the first instance, you may approach your Trainer/Assessor with any new evidence or clarification of existing evidence. Your Trainer/Assessor will review the assessment in question, showing consideration for submissions made by you. If after liaising with your Trainer/Assessor you remain unsatisfied, then an appeal process may be instigated.

To make an appeal, you will need to complete the Assessment Appeal Form and email it to the Learner

Support Team, who will direct your case to the RTO Manager. You will need to provide a detailed reason as to why you feel the result awarded was not satisfactory and attach a copy of your assessment with the feedback from your trainer so that it can be reviewed. All appeals must be received within 14 days from when you first received the result.

The RTO Manager may consider it necessary for the Trainer/Assessor to submit an additional written report if the circumstances are relevant to the appeal. The RTO Manager will appoint an 'Assessment Appeals Panel' consisting of Meditech Training Staff who have no prior involvement with the training and assessment in question or the appeal process under consideration:

- Another Meditech Training College Trainer/Assessor
- A person with the qualification/s to assess the competency in question
- A member of the Meditech Training College Management Team

The panel may call on advice from other persons considered necessary during the investigation. The panel will investigate the appeal and make appropriate recommendations.

The RTO Manager will advise you in writing (through your Trainer/Assessor) and the relevant assessor(s) of the appeal result, and if necessary, instigate any remedial processes. If you are unsatisfied with the results of an appeal, you may lodge a complaint in accordance with our Complaints and Appeals Policy.

Assessment Standards

Meditech Training College will comply with the assessment guidelines defined in the relevant nationally endorsed Training Package, or companion guides. Meditech Training College ensures that a vocationally competent assessor determines the competency assessment and that each qualification, and its assessments undergo regular validation reviews. Assessments may be improved from time to time and added to your course to ensure the most up to date assessment activities are being assessed.

Assessments are mapped to part or whole of a unit of competence and being deemed competent (only if all assessment parts for the unit are completed to a competent level), will lead to a statement of attainment or qualification being issued at various exit points of the qualification, depending on these mappings. Assessments conducted by Meditech Training College will comply with the assessment guidelines defined in the relevant nationally endorsed training package.

Meditech Trainer/Assessors must hold the following qualification:

- TAE40116 Certificate IV in Training and Assessment or its successor or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
- TAELLN411 (or its successor) or TAELLN401A, and
- TAEASS502 (or its successor) or TAEASS502A or TAEASS502B or
- a diploma or higher-level qualification in adult education.

Anyone who provides assessment only (i.e., does not deliver training) must hold the:

- TAESS00011 Assessor Skill Set or its successor or
- TAESS00001 Assessor Skill Set, plus one of the following:

- TAEASS502 Design and Develop Assessment Tools, or
- TAEASS502A Design and Develop Assessment Tools, or
- TAEASS502B Design and Develop Assessment Tools. or
- TAE40116 Certificate IV in Training and Assessment or its successor or
- TAE40110 Certificate IV in Training and Assessment plus the following units:
 - TAELLN411 (or its successor) or TAELLN401A
 - TAEASS502 (or its successor) or TAEASS502A or TAEASS502B or
 - a diploma or higher-level qualification in adult education.

All completed assessments will lead to the issuing of a Statement of Attainment or a Certificate of Completion under the Australian Qualifications Framework (AQF). However, this will only occur where a person is assessed as 'competent' against the nationally endorsed units of competency in the applicable training package.

Our assessments will be:

- Valid – the evidence relates to the unit of competency, addresses essential skills and knowledge, dimensions of competency and employability skills
- Reliable – the assessment tool and process will produce consistent outcomes when applied by a range of assessors in a range of contexts
- Fair – the assessment will not disadvantage any person and will consider the characteristics of the person being assessed
- Flexible – the assessment tool and process allow for assessment in a range of assessment contexts.

We will achieve this through:

- a. reliable and valid design of assessment tools and through engagement with Industry, and
- b. validation and moderation of the assessment judgements to confirm Meditech Training College's assessment system conducted regularly and systematically; and
- c. an understanding of the definition and practical application of the above definitions.

Assessment Methods

Our assessments and assessment methods (including simulation) ensure that we focus on the application of the skill and knowledge as required in the workplace, including but not limited to:

- a. Task skills (doing the job)
- b. Task management skills (managing the job)
- c. Contingency management skills (what happens if something goes wrong)
- d. Job-role environment skills (managing your job and its interaction with others around you)

Assessments may be carried out in a simulated work context as advised by the Training Package assessment conditions. We will ensure we assess you in enough detail to ensure that we can determine you have attained competency.

Alternate assessment methods including Reasonable Adjustments may be considered to accommodate special needs or circumstances.

Recognition of Prior Learning (RPL)

Meditech Training College recognises that learners may have acquired vocational skills from various sources, other than formal training. In accordance with NVR Standards, Meditech Training College offers learners the opportunity to apply for and gain RPL by providing valid, sufficient, current and authentic evidence to ensure no reduction in the quality or integrity of the AQF qualification.

Learners who believe they can demonstrate the required skills and knowledge in a Unit of Competency or qualification are encouraged to apply for credit transfer or RPL before commencement of their studies, to have their skills and knowledge assessed.

Learners can make an application for Recognition of Prior Learning at any time during the training program, by requesting an RPL Course Kit from the Learner Support team. The stated assessment outcomes in competency-based courses for Recognition of Prior Learning will be RPL.

Recognition of Prior Learning (RPL)

RPL is an assessment process which may give you credit or recognition for relevant skills, knowledge and experience gained at any stage of your life. This can be informal or formal, gained here or overseas, through working and learning, and unpaid activities such as volunteering. RPL relates the range of your experience to your course and assists you in formalising your experience.

RPL is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the learner should indicate their decision to apply for recognition. Following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the learner should:

- Decide which units are to be recognised
- Provide an Evidence Portfolio in line with agreed evidence plan
- Undertake peer assessment or third-party evidence
- Be prepared to 'show, tell and apply' skills and knowledge

Evidence for recognition of prior learning may include any of the following:

- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence
- Competency conversations (focusing on key points to look for in responses)

Learners will initially be assessed against the criteria for each unit of competency within the Training

Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Learners are required to review an **RPL Information Guide** which outlines the requirements of the evidence required for proof of competency.

