



Learner Handbook

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Introduction

This information booklet is designed to provide you with information about the services provided by the Medecs Learning and our approach to providing you a safe, fair, and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by Medecs Learning. This information is contained in the Course directory located at www.medecslearning.com/courses

About Medecs Learning

Medecs Learning is the premier provider of courses in the HCSA sector in Tasmania. Medecs Learning is a Registered Training Organisation (RTO Code: 45695)

Our experienced team of dedicated professional instructors deliver nationally endorsed courses to a wide range of individuals and partner organisations. Additionally, our online-only courses make it easy to develop your professional skills.

As a registered NDIS provider we also provide complex care education, training, services for NDIS participants including the development and updating of individualised complex healthcare plans.

Medecs Learning has contemporary, up to date facilities, and has a team of qualified and dedicated sector-led Trainers. You can find out more about Medecs Learning here www.medecslearning.com

Medecs Learning is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the nationally endorsed course requirements.

Our Services

Medecs Learning provides training and assessment services in support of the following nationally endorsed training products:

- HLTAAP001 - Recognise healthy body systems
- HLTAID009 - Provide cardiopulmonary resuscitation
- HLTAID011 - Provide first aid
- HLTHPS006 - Assist clients with medication

As well as:

- Manual handling
- Medication administration
Refresher course
- Complex care courses including:
Complex Bowel Care
Enteral Feeding (includes but not limited to PEG Tube, Nasogastric tube, Jejuostomy)
Urinary catheter management
Diabetes management & blood glucose monitoring.

Epilepsy education & training
EpiPen administration

- The Essentials online courses. 14 online essential courses for support workers. Access 24/7 anywhere, anytime.

Our mission

Our mission is to provide quality, sector-led training & education options for the diverse support roles in the HCSA sector, underpinned by our essential shared values of faith, integrity, kindness, respect, confidentiality, innovation, creativity, and accountability.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit, and retain talented, competent, and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.
- **Learner Focused.** We thrive on providing training and assessment that is learner focused and which supports lifelong learning. We respect our learners and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Finding Us

For all details, please go to the following webpage:

www.medecslarning.com

Training centres

Hobart Training Centre located at: Main Building, Technopark, Innovation Drive, Dowsing Point.

Launceston Training Centre located at: 62 Invermay Rd, Invermay.

Devonport Training Centre located at: 10-12 Wenvoe St, Devonport.

For further details about directions and amenities please go to following web page www.medecslearning.com/courses

The MySupport portal

All courses we deliver are managed through our student management system called MySupport. From enrolment to completion, it will be all here on your student dashboard.

Computer and internet will be required

All courses offered by Medecs Learning require you to have access to a computer and reliable internet connection. Please ensure you have access to be able to participate in our courses.

Our Trainers and Clinical Instructors

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience. For further details please go to the following web page:

www.medecslearning.com/about

When you study with Medecs Learning, your Trainer Assessor will be always there to assist you throughout your course. You

can contact your Trainer Assessor via the MySupport portal.

mysupport.medecslearning.com

Medecs Learning is a safe learning environment for learners and our Medecs Learning staff.

Our expectation of you

Medecs Learning expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability, or religious belief.
- To be courteous and respectful when dealing with Medecs Training and Administration staff. Any offensive behaviour toward Medecs staff is unacceptable and may incur consequences including reporting of behaviour to Employer organisations and cancellation of enrolment.
- To comply with the rules and regulations of Medecs Learning.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?

- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To use facilities and Medecs Learning resources with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and Medecs Learning staff members and their right to privacy and confidentiality.
- To be responsible for your own health & wellbeing. Our first aid and manual handling courses require a degree of physical exertion to be able to be assessed and successfully pass the courses. If you attend, please ensure you can safely participate. If you are uncertain, please contact us at Client Support email admin@medecslearning.com

Unique Student Identifier (USI)

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript)

that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet, or smart phone anytime. Fact sheets –available to download [Learner Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to most learners in Australia. The USI Exemption Table is available from the [USI website](#) which explains these circumstances. Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of

being exempt can be obtained from [the USI website](#).

Your safety

Medecs Learning is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for your own actions.
- No smoking at the training and assessment facilities or offices.
- Report all potential hazards, accidents and near misses to the RTO staff.
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment.
- Always keep training and assessment areas neat and tidy.