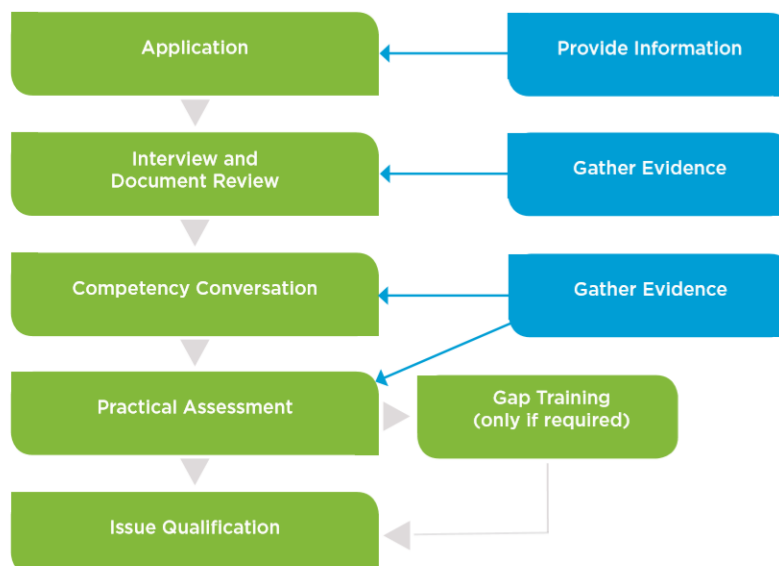
RPL Process

Following is the process for applying for RPL:

- Learner to contact the RTO and advise that they wish to apply for RPL
- The Learner is sent an RPL Information Guide
- The RPL process is explained to the learner and eligibility for RPL assessment is determined
- If the learner is deemed eligible, they are sent the RPL Application Kit and allocated an RPL Assessor
- RTO to allocate an RPL Assessor to contact the learner to ensure that they understand the requirements of the evidence to be supplied
- The Learner is sent the RPL Assessment Workbook, Authority to Release Form and RPL Candidate Declaration and Request form
- Learner to submit to the Assessor all the required evidence and the completed RPL Assessment Workbook
- Assessor to review the RPL Assessment evidence and determine whether the learner has the required skills and knowledge against each Unit of Competency

Once the eligibility of the learner has been determined by the Assessor, the RPL evidence is to be forwarded to the RTO for Certificate issue.

Overview of our recognition process



Workplacement

Workplacement is a mandatory assessment requirement with recommended minimum hours for specific qualifications. Meditech Training College will notify learners if their course has such a requirement before enrolment.

Meditech Training College will undertake a workplace suitability check prior to the learner commencing their workplacement. Learners must be supervised by a qualified staff member when on placement. There are also several clearance checks required by Meditech Training College and host organisations, such as a Working with Children Check and National Police Check.

Workplacement is the opportunity to develop, demonstrate and apply your skills and knowledge in a real workplace environment. Structured Workplace Learning gives you the opportunity to work alongside others and put the knowledge and skills you have learnt into practice. You will have the opportunity to experience real work conditions and expectations as well as develop a range of general skills and vital job-specific skills and knowledge.

Workplace learning will also give you insight into job roles and responsibilities within an industry context. This is an invaluable chance for you to discover if it is the right industry for you and what skills and knowledge you need to focus on developing further. Many learners find that workplacement is the most fulfilling aspect of their studies.

During your workplacement, you will be required to work under the guidance of an approved Workplace Supervisor. The requirements of your workplacement are outlined in the workplacement information provided to you prior to your enrolment. A summary of the requirements is also listed on the Course Outline available on our website.

During your workplacement, you will be required to undertake a range of prescribed tasks and activities on multiple occasions over time. Such tasks and activities will need to be completed to a standard appropriate for your workplace and signed off by your Workplace Supervisor. Completion of these tasks will be recorded in your Logbook. You will also need to record the hours you have completed in the workplace. These hours can only be completed once your Workplace Training Plan has been approved by Meditech Training College.

During your workplacement, you will be periodically contacted by your Trainer/Assessor, who will also separately contact your Workplace Supervisor to check on your progress against prescribed tasks. You may also be required to create a Workplace Portfolio, which is used for collecting evidence of your workplace experiences and enables you to reflect on the application of knowledge and theory in the workplace.

Paid Workplacement Meditech Staffing

Learners may complete their workplacement as paid Home and Community Support Workers with Meditech Staffing. Meditech Training College will organise the workplacement for all learners in Home and Community Support with Meditech Staffing; subject to successful onboarding as a Meditech Staffing Support Worker.

Workplacement Host Organisation

Alternatively, learners may complete their workplacement in an alternative host organisation, as either Home and Community Support Workers or Aged Care Support Workers. Meditech Training

College will organise the workplace for all learners in either Home and Community, Aged Care Support or in an Aged Care Facility.

Workplace documentation

We have a range of documents and forms available for learners undertaking workplace. These include:

- Workplace Learner Support Kit – Meditech Staffing *or* Host Organisation Kit
- Workplace Training Plan — this is completed before you commence workplace and is signed by yourself, your Workplace Supervisor and a Meditech Training College representative.
- Workplace Agreement – formal confirmation of agreed workplace arrangement
- Workplace Assessment Logbook — outlines the specific tasks and activities you will need to undertake in the workplace and also includes an attendance report.

Guide to Workplace and Workplace Assessments

All learners must be approved by Meditech Training College prior to commencement of workplace in. Once Meditech Training College develops and confirms your Workplace Training Plan, you are now ready to commence your workplace. You should attend the workplace at the

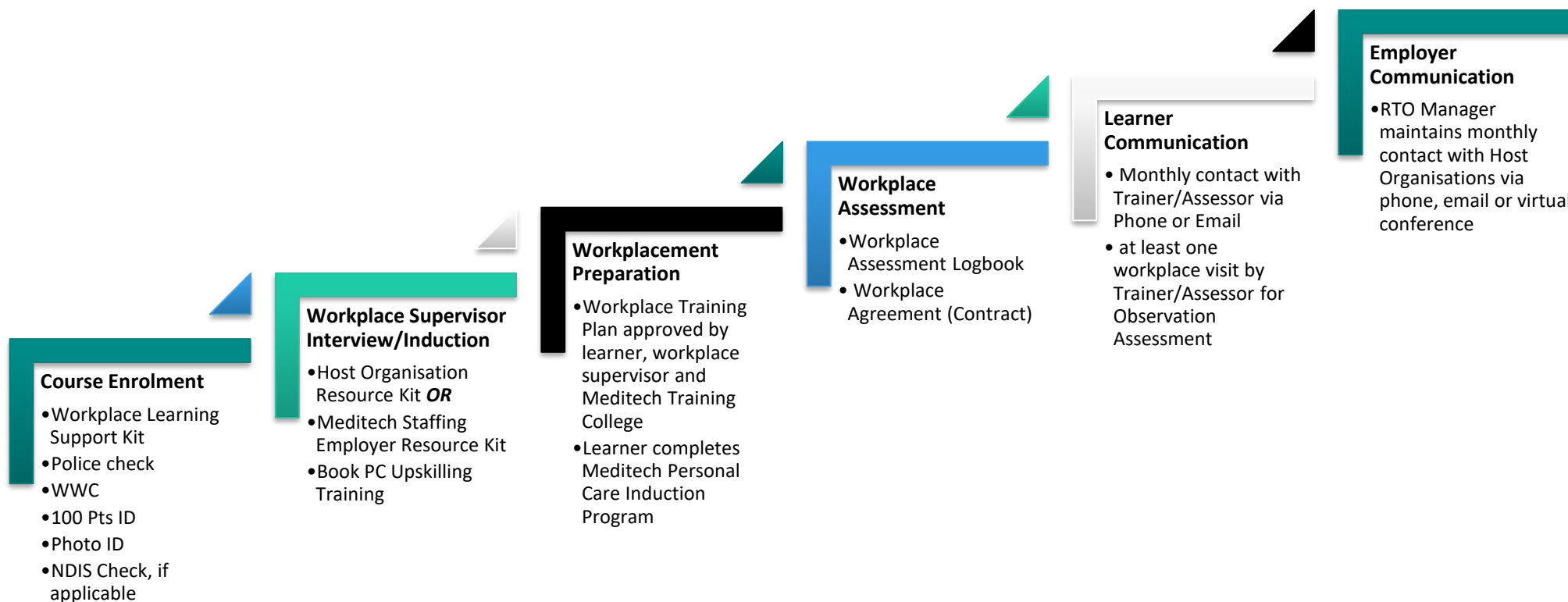
times agreed with your Workplace Supervisor and undertake any induction or orientation programs required by the workplace. Importantly, you should always operate under the guidance of your Workplace Supervisor and be courteous and professional in your dealings with others in the workplace (including clients).

You should organise regular meetings with your Workplace Supervisor to get feedback on your performance in the workplace. This feedback is essential to the learning process. Throughout your workplace, you need to ensure that you are completing the Workplace Logbook tasks and activities, along with getting your attendance signed off. You should also start working on any Workplace Portfolio activities that you need to complete.

Your Trainer/Assessor will organise regular contact with you during the workplace. This contact will be monthly via phone, email and/or workplace visits. Your Trainer/Assessor will also visit you in the workplace on at least one occasion to conduct observation of your workplace activities. This is an opportunity for you to clarify any issues or problems that may emerge during your workplace experience. Your Trainer/Assessor will also check in with your Workplace Supervisor.

You will submit your completed Workplace Logbook via eSkilled – Learning Management System. Remember to keep a copy of this document. It is an essential part of your learning experience. Your Trainer/Assessor will also update the result for the workplace assessments in our Learner Management System. If you receive an unsuccessful result, your Trainer/Assessor will provide you with specific guidance on additional tasks or activities that you may need to complete. Please see Assessment Procedure for further details.

WORKPLACEMENT PROCESS



Survey Policy

Meditech Training College will ensure that learners and employers are provided with the opportunity to submit feedback regarding our services.

Stakeholder feedback

Course facilitators are encouraged to engage with industry stakeholders and, where practical, have the stakeholder feedback (or industry consultation) form completed.

Surveying stakeholders extends the feedback beyond learners undertaking training and may include, but are not limited to:

- Graduates or alumni >12 months after completion of training
- Industry experts
- Trainers and Assessors
- Staff and management
- Industry Associations
- Representatives from other registered training organisations.

The questions presented in the stakeholder feedback forms are directly aligned to the Standards for RTOs 2015 and are designed to include quantitative ratings; formatted numerically from 1 to 5. A comparative review of satisfaction levels and relative performance can then be plotted using computer software such as MS Excel or MS Access.

The [Employer feedback questionnaire](#) is specified by the Federal Government and RTOs must collect this data for annual Quality Indicator reports. The summary report to be submitted by 30 June annually can be found on [ASQA's website](#).

Administration staff of Meditech Training College will collect the feedback forms from the course facilitators and collate data for monitoring the quality of training and assessment, client services and business operations. Senior management will use the collated data to identify trends and anomalies, or 'spikes', and apply the appropriate improvement strategy.

Follow up strategies may include emails, phone calls, discussions and meetings with stakeholders or members of Meditech Training College staff.

Follow up actions and details of actions taken are recorded and collated for presentation at management meetings.

Learner feedback

Meditech Training College acknowledges the value of learner feedback in monitoring and developing business practices and quality training and ensuring the ever-changing needs and expectations of clients are being met.

To gain the most from the feedback procedure, Meditech Training College endorses a 'progressive feedback' strategy, asking learners to provide feedback at least three (3) times during training programs that extend for twelve (12) months or longer and following completion of training. This strategy seeks to gain data indicative of the entire program, contributing more specific feedback relevant to continuous improvement of the program. Learner feedback is collected less frequently

during training programs of a shorter duration, e.g., if a skill set is being delivered, data is collected only once.

The RTO Manager considers this strategy more effective in gaining an accurate appraisal of the program while allowing learners ample time and opportunity to voice concerns and allowing corrective action to take place before the conclusion of a course when necessary. Learner feedback will be accepted and encouraged through various means. The feedback forms will be the primary source of information; other forms such as emails, phone calls, discussion, forums and meetings will also be considered. The [Learner feedback questionnaire](#) is specified by the Federal Government and RTOs must collect this data for annual Quality Indicator reports. The summary report to be submitted by 30 June annually can be found on [ASQA's website](#).

Opportunities for improvement that are identified as a result of learner feedback are assessed using the continuous improvement procedure.

Credit Transfer

Credit transfer is recognition of previously completed nationally recognised training for unit(s) of competency or qualification.

Evidence requirements

Learners must provide certified copies of all documents to Meditech Training College to verify authenticity. Documentation includes:

- Statement of Attainment
- Certificate and Transcript/Record of Results

Assessment requirements

Credit transfer is granted for a unit of competency with the same unit code and unit title. However, there can be other instances when credit transfer should be granted. If the unit code version changes, i.e., from A to B, the training package mapping must be referred to, to ensure the two units are deemed equivalent.

Consumer Guarantee

Consumer Guarantee

The RTO guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

The RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the learners' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the learner should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee.

If a learner believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is minor and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

The RTO is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training

Payment Options

Meditech Training College offers several payment options, including payment by instalments. Upon signing the Enrolment Form, you are committed to paying the Total Course Fees, unless you cancel your course within the Cooling Off Period.

Cooling Off Period

If a request to cancel your enrolment is received within the 7-day refund period, from the date of your enrolment, a refund of the course fee paid will be issued, less the enrolment fee of \$350. If Meditech Training College does not receive a cancellation or transfer request within the aforesaid 7 days, the respective learner will be liable for the full course fee. Where special consideration for cancellation is considered outside of the 7 days, the learner must specify the cancellation reason for approval. If a cancellation request is approved, this does not necessarily mean that future payment instalments will

be cancelled. This will be dealt with on a case-by-case basis.

Fees and Payment Plans

Fees and Payment Plans

For fees that are more than \$1,500, a payment plan will be offered on the course guide. An enrolment fee to be paid prior to course commencement of up to \$350 which is non-refundable. Progress Payments, to be paid following commencement, are subject to specific course fees. Learners may opt for ongoing weekly or monthly payments deducted from your credit card. Your agreed Payment Plan will be detailed in the Meditech Training College Payment Plan application form.

Refund & Cancellation Policy

1. Refund Policy

The policy covers information and the process for learners to apply for a refund of course fees under certain circumstances. The purpose is to ensure all learners are treated fairly, promptly and with integrity when applying for refunds where applicable. This covers the application process, procedures in assessing the application and the subsequent appeal process. This Refund Policy is made available to prospective learners during the enrolment process, prior to making payments and before contractual arrangements are made.

2. Cancellation Policy

2.1 If the learner requests to cancel the course, this should be requested in writing to the RTO within 7 calendar days from the date of enrolment. However, the cancellation request should be made prior to the commencement of the course. Commencement of the course is one or more of the following:

- Payment transaction – enrolment fee, part payment, or full payment of the course
- Signing into the online learning system with provided username and password
- First day of attendance in a face-to-face course.

If the request is received within the 7-day refund period, a refund of the course fee paid will be issued, less the enrolment fee of \$350. If Meditech Training College does not receive a cancellation or transfer request within the aforesaid 7 days, the respective learner will be liable for the full course fee. Where special consideration for cancellation is considered outside of the 7 days, the learner must specify the cancellation reason for approval. If a cancellation request is approved, this does not necessarily mean that future payment instalments will be cancelled. This will be dealt with on a case-by-case basis.

2.2 If Meditech Training College decides to cancel the entire course or part of a course due to reasons beyond reasonable control of Meditech Training College or due to any other matter, Meditech Training College may offer an option to the learner to register for a similar course or arrange a refund accordingly. If the course does not commence on the agreed starting date or is terminated after commencement but prior to completion, refunds under such conditions will be paid as applicable in accordance with this policy.

If another course is arranged, or part of a course to be provided at no extra cost to the learner as an alternative to refunding the course fees, and if the learner agrees to this arrangement, then the RTO

will not be required to make a refund of fees already paid by the learner.

However, if the fees quoted for the alternative course is less or higher than the fees already paid by the learner, an additional fee may have to be paid or a refund shall be processed in accordance with this policy. Any additional fees should be paid by the learner prior to commencement of the alternative course.

3. Refund application process

3.1 Applications for refunds should be made in writing using the Course Cancellation Form available from the learner support team. Requests for Refund and submission of completed applications should be directed to the learner support team via enquiries@meditechtrainingcollege.com.au or post to PO 1439 Strathfield NSW 2135 to the attention of the RTO Manager.

3.2 Applications for refunds shall be processed within 14 days from the receipt of a refund application. The outcome of the process will be notified to the learner and if the refund is approved, the payment will be processed within the stipulated 14-day timeframe.

3.3 If the refund application is rejected by the learner support team, the learner may appeal to the CEO. The Complaints and Appeals Procedure and dispute handling procedure is available in this handbook.

3.4 If fees have been paid by a third party, then the eligible refunds will be made to the third party and it is the responsibility of the learner to provide accurate information to process the refunds promptly. Payments made by credit cards will only be refunded to the credit card that was used to make payment.

3.5 The final decision made on the refund will reflect the commitment to hold places reserved for learners and the amount of administrative and other resources incurred at that time.

3.6 If the learner requested for a transfer to another course conducted by Meditech Training College, a credit note shall be raised and sent to the learner for future use (within 6 months) unless the transfer to the requested alternative course is available at that time. If the fee for the alternative course is less than the advance payment made by the learner, the decision on the balance payment will be notified to the learner. If there is a refund available, the refund will be processed in accordance with this policy. If the fee for the alternative course is higher than the advance payment made by the learner, the transfer will only be made on the receipt of balance fees due and any other information that may be required.

3.7 Refunds will be considered on a pro-rata basis for learners who fall ill or are injured to the extent that they can no longer undertake the course, providing a supporting Medical Certificate. However, if the learner wishes to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course within six months of initial payment or a refund subject to the discretion of the CEO.

4. Additional Fees

4.1 Course Cancellation fee: \$350 enrolment fee if the learner cancels within the refund period.

4.2 Course Extension Fee: \$80 per month for a maximum of 6 months beyond your completion date. You must submit your application for extension prior to the course expiry date, you must also be up to date with all course payments or have paid in full. Provided you have met the terms of the free 3-month extension offer*, no fee will apply to process your request. However, if you do not meet these

terms, you are required to pay \$80 per month ongoing for your chosen amount of an extension period.

*To be eligible for the free 3-month extension offer, you must respond to Meditech Training College correspondence having been sent to you via email or SMS. You must:

- Respond to the above-mentioned correspondence within 7 days,
- be up to date with course payments, and
- have shown some progression throughout your course.

4.3 Course Suspension Fee: \$50 Administration fee will apply for suspending the course. If you wish to suspend your course, you must apply in writing to the learner support team and provide valid reason for the request. Course suspension will be granted only under special circumstances. For example, personal hardship, financial hardship due to job loss, etc. Course suspension may be for a maximum of 6 months. During the suspension period, all learner payments are suspended, and will resume when the suspension period is over. If you are a distance learner, you will not be sent any workbooks during the suspension period. When the suspension period is over, your proposed course duration will be extended to reflect the full course timeframe. For example, if you are enrolled in a course for a period of 12 months, and suspend for 6 months, your course will be extended to a duration of 18 months to ensure 12 months of study time.

4.4 Certificate reissue: \$35 for the reissue.

4.5 Statement of Attainment reissue: \$35 for the reissue.

4.6 Academic transcript reissue: \$35 for the reissue.

4.7 fee where they cancel a workplace assessment observation less than 72 hours before the appointment.

4.8 Re-dispatch of materials: \$15 additional fee for reprinting course materials (per unit of competency). If the learner provides a statutory declaration that original materials were not received, then Meditech Training College may waive the fee.

4.9 Postage and handling fee: \$20 fee for re-dispatch of reprinted materials within Australia.

4.10 No-show/Rebooking Fee: \$50 fee for not attending a scheduled classroom session for HLTAID011 Provide First Aid or HLTAID009 Provide CPR. Learners must provide 7 days' notice of their intention to not attend a scheduled session to avoid this rebooking fee.

Course Updates

Meditech Training College regularly reviews all courses to make sure they are up-to-date, relevant, and in-line with Industry and regulatory requirements. Updates to course materials and assessments during your studies may occur as a result.

Meditech Training College will notify the learner of any significant changes to course materials fourteen (14) calendar days before implementation.

Superseded Courses and Course Transitions

From time to time, qualifications and units of competency are changed due to training package changes and statutory requirements.

When qualifications or units of competency are changed, amended or upgraded, the 'old' qualification/unit of competency is called 'superseded'.

If your qualification or some of your units of competency become superseded during your course duration, you are required to complete the existing qualification by the Course End Date or the teach-out date for the qualification whichever is earlier.

For instances when a learner's Course End date is after the Teach-Out Date:

- a) If eligible, Meditech Training College will transfer the learner to the new qualification once the new qualification is on the Meditech Training College scope of registration. This process is called 'transitioning.'
- b) In case of transitioning, there will be no administrative fee.
- c) If Meditech Training College is unable to add the new qualification on scope, we will endeavour to transfer the learner to an RTO offering the new qualification. d. If Meditech Training College is unable to transfer a learner to a new qualification at Meditech Training College or another RTO, it will refund the fees paid by the learner.

All training and assessment must be finalised within the timeframe specified under the Australian Qualifications Framework (AQF).

Learners wishing to enrol in a qualification in its transition period will be offered information about the new course to make an informed decision before enrolment.

Meditech Training College will issue a certificate or statement of attainment where applicable.

Graduation and Certification

Meditech Training College recognises that both learners and employers must have confidence in the integrity, currency and value of the certification documents it issues. To ensure that Meditech Training College is able to issue compliant certificates of qualifications and statements of attainment to clients as appropriate and within a reasonable time frame after they have been assessed as competent, Meditech Training College has a clearly defined process which ensures that all AQF Certification Documentation issued by Meditech Training College meets the requirements of Schedule 5 of the Standards for RTOs which describe the application of the AQF Qualifications Issuance Policy within the VET sector.

It is the Meditech Training College policy to ensure that VET Qualifications and VET Statements of Attainment are issued to persons who have been assessed as competent in accordance with the requirements of the Training Package or accredited course. Information contained on the AQF Qualification and/or Statement of Attainment, and issuance of the qualifications will follow the rules set out as per the SRTOs 2015.

Meditech Training College commits to:

- maintain a register of all Australian Qualifications Framework (AQF) qualifications that it is authorised to issue
- maintain a register of all AQF qualifications and statements of attainment it has issued, and
- retain records of any AQF certification documentation that has been issued for a period of 30 years
- regardless of the storage method it will retain sufficient data to reissue a qualification or statement of attainment
- as such, the information retained will be consistent with the information recorded on a qualification, statement of attainment, and record of results
- the data retained will also include information to allow authentication of the learner, such as their USI, date of birth, or address
- retaining full Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data is sufficient.

Meditech Training College must ensure that current and past learners are able to access records of their achievements. All learners who hold a verified unique learner identifier (USI), and whose results have been reported into the USI system, will be able to access their records through the USI system.

If Meditech Training College should cease to be an RTO, we will provide the records of learner AQF certification documentation to ASQA in digital form.

Meditech Training College will issue the full AQF certification documentation that the learner is entitled to within 30 calendar days of a learner being assessed as competent in the training program in which they enrolled, except where all agreed fees have not been paid. Meditech Training College will endeavour to minimise the chance of this happening by adhering to a strict regime of payment throughout the course.

Once a learner has completed their course, they will receive the following:

- **Certificate of Completion** – learners who successfully complete all course requirements will be issued with an AQF certificate of completion.
- **Academic Transcript** (for Nationally Recognised qualifications only) – this record follows AQF guidelines and is a list of the competencies you have achieved.

Meditech Training College will issue a **Statement of Attainment** when an individual has completed one or more units of competency from a Nationally Recognised Training qualification.

To find a detailed description of the units of competency within their course, learners are to contact the Learner Support Team or refer to the Meditech Training College website.

If learners are not studying a Nationally Recognised Training qualification, they will receive an Meditech Training College Certificate of Achievement.

To be awarded their Nationally Recognised Training qualification, Statement of Attainment or Meditech Training College Certificate of Achievement, the learner must have:

- successfully completed all assessments and workplacement (where applicable)
- been deemed competent in all areas of study
- met all financial obligations
- obtained a Unique Learner Identifier (USI).

Privacy Policy

Meditech Training College respects your privacy and complies with the Commonwealth Privacy Act, 1988. We let you know exactly how we use your information, what your rights are and what our commitment is to you. If you have any questions about this, please call us on or write to:

The Privacy Officer

Meditech Training College

Postal: PO Box 1439 Strathfield NSW 2135

Head Office: 5G/9-13 Redmyre Road Strathfield NSW 2135

Please include your name, number and address.

Introduction to The Privacy Act

The Privacy Act 1988 is the Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. The Privacy Act includes 13 Australian Privacy Principles that apply to the handling of personal information.

Source: Office of the Australian Information Commissioner, <https://www.oaic.gov.au/privacy-law/>

Personal and sensitive information

Meditech Training College collects personal and sensitive information to identify potential and enrolling learners and enables us to provide services to meet their individual needs. For Meditech Training College to fulfil its functions as an education provider, a range of information is collected including: Name, Address, Date of birth, Gender, Contact details, Payment details, Financial details, Electronic details such as e-mail address and IP addresses, History of engagement with the Meditech Training College website and documents accessed, Ongoing activity history as an enrolled learner including assessment records, progress and completion information, enquiries and complaints, Additional information as required by AVETMISS data collection standards such as disability, education history and English language, and literacy and numeracy proficiency.

Meditech Training College collects personal and sensitive information in order to provide education services and authenticate the identity of learners. Individuals have the right to choose not to disclose personal or sensitive information to Meditech Training College, however this may limit or prevent our ability to provide services.

Storage and Security of Personal and Sensitive Information

All learner records are stored electronically in the Meditech Training College's Learner and Student Management Systems – eSkilled.

eSkilled Security Infrastructure

eSkilled's Cloud Server Infrastructure follows world class security principles. All servers sit behind a securely configured and monitored Firewall with real time threat detection, alerts and blocking. Administration access to cloud servers is only possible through a secure bastion with VPC peering.

eSkilled use AWS Key Management and Identity Access Management as further data security controls. AWS CloudWatch and Datadog Monitoring Applications are configured to monitor performance of applications and servers, as well as detecting threats in real time.

Data Backup

eSkilled back up all data at 2 hourly intervals. All backups are stored in a different geographic location to production servers to ensure adequate redundancy in case of a catastrophic event at one data centre. Data Privacy Policy eSkilled have a detailed data privacy policy which can be located [HERE](#)

Accessing your personal and sensitive information

Meditech Training College provides access to personal and sensitive information in line with the requirements of the Australian Privacy Principles. A learner can request access to their personal and sensitive information by submitting a request in writing to the Learner Support Team. Meditech Training College will authenticate a learner's identity prior to releasing any personal and/or sensitive information held about the learner.

In the event a request to access personal and sensitive information presents a risk relative to Australian Privacy Principle subclause 12.3 (for example, releasing the information may have an unreasonable impact on the privacy of other individuals), Meditech Training College may refuse such a request, or provide access to subsections of the information. In such cases, the learner support team will advise the learner in writing of the decision relating to the request and reasons for the decision. Meditech Training College will respond to requests for access to personal and/or sensitive information within three business days.

Correcting personal and sensitive information details

Meditech Training College endeavours to maintain accurate and up to date information relating to a learner during their enrolment period. Learners can confirm and update their personal and sensitive information by contacting the Learner Support Team. Meditech Training College will authenticate a learner's identity prior to actioning any change requests.

Disposal of personal and sensitive information

Meditech Training College only retains a learner's personal and sensitive information for as long as required to fulfil its obligations as an education provider. Information relating to learner enrolment, progress and attainment is required to be retained for a period of 30 years.

Sharing of Personal Information

Meditech Training College will only share a learner's personal and sensitive information with third parties where it is required as a part of our regulatory obligations as a Registered Training Organisation, or where the learner has provided written consent to do so.

Meditech Training College may be required to share learner personal and sensitive information in accordance with its regulatory requirements with the following Organisations:

- Australian Skills Quality Authority (ASQA)
- Partner Registered Training Organisations where Meditech Training College delivers training and assessment services for a learner on behalf of the partner institution
- State and Territory Education and Training Departments
- The Police, where an alleged breach of the Learner Code of Conduct may involve criminal

- behaviour
- Third party debt collection agencies.

Complaints about Privacy

Where a learner is unhappy with the way Meditech Training College has managed their personal and/or sensitive information, they can lodge a complaint using the Complaint Form. Complaints relating to personal information will be managed in accordance with the Formal Complaints process outlined in this handbook.

National Vet Data Policy Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Without this personal information, we will not be able to enrol you as a learner.

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 Meditech Training College using the contact details listed below.

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 learner 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.

Meditech Training College will also send you surveys throughout the duration of your course. Your responses will be anonymous and your candid feedback is encouraged.

Contact information

At any time, you may contact Meditech Training College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

Data Reporting

The Data Provision Requirements that form part of the VET Quality Framework are a separate legislative instrument under the National Vocational Education and Training Regulator Act 2011.