- Seek assistance if you volunteer to lift items e.g., move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical equipment

- Electrical equipment that is not working should be reported to Medecs Learning staff.
- Appropriately licensed or trained personnel should only perform electrical work. Learners, trainers, and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire safety

- Medecs Learning will undertake to communicate the procedures involved in evacuation and the location of fire equipment to learners at each facility for each training and assessment event.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.

- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities is available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.

Lifting

- Learners, trainers, and assessors are encouraged not to lift anything related to the training and assessment provided by Medecs Learning unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work & study areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

Your equity

Medecs Learning is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Medecs Learning staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Learners should expect fair and friendly behaviour from Medecs Learning staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Learners who feel that they have been discriminated against or harassed should report this information to a staff member

of Medecs Learning that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a learner wishes to report an instance of discrimination or harassment to an agency external to Medecs Learning, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

Medecs Learning takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- Medecs Learning will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of you training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- Medecs Learning is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in endorsed training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases Medecs Learning will seek the written permission of the learner for such disclosure. Medecs Learning will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this

access otherwise this access will be denied.

- You have the right to access information that Medecs Learning is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records.”
- If you have concerns about how Medecs Learning is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. Please click the following link to find further information about [our privacy policy](#).

National VET Data Policy

As part of your enrolment, you will be asked to declare your acceptance of the terms of the service contract and the refund conditions and confirm that you have been fully advised of the fees, refund conditions and conditions of enrolment and agree to be a Learner at Medecs Learning.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by Medecs Learning and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Medecs Learning is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Medecs Learning for statistical, regulatory and research purposes. Medecs Learning may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary Learner undertaking VET, including a school-based apprenticeship or traineeship.
- Employer – if you are enrolled in training paid by your employer.
- Commonwealth and State or Territory government departments and authorised agencies.
- NCVER.
- Organisations conducting Learner surveys; and
- Researchers.

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

- issuing a VET Statement of Attainment or VET Qualification and populating Authenticated VET Transcripts.
- facilitating statistics and research relating to education, including surveys.
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including course administration, regulation, monitoring and evaluation.

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

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

Fees payable

If your employer has enrolled their staff, then they will be paying the fees.

If Individual learners are self-enrolling, the initial fee payment must be paid at the point of enrolment. Please click on the following weblink for a copy of our [current schedule of fees and charges](#).

Learner cancellation

Learners who cancel their enrolment must notify Medecs Learning by email:

admin@medecslearning.com

Or by phone on 6272 1843

at the soonest opportunity. Learners who cancel their enrolment less than 2 business days prior to course commencement or after a course has commenced will not be entitled to a refund of fees. Please see *Refunds* conditions below. Learners are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled course.

Replacement of text & training workbooks

Learners who require replacement of issued text or training workbooks may be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to our [current schedule of fees and charges](#).

Refunds

Learners, who give notice to cancel their enrolment **2 business days** or more prior to

the commencement of a course, will be entitled to a full refund of fees paid.

Notice of cancellation must be by email admin@medecslearning.com

Or by phone on 6272 1843.

Learners who give notice to cancel their enrolment less than 2 business days prior to the commencement of a course will not be entitled to a refund of fees paid. The amount retained by Medecs Learning is required to cover the costs of staff and resources which will have already been committed based on the learners' initial intention to undertake the training.

Learners who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.

If there are extenuating circumstances and you would like some consideration of these circumstances please let us know when you advise your cancellation and they will be referred to our Management for further consideration. You will be advised within 5 days of any outcome.

Where a learner has incurred personal costs as a result of their course cancellation Medecs Learning will not incur any costs.

Payment method

Medecs Learning accepts payment for fees using:

- Debit card/Credit card

- Electronic Funds Transfer (account details available on request)

Transfers

Requests for transfers to alternate course dates can be arranged if Medecs Learning is advised in writing by email admin@medecslearning.com

Or by phone on 6272 1843 more than 7 working days prior to the original course commencement date and there is availability on the alternate requested course date.

Statutory cooling off period

The Standards for Registered Training Organisations require Medecs Learning to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Medecs Learning do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our learners who have enrolled into a course.

For refund option in other circumstances, learners must refer to the above refund policy.

Our Guarantee to Clients

If Medecs Learning cancels or ceases to provide scheduled training, Medecs Learning must issue a full refund for any services not yet provided.