The data required relates to registration and performance information, including quality indicator data and information derived from the Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS).

AVETMISS is the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers, which is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about learners, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

Broadly speaking, it provides answers to the following questions about learners in the VET system:

- Who they are – basic demographics like age, sex, indigenous and disability information, geographic location
- Where they study – type of provider (for example, government or private), location of training delivery
- What they study – enrolments in units of competency, as part of a qualification, the result obtained for the unit (outcome), how it was studied (for example, classroom, workplace or online) and how it was funded.

The Standards for RTOs 2015 require all RTOs to collect and report AVETMISS data.

Meditech Training College must:

- Obtain full AVETMISS data to the requirements, and subject to any applicable exemption, provided under the National VET Provider Collection Data Requirements Policy
- Submit data compliant with AVETMISS, and subject to any applicable exemption, provided under the National VET Provider Collection Data Requirements Policy, and
- Comply with any other data provision requirements set out by the National VET Provider Collection Data Requirements.

Meditech Training College will submit AVETMISS compliant data on all nationally recognised training where Meditech Training College is responsible for issuing the statement of attainment or qualification in accordance with [ASQA's Total VET activity reporting](#) requirements. The data collection period is across 12 months of the calendar year with the report submitted to the [National Centre for Vocational Education Research](#) (NCVER) during February of the following year.

When submitting statistical data on our learners (AVETMISS), we will utilise the features built into eSkilled.

Complaints and Appeals Policy, and Procedure

Meditech Training College makes every effort to provide a high-quality learning experience including excellent learner support services and ongoing Trainer/Assessor support. However, if at any time you have a grievance or are dissatisfied with any aspect of our service or training, you can lodge a complaint with us by following the complaints processes as outlined in this handbook.

Meditech Training College is committed to the fair and equitable management of complaints within its learning community. In the handling of complaints, Meditech Training College is committed to:

- Ensuring a complainant is not victimised or discriminated against;
- Considering complaints in a consistent, transparent, objective and unbiased manner
- processing complaints and informing you clearly of the outcomes of the complaints process in a timely manner
- ensuring you have every opportunity to present your case, including the involvement of a third party or arbiter
- keeping a record of complaints and associated meetings, decisions and outcomes to address the cause of the complaint and document any changes.
- Systematically implementing improvements arising from Complaints.

Complaints Process

In order to clear up misunderstandings and preserve harmonious working relations, the learner is encouraged to discuss aggrieved issues with their Meditech Training College contact person. Where a learner is unsatisfied by the resolution of an issue, wishes to have an issue more formally addressed, or for any other reason, they may submit a complaint. Every effort shall be made to settle any complaint from the learner as expeditiously as possible. Details of the complaint will be treated in strict confidence.

The complaint must be submitted in writing to our Learner Support Team using the Complaints Form, and must contain at a minimum:

- A description of the problem
- A specific policy, procedure or process which the learner believes has been misused
- The date of the circumstances leading to the complaint, or the date when the learner first became aware of those circumstances
- The remedy sought by the learner to resolve the complaint

After reviewing the written complaint, management will meet with the learner to further understand the issues. Following that meeting, a response in writing will follow within 10 working days. The manager's response shall be final and binding unless the learner feels that the issue is immoral or illegal. In that instance and that instance only, the learner and the appropriate manager will meet with the CEO for a resolution of the issue.

Complaints Appeals Process

Where a complainant is unsatisfied by the resolution of their complaint, they may lodge a Complaint Appeal.

Complaint Appeals are to be submitted in writing either via the Complaint Appeals Form or other written means that clearly identifies the matter as a complaint appeal. Complaint Appeals may be submitted via email to our Learner Support Team. All Complaint Appeal cases will be investigated by a Learner Support Officer who will acknowledge receipt of each Complaint Appeal in writing.

All Complaint Appeal Cases will be reviewed, and proposed outcomes endorsed by the management team. All complainants will receive a written outcome to their complaint appeal including reasons for decisions and options available to the complainant.

If the learner is still not satisfied with the resolution of the complaint, they may seek further assistance from ASQA. Their complaint can be submitted via ASQA's online complaints portal - asqaconnect.asqa.gov.au.

Meditech Training College acknowledges that complaints, appeals, and feedback are integral components for our continued and effective improvement as an RTO. We are committed to ensuring any type of feedback regarding the RTO (good or bad), is acknowledged, recorded, reviewed, and actioned in a fair and timely manner.

Meditech Training College will take steps to ensure complainants feel empowered to supply a complaint without fear of reprisal.

Our commitment to our learners

Just as ethical behaviour is expected of you, we want you to know what to expect of us. In all our interactions with you, we recognise our duty to:

- always act with professionalism, honesty and integrity
- treat all learners with fairness and equality
- recognise and respect individual differences and abilities, including special needs
- not denigrate or judge you, or act because of personal bias
- provide prompt, efficient and quality services and support to learners
- provide clear and simple information
- maintain confidentiality and privacy
- offer a service based on up-to-date knowledge of current policy and practice; and
- act in a safe and responsible manner.

Access and Equity

Meditech Training College provides equal opportunity and promotes inclusive practices and processes for all learners and prospective learners. We understand that it is unlawful to discriminate based on irrelevant personal characteristics and so we seek to provide guidance on creating a learning environment that is free from direct or indirect discrimination, harassment, bullying and vilification.

Meditech Training College is committed to the fair treatment of its learners and prospective learners. As an equal opportunity employer, we do not condone any form of unlawful direct or indirect discrimination and expect all staff to know and to adhere to policies and procedures that support and endorse access and equity.

Meditech Training College will regularly collate and analyse enrolment statistics for patterns which may impact on equal opportunity for learners. Meditech Training College uses the VET Quality Framework requirement as its foundation, to adhere to principles of access and equity in order to maximise outcomes for learners by:

- Establishing the needs of learners and delivering courses, assessment and support services that meet these needs
- Ensuring learners receive training, assessment and support services that meet their needs
- Collecting, analysing and implementing programs to continuously improve courses, assessment and support services
- Adequately informing prospective learners regarding courses, assessment and support services and their rights and obligations prior to enrolment
- Ensuring trainers and assessors are actively engaged in development, delivery and monitoring of courses, assessment and support services
- Providing all learners with timely and accurate access to their participation and progress relating to their course and assessment
- Having appropriate mechanisms and services for complaints and appeals to be addressed efficiently and effectively.

Access and Equity Principles

Meditech Training College is committed to providing materials and services to all learners that are accessible, fair and equitable by applying the following key principles:

- Ensuring modules and study periods, assessment tasks and support services are accessible to all learners
- Ensuring all learners have an equal opportunity to progress through their course and obtain a certificate
- Establishing and maintaining modules and study periods, assessment tasks and support services that address the requirements of the learning community and that abide by anti-discrimination laws
- Encouraging inclusive practices and using inclusive language to avoid discriminating, devaluing or demeaning people of any age, gender, race or culture or minority group in our society
- Ensuring the learner environment is free of harassment and bullying and encouraging fair treatment of all individuals; and
- Having policies and procedures in place that address and resolve learner complaints relating to unfair treatment, discrimination, and harassment or bullying.

Expectation of learners, employers and supervisors

Training and assessment is competency based which means you are assessed on skills you can demonstrate, tasks you can perform and required skills and knowledge you have effectively gained to perform your work. It is critical that you and your employer/supervisor be thoroughly familiar with the requirements of undertaking the course and the need to demonstrate achievement of competencies.

The employer/supervisor is responsible for:

- Providing a safe working environment
- The provision and delivery of instruction during workplacement
- Providing hands-on experience, the full range of work and facilities for you to acquire the required knowledge and skills
- The supervision of learners to support development of competencies
- Liaising with our Trainer/Assessor to provide feedback on learner's competency
- Retaining a copy of the training plan and where provided maintaining a copy of the workplacement logbook to demonstrate structured workplace learning.

The learner is responsible for:

- Maintaining a safe working environment
- Making all reasonable efforts to acquire the appropriate skills and knowledge
- Collecting and presenting assessment evidence as discussed with their Trainer/Assessor
- Attending scheduled training and assessment visits
- Notifying their Trainer/Assessor in advance if they are unable to attend a session
- Updating the training logbook with your structured training activities
- Maintaining a copy of your training plan.

Attachment 1: Support Services

SUPPORT SERVICES LIST				
Name of Organisation	Website	Phone No	Email	Client Needs Addressed
AA - Alcoholics Anonymous	www.aa.org.au	(02) 4964 1555	Available on website	Clients who are/or have been affected by alcoholism
Beyond Blue	www.beyondblue.org.au	13 36 77	Available on website	For clients who are experiencing anxiety and/or depression
Black Dog Institute (Anxiety Centre)	www.blackdoginstitute.org.au	(02) 9382 2991	blackdog@blackdog.org.au	For clients who are experiencing depression, anxiety or any other mental illness.
Domestic Violence Help line	www.community.nsw.gov.au	1800 656 463	Available on website	For clients who are experiencing difficulties in the home.
CEED- Eating Disorder Help Centre	www.ceed.org.au	03 8387 2673	ceed@mh.org.au	To assist clients who are experiencing issues with eating disorders
Kids Helpline	www.kidshelp.com.au	1800 55 1800	admin@boystown.com.au	Services for assisting children or people who are concerned about a child
Post-Traumatic Stress Disorder	www.questforlife.org.au	1300 941 488		For clients who are suffering from post-traumatic stress following an event that has affected their lives
Precision Consultancy	http://www.precisionconsultancy.com.au/acs_framework/			Access to LLN assessment tasks that can be used for a variety of industries
Lifeline Australia	www.lifeline.org.au	13 11 14	Available on website	Learners who are dealing with hardship or require assistance

				with personal issues
The Reading Writing Hotline	www.readingwritinghoteline.edu.au	1300 655 506	info@literacyline.edu.au	If a learner is having difficulty with reading, writing and numeracy who require training to assist them.
NSW Rape Crisis Centre	www.nswrapecrisis.com.au	(02) 4924 6333	Available on website	To assist learners who have been raped
Workplace Bullying Helpline	www.workershealth.com.au	(02) 9749 7666	crew@reachout.com.au	For learners who have been affected by bullying
Suicide Helpline	www.suicideline.org.au	1300 651 251	Available on website	For learners who may be contemplating suicide or don't know how to help someone in their family who has been affected
Men's Helpline Australia	www.menesline.org.au	1300 78 79 78		For male clients who have male related health issues
Wesley Mission Aust. (Poverty Helpline)	www.wesleymission.org.au	(02) 9263 5555	Available on website	For learners affected by poverty or financial issues
National Council for Single Mothers and their children	http://www.ncsmc.org.au/	(08) 8354 3856	ncsmc@ncsmc.org.au	Single mothers who need assistance
Physical disability Australia	http://www.pda.org.au/	(02) 6567 1500	Available on website	For learners who require assistance with their physical disability
Expression Australia	www.expression.com.au	1300 780 225	Available on website	For assisting the trainer who might require an interpreter for learners who are deaf or have hearing impairments
Salvation Army	http://salvos.org.au/salvovocareline/	13 72 58	Available on website	For learners who require financial assistance or

				emergency care
Disability Advocacy Network Aust.	http://www.dana.org.au/	(02) 6175 1300	Available on website	For clients who may require assistance with their disability
National Disability Service	http://www.nds.org.au/	(02) 6283 3200	nds@nds.org.au	For clients who may require assistance with their disability
Vision Australia	http://www.visionaustralia.org/	1300 84 74 66	info@visionaustralia.org	For clients who require assistance due to vision impairment
Community migrant resource centre	http://www.cmrc.com.au/	(02) 9687 9907	Available on website	For clients who may need assistance for Migration support services
Department of health/Mental health	www.health.gov.au	(02) 6289 1555	Available on website	Support for learners who are affected by health or mental health issues