Changes to terms and conditions

Medecs Learning reserves the right to amend the conditions of the Learner's enrolment at any time. If amendments are made that effect the Learner's enrolment the Learner will be informed 7 days prior to changes taking effect. Learners then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Protection under Australian Consumer Law

As a Learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer

Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).

Accessing your records

You are entitled to have access to your records. These records include your:

- learner file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst Medecs Learning will retain these records, you are welcome to have access anytime please contact us at

admin@medecslearning.com

and it will be organised ASAP.

In the case of accessing a reissuance of a previously issued Statement of Attainment if you have lost or misplaced your AQF certificate you may obtain a copy from MySupport.

If you no longer have access to MySupport due to an email change (in the case of a work email). Then please request a copy to

admin@medecslarning.com

To obtain a certificate copy you must provide proof of identification in the email including your USI, DOB, address, and contact number.

Continuous improvement

Medecs Learning is committed to the continuous improvement of our training and assessment services, learner services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements-Learner satisfaction survey.

The primary method of reporting opportunities for improvement by learners is via MySupport.

At the completion of your course, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from learners about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Medecs Learning for our ongoing improvement of services and to enable us to report this information to our

registering authority. Your assistance in gathering this survey data is appreciated.

Assessment

At Medecs Learning assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The learner is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would be short answer response activities and may include other questioning methods including multiple-choice.
- **Practical demonstration tasks:** The learner is required to demonstrate to their Assessor they can complete a specific task according to the performance criteria described in the Unit outline. Your Assessor will ensure you understand what is required in this type of demonstration assessment.
- **Case Study Response:** The learner is required to provide a written response to a situation presented in a case study scenario. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the learner's performance.

Re-assessment

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Medecs Learning to provide three opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Learner's requiring additional learning support are to be brought to the attention of Medecs Learning management so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment

support, a learner's enrolment can be determined through mutual agreement.

Issuing Statements of Attainment

Medecs Learning will issue all Australian Qualification Framework certification documentation (Statements of Attainment) to a Learner within 30 calendar days of the Learner being assessed as meeting the requirements of the training product if the course in which the Learner is enrolled is complete. Please note however that Medecs Learning is not obliged to issue a certificate to a completed Learner if:

- All agreed fees the Learner owes to Medecs Learning have been paid.
- The Learner has outstanding assessment tasks to complete.
- The Learner has provided a valid Unique Student Identifier.

Learners should be aware that a:

- Statement of Attainment is issued when the Learner has achieved one or more units of competency as a result of completing a course which included units of competency only or where the Learner achieved one or more units of competency as part of an enrolment in a qualification-based course, but the Learner did not achieve all of the units of competency to receive the full qualification.

Learner support services

During your enrolment on MySupport, you will have the opportunity to let us know if you require any support.

One of the important objectives of this engagement is to understand what support services you may need to fully participate in your study. You can answer various questions about your support needs or your “individual needs.” This is simply the term we use to define what your needs are, and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

WHAT SUPPORT IS AVAILABLE?

Our services are outlined in [the ‘Guide to Learner Support Services.’](#)

Medecs Learning will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support.
- Studying and Learning Coaching.
- English as Second Language Tuition.
- Alternative Payment Plan.
- Counselling Support.
- Disability Access.

If you need support during your course, please approach your Trainer or email Client Support Services at admin@medecslearning.com and you will be connected with the best person who can assist you.

If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform Client Support Services in your email that you would like to meet with the RTO Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. Medecs Learning is committed to our Learner’s welfare.

Language, literacy & numeracy skills

Language, literacy, and numeracy skills are critical to all areas of work. These skills are often referred to as *Foundation skills*. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing, and comprehending written work instructions.

To support this approach, Medecs Learning will:

- Provide the support opportunity for a learner’s language, literacy, and numeracy skills during their enrolment to ensure they have adequate skills to complete the training.

- Support learners during their study if requested, with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered.
- Provide clear information to learners about the details of the language, literacy, and numeracy assistance available. Medecs Learning recommend the LLN training courses provided by TAFE or Community Colleges. These institutes have specialist teachers to support the learner's development.
- Refer learners to external language, literacy and numeracy support services that are beyond the support available within Medecs Learning and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete courses if necessary.

Making complaints & appeals

Medecs Learning is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete the digital complaint form located in your MySupport. Via *Help>lodge formal complaint form*.

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following email:

admin@medecslearning.com

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Medecs Learning in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are made by learners and/or employers.

What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Medecs Learning within **28 days** of the learner being informed of the decision or finding. Please email admin@medecslearning.com

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time by notifying your Trainer, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform

us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

Medecs Learning applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to provide the complaint or request for an appeal of a decision in writing to Medecs Learning.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by Medecs Learning including all details of lodgement, response, and resolution. Medecs Learning will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, Medecs Learning is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meetings via an electronic means. Medecs Learning will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be managed sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response must be provided to the person within **fourteen (14) days** of the lodgement of the complaint / appeal.
- Complaints / appeals must be resolved to an outcome **within sixty (60) days** of the complaint / appeal being initially received. Where Medecs Learning Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, Medecs Learning will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within thirty (30) days is considered acceptable and in the best interest of Medecs Learning and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- Medecs Learning shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.
- Complaints / appeals are to be managed in the strictest of confidence. No Medecs Learning representative will disclose information to any person without the permission of Medecs Learning Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and managed to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a

complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose, and must not consider irrelevant considerations.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Medecs Learning to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Medecs Learning because of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,

- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Medecs Learning also has an obligation to fully consider the substance of allegations and the response provided by parties before deciding. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Medecs Learning.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Medecs Learning to investigate the matter, then in these circumstances Medecs Learning reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

Medecs Learning provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow Medecs

Learning to full consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Client Support Team of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the Medecs Learning Chief Executive Officer will advise of an appropriate party independent of Medecs Learning to review the complaint (and its subsequent handling) and provide advice to Medecs Learning regarding the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the Medecs Learning appoints or engages an appropriate independent person to review a complaint / appeal, the Medecs Learning will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by Medecs Learning as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by Medecs Learning and the Chief Executive Officer feels that they may be bias or there is a

perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by Medecs Learning, they have the opportunity for a body that is external to Medecs Learning to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Learners who are not satisfied with the process applied by Medecs Learning may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website <https://www.education.gov.au> at
- In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

Withdrawing from a course

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to email their request to admin@medecslarning.com. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. The Office Manager will review these requests, it may be possible to interview the learner to understand their circumstances. Learners are to be informed of this decision in writing.

Learner who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by the Medecs Learning, the learner's enrolment may be terminated in absentia. This action may only be taken where the Medecs Learning has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Email records and written records of phone conversations are to be retained on the learner's file as evidence of any expressed instructions from the learner.

Before a learner's enrolment can be terminated without their written or

expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone, and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the Learner management system is to be updated with the outcome of "withdrawn" entered each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable trainers are to be informed of the learner's enrolment termination and advised to inform the Client Support Team if the learner makes contact.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, Medecs Learning provides the opportunity for learners to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any learner is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Learners may not apply for recognition for units of competence which are not included in Medecs Learning scope of registration.
- Whilst learners may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- Learners who are currently enrolled in a course are eligible to apply for recognition in that course at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life, and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records.
- Records of workplace training.
- Assessments of current skills.
- Assessments of current knowledge.
- Third party reports from current and previous supervisors or managers.
- Evidence of relevant unpaid or volunteer experience.
- Examples of work products.
- Observation by an assessor in the workplace.
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When

combined, with a number of evidence items, the candidate will start to provide a compelling case for competence. Medecs Learning reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a learner to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Evidence requirements

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to Medecs Learning.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment

or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any learner is entitled to apply for credit transfer in a course in which they are currently enrolled.
- Learners may not apply for credit transfer for units of competence which are not included in Medecs Learning scope of registration.
- Whilst learners may apply for credit transfer at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the learner down a more efficient path to competence.
- The learner does not incur any fees for credit transfer and Medecs Learning does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

Medecs Learning is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Medecs Learning has recognised it has compliance responsibilities to. They also represent obligations to you as a learner whilst training with Medecs Learning.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories> (State) and www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or

minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience learners, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds.
- how the entity collects and holds personal information.
- the purposes for which the entity collects, holds, uses, and discloses personal information.
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information.
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially

different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, as far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy, or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and courses; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in

educational institutions and in other areas of public activity; and

- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and courses and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to some people, particularly younger and older persons, in recognition of their circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:

- removing barriers to older people participating in society, particularly in the workforce; and
- changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people based on their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which the creator has expressed an idea or information.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and consider Australia's international labour obligations.

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards, and national minimum wage orders.

Enabling fairness and representation at work and the prevention of discrimination

by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes, and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of significant changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator