E4E EDUCATION FOR EMPLOYMENT

IHNA Australia

STUDENT HANDBOOK

HANDBOOK DISCLAIMER

This Student Handbook contains information that is current at the date of publication. Changes in legislation and the evidence based review and amendment of the policies, procedures and products of the Institute of Health and Nursing Australia (IHNA) that occur after this date may impact on the accuracy or currency of the information included. IHNA employs all reasonable measures to ensure that the information contained in this handbook is accurate, but reserves the right to vary any information described in this handbook without notice. This handbook is for prospective and enrolled students of the Institute. Information on all courses offered by IHNA is provided in this handbook and should be read prior to enrolling in a course. All enrolled students are required to read, understand and follow the policies and procedures set out in this handbook. For access to the most updated information you are encouraged to view the relevant pages on the IHNA website.
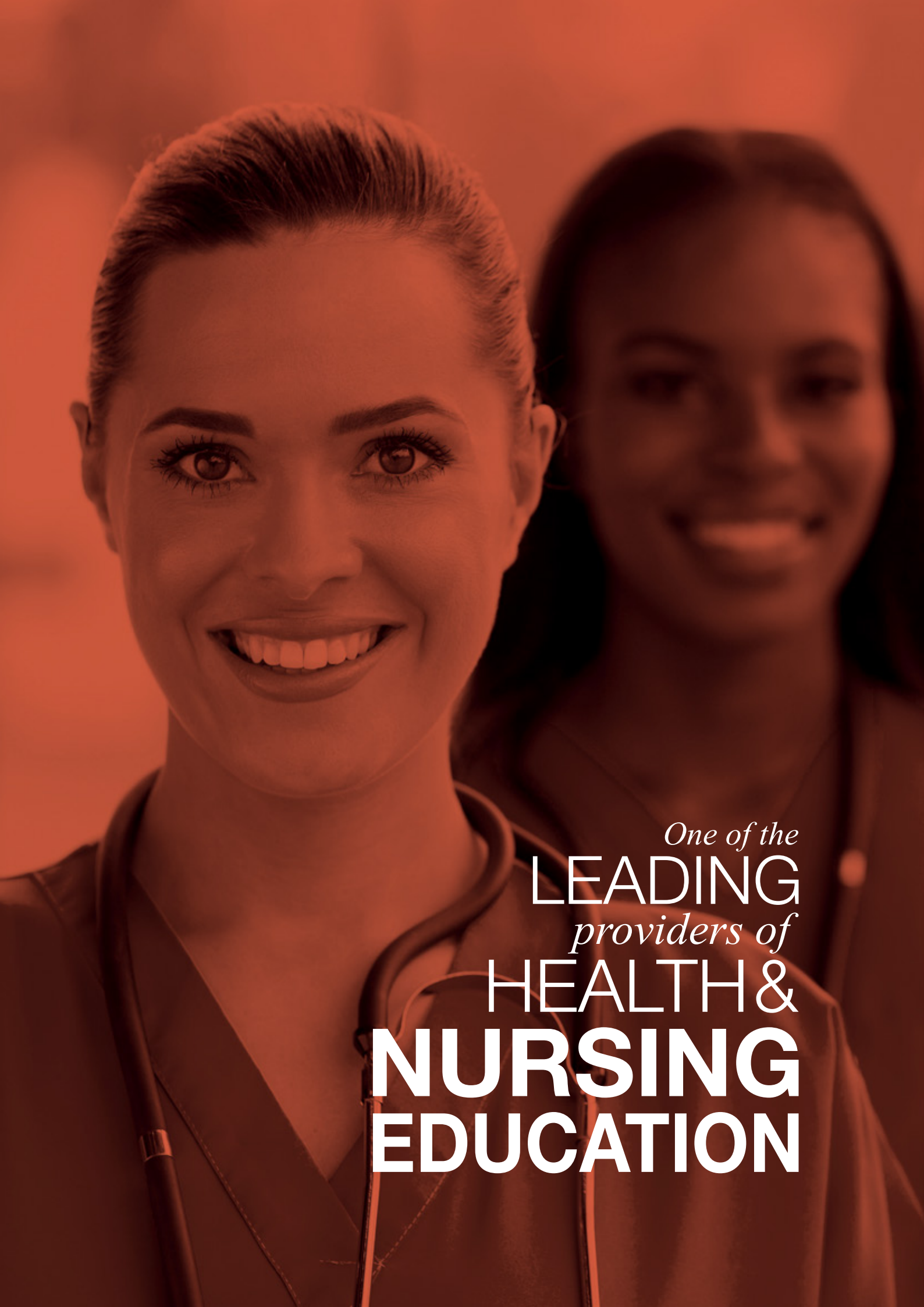
Important Details

Institute of Health and Nursing Australia (IHNA) Details:

Head Office : Level 1, 76-80 Turnham Avenue, Rosanna, VIC 3084, Australia

RTO : 21985

CRICOS Provider Code : 03386G

Phone : +61 3 9455 4400

Email : enquiry@ihna.edu.au

Web : www.ihna.edu.au

Your Details: [to be completed by the student]

Name	
Address	
Phone	
Email	
Course of Study	
My Lead Educator Name	
My Admin Staff Name	

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CONTENTS

WELCOME TO IHNA

ABOUT IHNA

Welcome to the Institute of Health and Nursing Australia (IHNA).

IHNA is one of Australia's leading providers of comprehensive health and nursing education. IHNA is an innovative, dynamic, and quality driven institution committed to continuous improvement; working hard to develop, implement and deliver both accredited courses and professional development programs.

Student welfare and administrative and educational support are paramount to IHNA from the time of application, to graduation and beyond. Whatever the mode of delivery, whether studying on campus or online, students are supported and motivated on a one-to-one basis by the institute's trainers and student support staff. Our students benefit from fully equipped campuses with modern facilities and amenities including state of the art e-learning platforms, nursing and computer laboratories, a student library, well equipped classrooms and student recreation areas. All of this combines to ensure IHNA's significant contribution to Australia's competent and confident health professionals.

HOW TO REACH US

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with IHNA.

Melbourne CBD Campus

Level 5 & 6, 131 Queen Street, Melbourne, VIC – 3000, Australia

☎ +61 3 9455 4444 ✉ enquiry@ihna.edu.au

Melbourne (Heidelberg) Campus

597-599 Upper Heidelberg Road, Heidelberg Heights, VIC 3081, Australia

☎ +61 3 9450 5100 ✉ enquiry@ihna.edu.au

Perth Campus

Level 2, 12 St Georges Terrace, Perth, WA – 6000, Australia

☎ +61 8 6212 8200 ✉ enquiry@ihna.edu.au

Sydney Campus

Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia

☎ +61 2 8228 6400 ✉ enquiry@ihna.edu.au

Melbourne (Administrative Office)

Level 1, 76-80 Turnham Avenue, Rosanna, VIC 3084, Australia

☎ +61 3 9455 4400 ✉ enquiry@ihna.edu.au

IHNA Vision and Mission

Purpose

Enhancing Lives through Education, Training and Technology

Vision

A global provider of technical and vocational education and training for the health sector, with a focus on practice-based learning to meet workforce, skill, and industry needs.

Mission

Education for Employment

Philosophy

Jobs are the primary source of wealth that sustains individuals and families; the building blocks of society. Creating a supportive organisation entails an emphasis on staff training and development, family support, career growth and the provision of lifelong opportunities for career progression through organisational growth.

The provision of quality educational outcomes is also fundamental to supporting the personal and career development of students and graduates. The world is increasingly globalised and interconnected; thus, education must transcend boarders and address changes in students' needs in response to global trends as well as local developments.

Linking and partnering with educational institutions and organisations that share HCI's global aspirations and are aligned with this philosophy is key to making that mission a reality.

That same philosophy is manifest in HCI's core values: Innovation, caring and excellence.

Core Values

Innovation

Innovation:
Be creative, innovate and forward-thinking in the design of our programs and services

Adopt a culture of innovation in every aspect of the delivery of our programs and services.

Caring

Caring:
Be empathetic and maintain a primary focus on the welfare of our students
Understand the unique requirements of our students and celebrate their diversity.

Excellence

Excellence:
Exceed expectations and strive to consistently deliver excellence in training delivery
Provide an educational environment that is inclusive and reflects the diversity of the communities it serves.

Honesty

Honesty:
Be truthful and demonstrate fairness and truthfulness in your actions.

Openness

Openness:
Be transparent open-minded and imaginative
Try new things and be curious to learn more and to understand.

Trust

Trust:
Be reliable

Be trust-worthy by demonstrating:
Consistency,
Compassion,
Communication,
and Competency.

VET Quality Framework

IHNA is regulated by ASQA (Australian Skills Quality Authority), the national VET Regulator. IHNA is committed that its management, operations and delivery and assessment of its courses comply with the requirements set out in the new VET Quality Framework.

Australian Government
Australian Skills Quality Authority

Why Study at IHNA?

- IHNA's excellence in delivering training for international students has been rewarded with the prestigious Victorian International Education Provider Award 2016. We are also shortlisted as finalists for the 2016 Victorian Small Training Provider of the Year Award.

- Finalist at the Victorian Training Award 2020.

- Winner of the McMillan Woods Global Awards 2018 in "Nursing & Healthcare Training Excellence".

- Our courses and learning materials are work focused and designed to meet Australian VET standards.

- State of the art simulation centres at every campus and Learning Hub allow our students to practice and assess their skills and techniques.

- Students may also access 24/7 online support services online, or via telephone, Skype or email.

- Ours courses are handled by experience trainers with current industry knowledge and skill.

- Successful candidates will be job-ready and will have the knowledge and skills to practice with confidence and competence.

- Students are supported and guided, every step of the way.

- Our courses are nationally recognised.

- Students get valuable hands-on industry experience during their work placement, which is organised by IHNA.

- As a recognised provider of quality education, training and management systems, we partner with industry to develop future workforce and training strategies.

Quality
ISO 9001
SAI GLOBAL

ACPET
AUSTRALIAN COUNCIL FOR
PRIVATE EDUCATION AND TRAINING
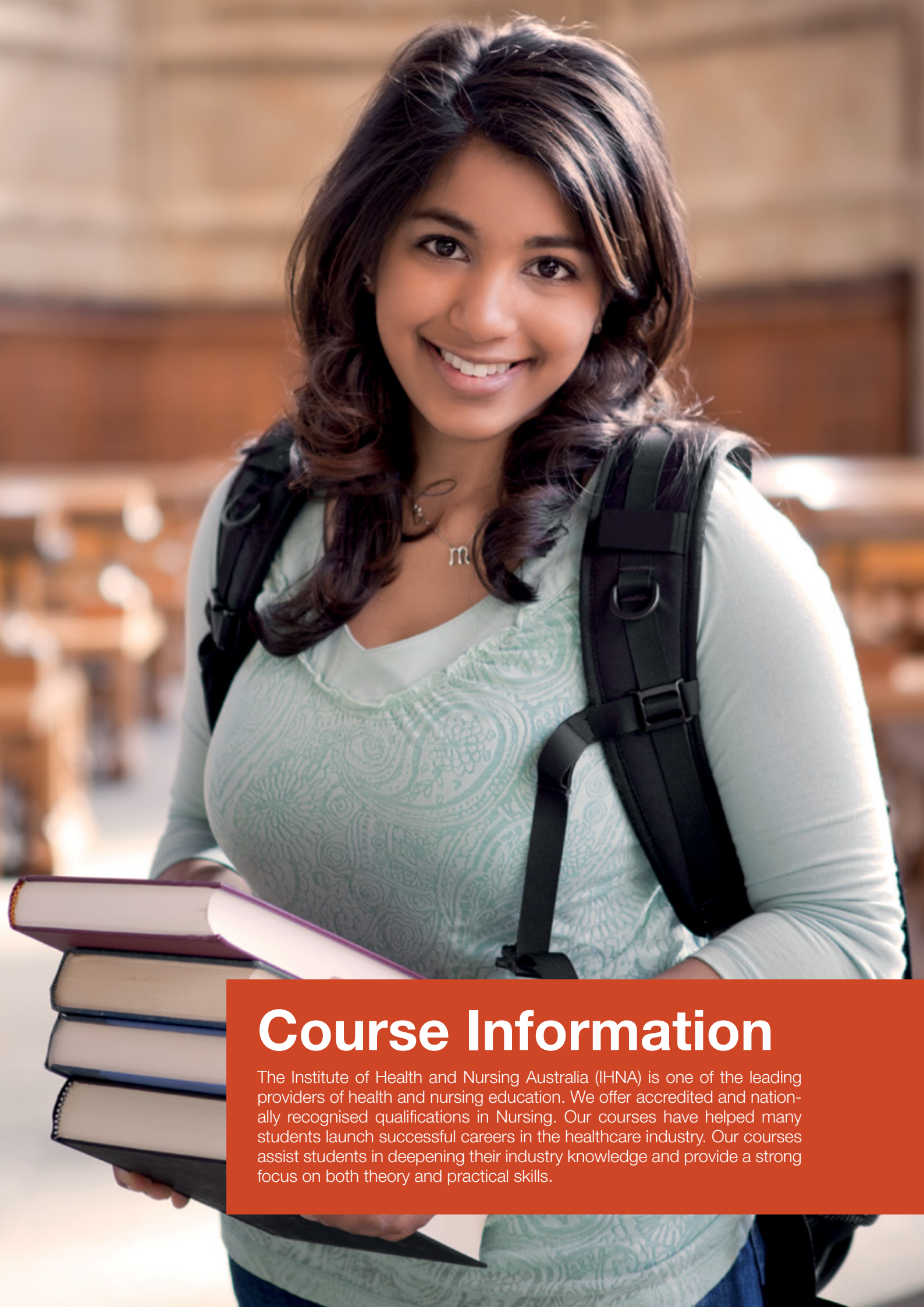
Course Information

The Institute of Health and Nursing Australia (IHNA) is one of the leading providers of health and nursing education. We offer accredited and nationally recognised qualifications in Nursing. Our courses have helped many students launch successful careers in the healthcare industry. Our courses assist students in deepening their industry knowledge and provide a strong focus on both theory and practical skills.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: https://www.aqf.edu.au/aqf-qualifications)

More information on Volume of Learning can be accessed at: https://www.aqf.edu.au/aqf-second-edition-january-2013

Competency Based Training

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

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

How Does Assessment Work in CBT?

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

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

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities;
- Responses to verbal questioning;
- Written responses to theory questions;
- Responding to a role play or case study;
- Conducting a project;
- Submitting a written report;
- Compiling a portfolio of work samples; and
- A combination of the above.

IHNA has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

IHNA staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by IHNA. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

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

Recognition Processes

IHNA offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- » Authentic – it must be your own work;

- » Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency;

- » Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past; and

- » Valid – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact admin staff or lead educator to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "…previously successfully completed the requirements for a unit of competency…and is now required to be reassessed to ensure the competence is being maintained".

- **Credit Transfer**

IHNA recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy of your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact student admin or lead educator.

Foundation Skills

All training and assessment delivered by IHNA contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Courses Currently Available at IHNA

Courses may vary in terms of their availability at different campuses and online. Please check with each campus for availability and start dates.

IHNA School of Management

- HLT47315 – Certificate IV in Health Administration
- CHC30121 – Certificate III in Early Childhood Education and Care
- CHC50121 – Diploma of Early Childhood Education and Care

IHNA School of Allied Health and Human Services

- CHC33015 - Certificate III in Individual Support (Ageing, Disability)
- HLT33115 - Certificate III in Health Services Assistance
- HLT33115 - Certificate III in Health Services Assistance (Assisting in Nursing Work in Acute Care)
- CHC43115 - Certificate IV in Disability
- CHC43015 - Certificate IV in Ageing Support
- CHC52015 - Diploma of Community Services (Case Management)
- CHC51015 – Diploma of Counselling
- CHC53315 - Diploma of Mental Health
- HLT43015 - Certificate IV in Allied Health Assistance (2 Specialisations)
- HLT37215 – Certificate III in Pathology Collection
- HLT37015 – Certificate III in Sterilisation Services
- HLT35021 - Certificate III in Dental Assisting

IHNA School of Nursing

- HLT54121 - Diploma of Nursing

Skilldemy

- HLTINFCOV001   -   Infection Control Skill Set
- CHCSS00114 -   Entry into Care Roles Skill Set
- CHCSS00070 -   Assist Clients with Medication Skill Set
- HLTWHS005 - Conduct Manual Tasks Safely

Units of Competency

- HLTAID011   -   Provide First Aid
- HLTAID009   -   Provide Cardiopulmonary Resuscitation
- HLTAID010   -   Provide Basic Emergency Life Support
- IVCN - Intravenous Cannulation (IV Cannulation)

COURSES

Scan the QR code above each course to access information about the course. If the student is collecting a hard copy of the Student Handbook from IHNA campus, a printed copy of the Course Brochure will be provided.

SCHOOL OF MANAGEMENT

HLT47315 - Certificate IV in
Health Administration

The HLT47315 - Certificate IV in Health Administration reflects the role of individuals who work in a senior operational or team leading role in the health industry.

Health Administration Workers complete a wide range of administrative and operational tasks under direct or indirect supervision.

The aim of the course is to produce competent, confident, critically thinking Health Administrators with a nationally accredited qualification in order to practice at senior operational or team leading level in health administration under direct or indirect supervision. This course may also provide a pathway into other higher education courses in health care.

* This training is delivered with Victorian and commonwealth government funding

CHC30121 - Certificate III in Early Childhood Education and Care

The CHC30121 - Certificate III in Early Childhood Education and Care qualification is suited to the role of workers in a range of Early Childhood Educational settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. Having completed this course, you can support the implementation of an approved learning framework, and support children's wellbeing, learning and development.

This course teaches you the skills and knowledge to provide care to children, and to plan engaging and educational activities to maximise their development. You will be able to create individual profiles and provide appropriate education and care for the children you are working with. You may choose to work under direct supervision or autonomously.

* This training is delivered with Victorian and commonwealth government funding

CHC30121 - Diploma of
Early Childhood Education and Care

The CHC30121 - Diploma of Early Childhood Education and Care qualification is suited to the role of childhood educators who are responsible for designing and implementing curriculum in Early childhood education and care services. You will be required to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standards.

This course teaches you the skills and knowledge to provide appropriate education and care to children. You may choose to work under direct supervision or autonomously and may also be required to supervise others. Students who have successfully completed Certificate III in Early Childhood Education and Care will receive advance standing for this course.

* This training is delivered with Victorian and commonwealth government funding

IHNA SCHOOL OF ALLIED HEALTH AND HUMAN SERVICES

CHC33021 - Certificate III in
Individual Support
(Ageing, Disability)

This qualification is designed for workers in the community or residential setting who provide individualised support to the aged or people with disabilities. They must use discretion and judgement, and take responsibility for their own outputs. They are taught factual, technical and procedural knowledge of the concepts and practices required.

Students may undertake this course as an entry pathway into the aged care or disability care industry. Our course is directed towards developing multi-skilled workers for the broad range of services supporting aged people and the disabled in residential and community settings.

* This training is delivered with Victorian and commonwealth government funding

HLT33115 - Certificate III in
Health Services Assistance

Management is the application, organisation and coordination of the activities of an enterprise in accordance with certain policies, procedures and practices. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

HLT33115 – Certificate III in
Health Services Assistance
(Assisting in nursing work in acute care)

The HLT33115 – Certificate III in Health Services Assistance (Assisting in nursing work in acute care) covers workers in a range of work roles who provide assistance to health professional staff with the care of clients. Health Services Assistance work in direct client contact but under supervision.

The curriculum for this qualification has been structured with elective groups for specific work functions in assisting in nursing work in acute care. Additionally, the qualification supports multiskilling requirements of smaller and rural or remote work settings.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

CHC43121 - Certificate IV in Disability Support

The CHC43121 - Certificate IV in Disability reflects the role of workers in a range of community settings and clients' homes, who provide support to empower people with disabilities. Through this support, they can achieve more independence, self-reliance, and wellbeing and can participate to the fullest extent in the community.

These workers promote a person - centred approach, work without direct supervision and may be required to supervise or coordinate a small team.

There is a practical component with work placement that provides real-world exposure to students. The course modules are structured to provide a balanced program of theory and practice relevant to the career opportunities across the healthcare industry.

* This training is delivered with Victorian and commonwealth government funding

CHC43015 - Certificate IV in
Ageing Support

The CHC43015 - Certificate IV in Ageing Support reflects the role of support workers who complete specialized tasks and functions in aged services. They work either in residential, hospital or community based environments and are required to take responsibility for their own work within defined organisation guidelines. They will also be required to maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery. Workers will be required to demonstrate leadership and take responsibility for other team members. The course modules are structured to provide a balanced program of theory and practice relevant to the career opportunities across the aged care industry.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

CHC52015 - Diploma of
Community Services
(Case Management)

The Diploma of Community Services (Case Management) is ideal for gaining the necessary skill sets for a profession in the Community Services sector. Students can become an advocate in areas such as family welfare, community health, employment services and disability services. The responsibilities of Case Managers are diverse in nature but generally include duties such as the implementation of service programs, the evaluation and assessment of client needs, and coordinating referral processes.

Students may undertake this course as an entry pathway into the care/ support industry. Our course is directed towards developing multiskilled workers who can communicate effectively and advocate on behalf of clients, employ counselling techniques, work one-on-one and in groups, apply all aspects of case management, including complex assessment and referral, implement community development strategies, understand the impacts of sociological factors on clients and case management techniques.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

CHC51015 – Diploma of
Counselling

The nationally recognised CHC51015 Diploma of Counselling equips you with relationship building tools to advance your career in the healing industry. Come and develop your communication skills and emotional intelligence through role-play to work as a social worker or a case coordinator counsellor.

Whether you are new to professional counselling or want to safeguard your career with an industry-recognised qualification, IHNA's CHC51015 Diploma in Counselling gives you real-world skills and knowledge, underpinned by a strong philosophical framework. Our course equips you to support and empower people, building relationships and fostering personal growth in a diverse range of contexts. With a person centred focus our accredited course integrates theory with skills-based practical experience and supervision to allow you to confidently start your practice or work with other agencies.

* This training is delivered with Victorian and commonwealth government funding

CHC53315 -
Diploma of Mental Health

This qualification reflects the role of workers who provide services to clients in relation to mental health issues.They can provide counselling, referral, advocacy and education/health promotion services.These workers are required to have high level specialist knowledge, skills and competencies especially in regard to laws affecting people with mental health issues, the range of services available to them and health issues related to mental health.

To achieve this qualification, the candidate must have completed at least 160 hours of work as detailed in the Assessment Requirements of units of competency. No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

HLT43015 - Certificate IV in
Allied Health Assistance
(6 Specialisations)

The allied health workforce is growing rapidly as demand grows across the aged care, mental health, disability, and health sectors. Allied health professionals provide a broad range of diagnostic, technical, therapeutic, and direct health services to improve the health and wellbeing of the consumers they support. (source: https://ahpa.com.au/what-is-allied-health/)

The Certificate IV in Allied Health Assistance course will train you to assist patients with their rehabilitation exercises that include various specialisations such as physiotherapy, occupational therapy, nutrition and dietetics, speech therapy, community rehabilitation, podiatry and conduct group sessions.

* This training is delivered with Victorian and commonwealth government funding

HLT37215 - Certificate III in
Pathology Collection
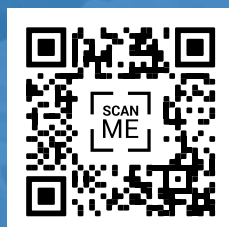
This qualification reflects the role of pathology collectors for example private pathology sector, hospitals and doctor's / Medical clinics. If you would like to work in pathology as a specimen collector (phlebotomist) this course will teach you how to take blood samples, various swabs and electrocardiograms for patients requiring pathology tests. You will learn infection control, first aid, WHS principles, how to prepare samples for testing, as well as communication and customer service skills. The course includes performing live bleeds in class and out in the industry, giving you real life experience.

Our teachers are all qualified pathology collectors with current industry experience. We have strong, long-standing relationships with a number of pathology organisations to provide you with the opportunity to consolidate your skills and gain real work experience.

* This training is delivered with Victorian and commonwealth government funding

HLT37015 – Certificate III in
Sterilisation Services

HLT37015 – Certificate III in Sterilisation Services supports the professional development of sterilisation technicians of health care facilities. The course covers cleaning and disinfecting reusable medical devices, using chemicals, sterilising loads, and managing sterilised stock. It provides graduates with a nationally recognised qualification. The training combines online theoretical study, on-campus simulation lab sessions, and practical experience in the industry.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

HLT35021 – Certificate III in
Dental Assisting

This qualification reflects the role of workers who assist dental practitioners during oral health care procedures. The role includes maintaining high standards of infection control, assisting with practice administration and supporting quality and professionalism in the dental sector. The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

SCHOOL OF NURSING

HLT54121 –
Diploma of Nursing

The HLT54121 – Diploma of Nursing qualification reflects the role of an Enrolled Nurse (EN) working under the direct or indirect supervision of a Registered Nurse (RN). You will learn and practice how to administer medicines & intravenous therapy, wound management, basic to advanced nursing skills within the scope of enrolled nursing (including care of the clients with acute, chronic & mental health conditions, diabetes, and care of older clients), effective communication, research, leadership, and telehealth.

Enrol in a state-of-the-art facility where quality meets your learning needs. We offer a great environment to complete your studies with qualified Nurse Educators, support staff, highly advanced nursing labs, libraries, classrooms, and online interactive learning platform with 24/7 student support online.

* This training is delivered with Victorian and commonwealth government funding
* This training is delivered with Western Australian and Commonwealth Government Funding

SKILLDEMY

HLTINFCOV001 - Infection Control Skill Set

Infection control standards in different job roles across Australia has been impacted by COVID 19. This short course will provide specialized training for individuals to respond in an appropriate manner to reduce or minimise the risk and transmission of communicable diseases such as COVID-19 .

HLTSS00065 Infection Control Skill Set (Retail)

HLTSS00066 Infection Control Skill Set (Food Handling)

HLTSS00066 Infection Control Skill Set ((Transport and Logistics))
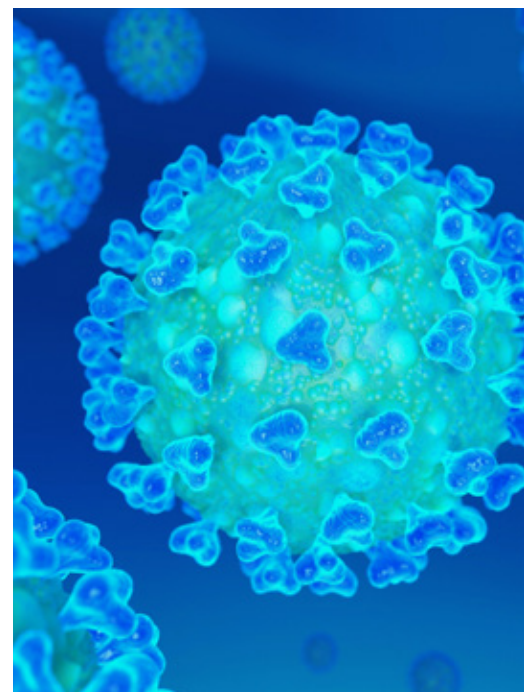
CHCSS00114 - Entry into Care Roles Skill Set

Australia's aged care and disability support sectors will care for an increasing number of Australians in the coming decades. As the country emerges from the COVID-19 pandemic, demand for skilled workers in human services care occupations is expected to increase by more than 100,000 employees in the next five years.

The new Entry into Care Roles skill set has been developed to provide you with entry level skills to start working in the aged care sector. The skill set has three competencies and has been developed as a pathway skill set that leads directly into the Certificate III in Individual Support for people to undertake further training in the future.

CHCSS00070 - Assist Clients with Medication Skill Set

The CHCSS00070 Assist Clients with Medication Skill Set equips individuals with the knowledge and abilities essential to securely prepare for and support clients who require assistance with medication administration.

The program is relevant to caregivers and support sta who are currently employed in residential care facilities for the elderly or in facilities supporting individuals with disabilities and who are licenced in their state or territory to assist with medication administration.

HLTWHS005 - Conduct Manual Tasks Safely

This HLTWHS005 – Conduct Manual Tasks Safely is for individuals working in various capacities in health care industry who require the skills and knowledge to recognise potentially hazardous manual tasks, and then to prepare for and complete those tasks in a safe manner.

This unit can be used as an "upskilling" product for those with existing qualifications. For those undertaking a qualification, a very large number of qualifications will allow this unit to be included as part of their packaging rules. This unit can also be used as standalone training for those currently in the workforce without a qualification, however, it should be trained in the context of the learner's job role.

UNITS OF COMPETENCY

HLTAID011 - Provide First Aid

The skills learnt in IHNA's 'Provide First Aid' course will enable you to respond effectively in emergency situations. Many occupations and voluntary organisations require a First Aid Certificate.

HLTAID009 - Provide Cardiopulmonary Resuscitation

This unit of competency describes the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

This unit applies to all workers who may be required to provide CPR in a range of situations, include community and workplace settings.

HLTAID010 - Provide Basic Emergency Life Support

After successful competition of the unit student will be able to demonstrate the knowledge and skills required to recognise and respond to life-threatening emergencies in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

This unit applies to all persons who may be required to provide CPR, in a range of situations, including community and workplace settings.

IVCN - Intravenous Cannulation (IV Cannulation)

The IV Cannulation course is designed to provide you with an understanding of the steps of Intravenous Cannulation, special considerations and complications and to prepare you for undertaking IV Cannulation competence in their workplace. During the workshop, the participants actually use the equipment and perform the intravenous cannulation procedure. At the completion of the workshop, participants will have their cannulation competency individually assessed on a cannulation 'model' arm.

Enhance your career by learning new skills

ASSESSMENT INFORMATION

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. No extension of assessment due dates are allowed without a compelling and compassionate reason.

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you. You will be able to access your assessment result upon completion of training of the unit.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. IHNA does not charge a fee for resubmission of assessments. If, after two number of resubmissions your work is still 'Not Yet Satisfactory', you will be notified as "Student at risk". At this stage IHNA will provide you with support services to improve your standing. Another opportunity will be given for you to submit the assessment (third chance). If the student is still at "Not Yet Satisfactory", you will be given an option to submit "Show Cause Notice". IHNA will request you to attend a meeting in person to explain the reasons to a committee and make a decision on your enrolment status to continue or terminate you from the course. Students have the option to submit an appeal against IHNA decision.

Talk to your student support staff for more information. All of the staff at IHNA will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by IHNA. To help you understand, the following are examples that constitute plagiarism:

* Copying sections of text and not acknowledging where the information has come from;

* Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response;

* Presenting work that was done as part of a group as your own;

* Using information (pictures, text, designs, ideas etc.) and not citing the original author(s); and

* Unintentionally failing to cite where information has come from.

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. IHNA expects that you use APA style of referencing when writing your assessments. More information about how to do this can be found at: http://onlinelibrary.myihm.com.au/?b=g&d=a

APA: http://libguides.jcu.edu.au/apa

https://community.libguides.com/

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow IHNA's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted though our office on 1800225283.

STUDENT ENTITLEMENTS AND RESPONSIBILITIES

IHNA's Responsibilities to Our Students

IHNA has responsibilities to you as student to provide you with a quality of training and assessment in compliance with ASQA Standards for RTO 2015, which include:

- Quality training delivery and assessments;

- Arrangement of work placements;

- Support services to assist students;

- Issuance of AQF certification documentation; and

We endeavour to abide by all our policies and procedures.

Student Records

As a student, you may gain access to your study records upon request to IHNA. These records include copies of assessments you have completed, applications for RPL and RPL assessments, and copies of statements of attainment and qualifications. If the copies requested are duplicate copies to replace those already provided to students, a small fee will be incurred. Please contact studentsupport@ihna.edu.au or speak to us at the reception to request any information. Students need to submit 'Student Records Access Request Form' and a Proof of ID (license, passport) before access.

Student Responsibilities

As a student you are required to:

- Ensure that all the information provided to IHNA is accurate;

- Notify IHNA of any contact details changes (email, phone, address etc.) as soon as possible. Our contact with you is vital; keeping IHNA up-to-date with your contact details is a must so we can provide our quality service to you;

- Advise IHNA of any difficulties or problems you may experience with IHNA staff, procedures or training using the feedback options available in IHNA website or speaking to IHNA in person;

- Achieve satisfactory progress with your studies through participation as required;

- Not commit any plagiarism or cheating;

- Complete your course of study in the allocated time frame;

- Be aware that costs may be incurred for extension of study that has not been completed in the agreed allocated time frame;

- Abide by the policies and procedures pertaining to a student that are in place at IHNA;

- Repayment of any debt to be incurred under the VET Student Loans scheme arising from the provision of services; and

- Students may require purchasing materials to support their learning need based on the course they are enrolling in. The materials may include laptop, computer, softwares (Eg. Microsoft Word, excel, etc.), stethoscope, watch with seconds hand, text books, stationaries etc.

Student Conduct

Just as IHNA has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

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

- Academic misconduct including plagiarism and cheating;

- Harassment, bullying and/or discrimination;

- Falsifying information;

- Any behaviour or act that is against the law;

- Any behaviour that endangers the health, safety and wellbeing of others;

- Intentionally damaging equipment and/ or materials belonging to IHNA and/or a partner organisation such as a school or workplace; and

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

  » Formal reprimand (warning);

  » Suspension from the course;

  » Student to reimburse the costs incurred by any damage caused;

  » Cancellation of the course without refund and/or credit; and

  » Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

Academic Misconduct

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

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at IHNA. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

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

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

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

Student Feedback

IHNA is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

IHNA requires students to complete surveys time to time to collect feedback. Students are required to complete and submit the surveys within the requested time frame.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for IHNA and other RTOs in the Standards for RTOs 2015.

If for some reason IHNA ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by IHNA).

USI - Unique Student Identifier

From 1ˢᵗ January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.

The USI will improve the VET sector's transparency and responsiveness, enable more evidence based policy intervention by Governments and support the management of government funded student subsidy programs.

The USI Office has developed two connection options:

1. A web services solution that provides a seamless system to system interface with a training organisation's student management system; and

2. The USI Registry system.

Both systems allow:

• The creation of USI accounts for students who give the training organisation permission to do so; and

• The ability to verify a student's USI number to ensure its accuracy and reliability before uploading their AVETMISS compliant submission to the National Centre for Vocational Education Research (NCVER) database.

Students Who Need a USI Include:

1. Students who are enrolling in nationally recognised training for the first time;

2. School students completing nationally recognised training; and

3. Students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

• Give their USI to each training organisation they study with;

• Give their training organisation permission to view and/or update their USI account;

• Give their training organisation view access to their transcript;

• View and update their details in their USI account;

• View online and download their training records and results in the form of a transcript from 2016; and

• Control access to their transcript from 2016.

USI Access Form

To gain access to the USI Registry system you are required to complete the USI Access Form.

This form is available on the USI website using the following link:

https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=USI-SysAccess

This is an online form and once submitted the USI Registry system will be updated with your information. This will be completed within a couple of business days. You can access the USI Registry system through the USI website at www.usi.gov.au

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

• Driver's License – issued in Australia;

• Medicare card – current and issued in Australia;

• Passport –Australian passport;

• Birth Certificate – issued in Australia;

• Certificate of Registration by Descent;

• Citizenship Certificate;

• Visa – the international passport number is required to link to the visa; and

• Immi Card – issued in Australia.

Please visit www.usi.gov.au/students/how-do-i-create-usi to learn more.

Further reading: link to USI website

https://www.usi.gov.au/

ENROLMENTS AND ENQUIRIES

Enrolments and Enquiries

If you would like to study with IHNA here are a few helpful tips to guide you through your studies. IHNA will ensure that you receive all the necessary information before you make a decision on enrolment. You must read and understand this Student Handbook, Course Brochure and Course Handbook before you enrol. You are encouraged to enquire if you require further information before enrolment.

When can I enrol?

If you choose to study with IHNA you can enrol in any program or course offered anytime that suits you. This can be done online or at any of our campuses.

When can I study?

The commencement of your course will depend on your choice of course and mode of delivery. Speak to us for the available options before you enrol.

How long is my enrolment?

If you have chosen to study with IHNA keep in mind your enrolment is valid for a specific period of time, as stated on each program or course, or as agreed on any special arrangement.

When does my enrolment commence?

Enrolment commences on the date IHNA issues you a Confirmation of Admission in print or online via email. You must meet all entry requirements to be eligible for enrolment to any course.

All program and course durations are very generous, however if you do not complete your program or course within the specified enrolment period, you will be issued with a statement of attainment if you meet the requirements of the qualification or units of competency in accordance with the relevant Training Package. Charges may apply if you wish to extend your enrolment.

Important Information About Your Enrolment

A course can refer to a qualification, module, chapter and/or unit which all abide by the same policies and procedures as indicated by IHNA.

Enrolment Checklist

Before you enrol for a course, please ready and understand all details of the course on the IHNA website, Course Brochure, Course Handbook and this Student Handbook.

- Have determined the learning outcomes meet your training needs.

- Can follow the order of study and assessment requirements as outlined in the program.

- Have met the entry requirements for the program.

- Have noted any additional resources (textbooks, video cameras etc.) required for this program.

- Meet the literacy and numeracy requirement for the course you are enrolling in.

- Meet the requirements of any State or Federal funding programs.

- Have the minimum requirements for computer/internet access.

Employability Skills:

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

The Employability Skills Summary lists the elements of each skill that have been identified for the qualification.

Employability skills summaries for Qualifications can be downloaded from the http://www.training.gov.au website; by using the website search to find the Qualification and downloading the Qualification document in PDF or Word format.

Withdrawal From Program / Course After Enrolment

A prospective student or student may withdraw from a course or units by giving notice in writing to IHNA. They will be given recognition for any satisfactorily completed units to date. See IHNA's Deferral Leave of Absence Withdrawal and Suspension Policy and Procedure for more information and Refund Policy to determine what reimbursements you may be eligible for.

FEES AND REFUNDS

Information about fees and charges is documented clearly on our website (https://ihna.edu.au/ihna-fees-charges/) or can be obtained by contacting IHNA. A number of factors will determine how much your course will cost. This includes things like:

• Which course you will study;

• Course duration;

• Study load and mode (full time, part time, face-to-face, online etc.);

• Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency; and

• Your eligibility for subsidies or concessions.

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. All fees are correct as of 1st January 2018 and are subject to change. Please contact IHNA if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (https://www.humanservices.gov.au).

Fee Details

Total Fees and Charges for Courses: Please refer to the specific Course Brochure for the total fees and charges which can be accessed from the campus or courses pages in IHNA website.

Fee Payment

Course fees are payable on or before the start of a course. A payment plan may be approved for applicants in eligible courses if applicants have difficulty in paying the full amount for tuition fee before the start of a course. Payment plan arrangements can vary between courses and may not be available for all applicants. Please refer to IHNA's Fee Payment Policy available in IHNA website. Students may need to purchase material and equipment, such as uniforms, nurse's pouch, stethoscope, nurse's watch, etc, at their own cost (applicable to some qualifications). Students may choose to purchase these items if they wish from IHNA if available.

Other Fees

Course Code	Course Name	Student Fee***
GEN ADL CERT	Additional certificate issuance fee	$25.00
UNF	Uniform Charges	$20.00
RPL AF	RPL per unit assessment Fee - Certificate courses (100% of unit fee)	
RPL AF	Recognition of Prior Learning Application Fee	
RBP CLN	Clinical Placement Fees (redo) (DON)	$3000.00
RBP CLN EXT	Clinical Placement Re assessment fees per week Ext (DON)	$750.00

Notes

1. Concession fees are applicable only for courses up to Certificate IV and below. There is no concession applicable to courses under Skills First Funding (Victoria) and Department of Training and Workforce Development (DTWD) (Western Australia). (For eligible DTWD funded concession students can obtain concession rates for Diploma of Early Childhood).

2. The tuition fee payable per schedule hour is determined by the provider.

3. The initial deposit fee is applicable at the time of enrolment for all students except students opting for VET Student Loan.

4. All fees and charges are listed in Australian dollars (AUD) and correct at time of release. Fees are subject to change without prior notice.

5. Extension of course beyond course end date will apply a course extension fee of $50/month.

6. All fees are exclusive of GST. GST is applicable for professional development programs.

7. If students opting a payment plan, an application need to be made before course starts. College offering only Direct Debit arrangement for payment plan.
In case of failure to pay as per plan, payment option will come to an end and student has to pay entire outstanding fee immediately & and course suspension may apply.

8. Tuition fee under Govt. funded courses may vary according to the unit commencement year. Fee will be change based on rate publish by funding department.

9. For all Skills First Funding fee updates please refer to the following links https://skillstraining.edu.au/course-fees/vet-student-loans/

10. For all DTWD funding fee updates please refer to the following links http://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy.

11. "The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees".

12. Students are advised to budget additional cost for meeting course requirements which include Immunisation, Police Check, Working with Children Check, Uniform, Stethoscope, Nursing Watch, Nursing pouch, prescribed text books, etc.

13. The Student tuition fees as published are subject to change given individual circumstances at enrolment.

Replacement of Training Materials

IHNA will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on studentsupport@ihna.edu.au If replacement materials are required.

Re-issue of Transcripts

An administration fee of $25 applies for IHNA to re-issue a copy of your Certificate or Statement of Attainment.

Late Submission of Assessment

In cases where assessments have not been submitted within the course time frame, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time, a fee to mark these assessments will also apply.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Note that from 1 July 2015, students using a VET-FEE HELP loan will not be charged a cancellation fee if they withdraw correctly from a course prior to the census date.

For more information about conditions associated with VET-FEE HELP, please see the 'VET FEE-HELP' section in this Handbook and the VET FEE-HELP Information 2016 booklet published by the Australian Government. (https://www.studyassist.gov.au)

Cooling Off Period

Once enrolled students have a 5 working days cooling off period (from course commencement date) to withdraw from the course and avail a full refund of the fees paid. A written request needs to be submitted to IHNA by students in this regard. This is not applicable for International Students. This is not applicable for International Students.

Tuition Assurance

- Tuition Assurance protect student in the event of IHNA cease to provide course after it started.

- Where students has opted for VET Student Loan, they will be offer a replacement course.

- Where there is no replacement course , IHNA will re-credit the VSL to the extent it is used to pay tuition fee. (for further detail refer to Statement of Tuition Assurance - https://www.ihna.edu.au/statement-vet-tuition-assurance/).

- Domestic student other than cover under VET Student loan , will get an option of completing their course with another RTO or refund of prepaid fees in excess of $1,500.

- Tuition Assurance for VET Student Loan are manage by The Commonwealth Department of Education and Training.

- IHNA will also issue a Statement of Attainment for any units successfully completed by the student.

- Domestic student fees taken in advance are protected by membership of the Australian Student Tuition Assurance Scheme (ASTAS) run by ACPET.

- International students Domestic student fees taken in advance are protected by Tuition Protection Service, initiative of The Australian Government.

If you need additional support or information contact IHNA:
https://www.ihna.edu.au/contact/

Funding and Payment Options

IHNA's courses are offered with several state and federal funding and scholarships and varies from courses and location for eligible candidates. Students may also choose from several payment plans that are available. Please contact IHNA for more details.

Enrolling in this qualification and availing the relevant state funding, may affect student's future training options and the eligibility for further government subsidised training.

VET Student Loan

A VET Student Loan (VSL) helps students to cover tuition fees for vocational education and training (VET) courses.

VET Student Loans are only available for approved courses at the diploma, advanced diploma, graduate certificate and graduate diploma level that are specified by the VET Student Loans (Courses and Loan Caps) Determination 2016.

The courses and loan caps determination specifies the courses for which VET Student Loans may be granted, sets the maximum loan amounts for those courses and provides for the annual indexation of the maximum loan amounts.

Other than for specified exceptions, there are three loan cap bands of $5,358, $10,717 and $16,077 (2021 amounts) which apply irrespective of whether the course is being delivered face-to-face, online, or via mixed delivery modes. Courses in the aviation training package are a specified exemption and are eligible for a loan of up to $80,388 (2021 amount).

You cannot borrow more than the maximum loan amount for your course. The amount available will be indexed each year. The indexed amounts are available at VET Student Loans.

You can search for VET Student Loans You can search for VET Student Loans approved courses and find out the maximum loan caps at My Skills. Approved course providers may charge tuition fees for courses in excess of the loan cap amount, and you may have to pay the gap between the loan amount and the tuition fee as you progress through your course.

For more information on eligibility, impact on future funding and repayment please visit https://www.dese.gov.au/vet-student-loans

If you have questions you may contact the HELP Student Enquiry line on 1800 020 108 or email VETStudentLoans@education.gov.au

Eligibility

To get a VET Student Loan, you must be an eligible student who is studying an approved course with an approved course provider. You must apply to the government using the approved form, and must confirm your engagement and progression to continue to access the loan throughout your course.

Further details of eligibility are given below:

- You are an Australian citizen, or a New Zealand Special Category Visa (SCV) holder who meets the long-term residency requirements, or a permanent humanitarian visa holder;

- You have not exceeded the FEE-HELP limit;

- Your course meets the course requirements, if it:

  » Is specified on the VET Student Loans (courses and loan caps) determination (the courses and loan caps determination);

  » Delivered by an approved course provider; and

- You are enrolled with an approved course provider in an approved course and have enrolled in accordance with the application requirements; and

- You are studying the approved course primarily at a campus in Australia.

  » Is a qualification of diploma, advanced diploma, graduate certificate or graduate diploma in the Australian Qualifications Framework.

- You have been assessed by your approved course provider as academically suited to undertake the approved course by either:

  » Providing your Australian Year 12 Certificate; OR

  » By providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English);

  OR

  » Displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

In addition, your approved provider must reasonably believe you show competence in completing the course.

- You meet the Tax File Number (TFN) requirements.

- You have a Unique Student Identifier (USI) or are otherwise exempt.

- You have read the 2017 VET Student Loans information booklet.

- You have given the required documents to your approved course provider and submitted the loan application form by the first census day no less than two business days after enrolling.

Fee-help limit

You can borrow up to the FEE-HELP limit to pay your tuition fees. For 2017, the FEE-HELP limit is $100,879 for most students. There is no interest charged on HELP debts. For some students, a 20 per cent loan fee applies to VET Student Loans for full fee paying / fee for service students.

Repayment

You must start repaying your HELP debt through the tax system once your income is above the compulsory repayment threshold, even if you are still studying. The compulsory repayment threshold for the 2019-2020 income year was $45,881.

Want to know more?

Please check updated information given in the 2017 VET Student Loans information booklet, at this link:

https://www.studyassist.gov.au/vet-students/vet-student-loans

- **Statement of VET Tuition Assurance**

  » **Statement of VSL Tuition Assurance 2018**
    https://ihna.edu.au/wp-content/uploads/pdf/VSL-Statement-of-tuition-assurance-2018.pdf

  » **Statement of VFH Tuition Assurance 2018**
    https://ihna.edu.au/wp-content/uploads/pdf/VFH-Statement-of-tuition-assurance-2018.pdf

- **VSL/ VFH Policies/ Procedures**
  https://ihna.edu.au/vsl-vfh-policies-procedures/

- **VSL – Tution Fee Information**
  https://ihna.edu.au/vsl-tuition-fee-information/

- **Census Dates**
  https://ihna.edu.au/census-dates/

Payment Options

Payment of course fees can be made to IHNA via:

- Credit card;

- Debit card;

- Electronic funds transfer;

- Payment plan with direct debit arrangements; and

- IHNA do not accept cash payments.

Fees must be paid by the due date agreed in your individual offer letter. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or IHNA withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 1800 225 283 to discuss options.

Students enrolled under a VET student loan must refer to the 'VET student loan' section of this handbook to obtain information relevant to them.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, IHNA may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact IHNA student support staff as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact IHNA on 1800 225 283 to discuss individual circumstances.

To view our Fees and Refund Policy, please visit https://ihna.edu.au/policies-links-forms/.

Note: Students enrolled under the VET student loan scheme must read the 'VET student loan-https://www.ihna.edu.au/policy/?id=82' section for information related to refunds.

Course Withdrawal

If you wish to withdraw from a course, you must advise IHNA in writing of your decision within 14 days. Send your notification to request a refund and complete the refund application form and send to IHNA student support officer and include the following information:

- Your name and IHNA student id;

- Contact details
  (address, phone, email etc.);

- USI;

- Effective date of the cancellation; and

- Reason for refund request.

Your application will be reviewed and you will be advised of the outcome within 7 working days.

Withdrawal Prior to Commencement of Course

If you withdraw from a course 4 weeks prior to commencing any learning and/or assessment tasks associated with the course, the full course fees paid will be reimbursed. This is because IHNA will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started.

- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided;

- A non-refundable administration fee of AUD100 for domestic students and AUD300 for international students will be deducted from any eligible refund; and

- Any refund will be at the discretion of IHNA.

Cancellation of Course by IHNA

In the event that a course is cancelled by IHNA for any reason, students enrolled at the time of the cancellation announcement will have their fees refunded on pro-rata basis. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

BLENDED DELIVERY

Traditional brick and mortar classrooms are giving way to blended delivery mode of learning, that dissolves the barriers of geography, travel costs and availability. IHNA's blended delivery classes combine the best of all forms of learning, offering the flexibility and convenience of anytime, anyplace education together with the support offered by regular contact with instructors. Online learning modules are engaging and interactive, and are found to significantly enhance memory retention and learning outcomes. Students are required to attend 20 contact hours per week online (MS Team).

Technical / IT Requirements

Other than the normal entry requirements, learners opting for e-learning/blended mode should have some minimum computer skills, an internet connection to access the e-learning and some technical requirements as given below. IHNA will give students basic computer orientation and training to use the e-learning platform if required. Before you commence this program, please make sure your computer meets or exceeds the following specifications.

Minimum System Requirements

Minimum hardware requirements are:

- Computer with 1.7 GHz processor

- 4 GB of RAM

- Microsoft® Windows® 7 Pro (32 or 64 bit) or later

- 1024 x 768 display

- 128 GB (Gigabyte) hard disk

- CD/DVD drive

- Sound card and speakers (or headphones)

- 1 Mbps or higher modem

- Or Macintosh equivalent.

Recommended Web Browsers

Latest versions of the following:

- Google Chrome (Windows and Mac)

- Firefox (Windows and Mac)

- Safari (Mac)

Software and Plugins

- Java Run Time Environment (JRE) version 6. To download the latest version, please visit: http://www.java.com/en/download/index.jsp

- Flash Player 9.0. To download the latest version, please visit http://get.adobe.com/flashplayer/

- Acrobat Reader 8.0. To download the latest version, please visit: http://get.adobe.com/reader/

- A word processor program; for example, Microsoft® Word.

IHNA SUPPORT SERVICES

IHNA offers support services to help students to succeed with their study at the Institute of Health and Nursing Australia. IHNA also provides support services for students who may require assistance in non-academic related areas. Some programs or support services are applicable for particular groups of students while others are for all students. (Link to Support Services page in IHNA website: https://ihna.edu.au/student-support/

Students of IHNA will have access to our comprehensive student support services to make sure they have every chance possible of successfully completing their course.

Support to Complete the Enrolment

IHNA's friendly administration support team provides one-on-one assistance to the students to complete the enrolment process by guiding them through documents via phone calls, emails and face-face sessions. No prior appointment required.

Orientation Day

Students will be advised to attend the mandatory orientation day at IHNA prior to the commencement of the course or make prior arrangements with IHNA to gather the course information. The orientation day will provide an orientation about the course including details regarding course summary, expectations, occupational health and safety, student support services, accessing to library resources, applicable policies, assessment, progress, campus facilities and fire and safety aspects. An orientation day schedule will be send to the enrolled students prior to the orientation day.

On the orientation day, an orientation pack will be distributed which includes IHNA Student Handbook, Course information guide, E-learning information guide, professional experience placement guide, assessment guide to the students, relevant documents (e.g. Time table, students complaints and appeal form, feedback forms, ANMAC national Competency Standards for Registered Nurses).

Students who can't attend the orientation day could request for the orientation pack from the institute. The pack will be sent to the students. The information could also be retrieved from the E-learning platform. The students could contact the course coordinator through e-mail, student support and through phone to discuss further on any aspects as per the orientation day schedule.

Trainer / Assessor Support for Blended Students

Students will be contacted by their trainers or assessors via phone, email, messaging and or through the online course forums. IHNA's trainers or assessors play an active role in the course forums. They will provide a response to a student email enquiry within 72 hours – and in most cases much sooner.

At the commencement of the course, students will be introduced to their course coordinator, trainer/assessor and admin staff via email who will continue to give support as they progress through their studies through email and/or telephone calls.

Welfare Services

IHNA provides students with a broad range of welfare services including assistance with enquiries about fees, funding eligibility and applications for course-related financial support. Students are requested to contact the registrar in person or emailing enquiry@ihna.edu.au at the corresponding campus for more details.

Community Support Services (Melbourne)

The following is a list of specialized support services available to students outside the college.

Emergencies:	
Police/ Fire Department/Ambulance	000
Telephone Counselling Services:	
Lifeline (24 Hour Counselling)	131 114
Suicide Line (State wide helpline)	1300 651 251
Salvation Army Crisis Line (24 Hours)	9536 7777
Kids Help Line (24 Hour Telephone and On-line Counselling for children and young people aged between 5 and 25 years)	1800 55 1800 www.kidshelpline.com.au
Student's Emergency Line:	
International Student OSHC World Care	1800 814 781 (24 hour) https://www.oshcallianzassistance.com.au/
Specialist, Welfare & Referral Services:	
24 Hour Hotlines Centre Against Sexual Assault (CASA) Counselling & Support Line	03) 8345 2290 https://www.thewomens.org.au/
Victorian Sexual Assault Crisis Line - After Hours	9347 1766 | 1800 806 292 (Free call)
Domestic Violence Resource Centre Victoria	1800 737 732 (Free call) http://www.dvrcv.org.au/talk-someone/victorian-services
Child Protection Crisis Line 24 Hours	131 278
Victorian Poisons Information Centre	131 126

Legal	
Legal On-Line	www.lawreform.vic.gov.au/content/legal-online#content-area
National Social Security Rights Network	0448 007 201 http://www.nssrn.org.au/services/
Victoria Legal Aid	1300 792 387 www.legalaid.vic.gov.au/
Youthlaw – Young Peoples' Legal Rights Centre	(03) 9611 2412 http://youthlaw.asn.au/
Mental Health	
Beyond Blue – National Depression Initiative	1300 22 4636 www.beyondblue.org.au/
Life Line - 24-hour telephone counselling	000 | 13 11 14 www.lifeline.org.au
Panic, Anxiety & Depression Assistance (PADA)	0429 88 3671 | 03 9819 3671 www.anxietyaustralia.com.au/
SANE Helpline – Information & Referral service	1800 18 7263 www.sane.org/
Suicide Line - Statewide helpline	000 | 13 11 14 www.lifeline.org.au
Victorian Mental Health Services	1300 558 862 http://www.health.vic.gov.au/mentalhealthservices/adult/inurbaneast-a.htm
Community Services	
Alcoholics Anonymous	1300 222 222 https://aa.org.au/
Direct Line - Confidential alcohol and drug counselling & referral line	1800 888 236 www.turningpoint.org.au/
Domestic Violence and Incest Resource Centre	1800 737 732 http://www.dvrcv.org.au/
Family Planning Victoria	1800 013 952 (Free call) | 03 9257 0100 www.fpv.org.au

Gambling Help Online	1800 858 858
	www.gamblinghelponline.org.au/
Gay and Lesbian Switchboard	1800 184 527
	http://www.switchboard.org.au/
Grief Line	1300 845 745
	http://griefline.org.au/
Men's Line Australia - Referral Service	1300 78 99 78
	https://www.mensline.org.au/
Parent Line - Counselling, information and referral service for parents	1300 1300 52
	http://www.parentline.org.au/
Victims of Crime Helpline	1800 819 817
	www.victimsofcrime.vic.gov.au/
Domestic Violence Resource Centre Victoria	1800 737 732 (Free call)
	http://www.dvrcv.org.au/ talk-someone/victorian-services
Women's Information and Referral Exchange (WIRE)	1300 134 130
	www.wire.org.au
Housing Tenants Union of Victoria	9416 2577
	https://www.tenantsvic.org.au/
Office of Housing – Victorian State Government	1800 015 188
	http://www.housing.vic.gov.au/
St Kilda Crisis Contact Centre 10am to 12 midnight - 7 days a week	9536 7777 | 1800 627 727
	http://www.crisisservicesnetwork. org.au/
Money & Credit	
Centrelink Youth & Students Line	132 490 | 1800 132 317
	https://www.servicesaustralia. gov.au/?utm_id=7
Consumer Action Law Centre	1800 466 477
	https://consumeraction.org.au/
Consumer Affairs Victoria	1300 558 181
	www.consumer.vic.gov.au

IHNA Student Handbook (Domestic)
VET Courses

Community Support Services (Perth)

The following is a list of specialized support services available to students outside the college.

Emergencies:	
Police, Fire & Ambulance	000
Police General Enquiries (24 hr)	131 444
Department for Community Development	1800 620 511 https://dlgc.communities.wa.gov.au/Pages/default.aspx
Family & Community services offers support services when you need help and advice including:	
Crisis Care – 24hr week free counselling	13 11 14 www.lifelinewa.org.au
24hr crisis / suicide line	13 72 58 | 1800 627 727 http://www.salvationarmy.org.au/locations/western-australia/
Salvo Care Line – 24 hr crisis	13 52 47 www.thesamaritans.org.au
24 hr Suicide line	13 11 14 https://www.lifeline.org.au/
Youthline	1800 198 313 www.thesamaritans.org.au
Medical & Health Australian Health Management	13 41 48 | 9862 1095 https://www.ahmoshc.com.au/homepage/
Provides Overseas Student Health Cover (OSHC) for International Students Department of Health	(08) 9222 4222 http://ww2.health.wa.gov.au/%20Services-search
Health Services Directory – lists medical services, emergency medical transport, 24hour counselling services, crisis assistance and psychiatric or drug related emergencies. Database list of medical practitioners	1800 022 222 https://about.healthdirect.gov.au/nhsd

Student Support Services	
Family Planning WA	http://www.fpwa.org.au
Sexual Health Helpline	9227-6177 https://shq.org.au/services/sexual-health-helpline/
Offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections. Disability Discrimination Unit Sussex Street Community Law Service	Ph: (08) 9470 2676 Free call: 1800 642 791 TTY: (08) 9470 2831 Fax: (08) 9470 1805
Public Transport:	13 62 13 http://www.transperth.wa.gov.au
Sexual Assault:	
WA Sexual Assault Services	1800 697 877 https://www.sass.org.au/
Alcohol and Drug Counselling	
Alcoholics Anonymous (24 hours)	1300 222 222 https://aa.org.au/
Alcohol and Drug Service	(08) 9442 5000
Alcohol & Drug Information Centre	08 9442-5000 https://www.mhc.wa.gov.au/

Legal Services - Community Legal Centres

Community Legal Centres (CLCs) are not for profit, non-government organisations that provide legal and welfare services. There are some services that specialise in certain areas such as the legal problems of youth, tenants, migrants and Centrelink benefit recipients.

Others offer more general services within their local communities. Services provided by CLCs include legal information, advice and representation to individuals and groups, community education and law reform activities and advice to governments on policy issues. Most services are free or very low cost. The following services are not Legal Aid WA services. Legal Aid WA expressly disclaims any liability and responsibility for the advice and information provided by any of these services. There may be other organisations able to provide you with similar advice and information.

WA Community Legal Centres

CASE for Refugees245 Stirling Street, Perth WA 6000

Ph: (08) 9227 7311 Fax: (08) 9227 7188

Citizen Advice Bureau 25 Barrack Street, Perth WA 6000

Ph: (08) 9221 5711 Fax: (08) 9221 5356

Consumer Credit Legal Service (WA)

Level 1, 231 Adelaide Terrace, Perth WA 6000

Ph: (08) 9221 7066 Fax: (08) 9221 7088

Community Support Services (Sydney)

The following is a list of specialized support services available to students outside the college.

Emergencies:	
Police/Fire Department/Ambulance	000
Telephone Counselling Services:	
Lifeline (24 Hour Counselling)	13 11 14
Suicide Line (Statewide helpline)	1300 651 251
Salvation Army Crisis Line	(02) 9264 1711 https://www.salvationarmy.org.au/
Kids Help Line (24 Hour Telephone and On-line Counselling for children and young people aged between 5 and 25 years)	1800 551 800 www.kidshelpline.com.au

Student's Emergency Line:	
International Student OSHC World Care	1800 814 781(24 hour) https://allianzassistancehealth.com.au/en/student-visa-oshc/
Specialist, Welfare & Referral Services:	
24 Hour Hotlines Centre Against Sexual Assault (CASA) Counselling & Support Line	9349 2210, 1800 806 292 (Free call) https://www.thewomens.org.au/ 1300 364 277 http://www.dvrcv.org.au/talk-someone/services-other-states/nsw
Child Protection Crisis Line 24 Hours	13 12 78 http://www.dvrcv.org.au/talk-someone/services-other-states/nsw
Poisons Information Centre	13 11 26 www.poisonsinfo.nsw.gov.au/
Community Services	
Alcoholics Anonymous	1300 222 222 https://aa.org.au/
Direct Line - Confidential alcohol and drug counselling & referral line	1800 888 236 www.turningpoint.org.au
Domestic Violence and Incest Resource Centre	9486 9866 http://www.dvrcv.org.au
Family Planning	1300 658 886 https://www.fpnsw.org.au/
Gamblers Help Line	1800 858 858 http://gamblinghelponline.org.au/
Gay and Lesbian Switchboard	1800 184 527 http://www.switchboard.org.au/
Grief Line	1300 845 745 http://griefline.org.au/
Men's Line Australia - Referral Service	1300 78 99 78 https://mensline.org.au/
Parent Line - Counselling, information and referral service for parents	1300 1300 52 http://www.parentline.org.au/

Mental Health	
Beyond Blue – National Depression Initiative	1300 224 636 www.beyondblue.org.au
Life Line - 24-hour telephone counselling	131 114 www.lifeline.org.au
Panic, Anxiety & Depression Assistance (PADA)	03 9819 3671 http://www.anxietyaustralia.com.au/
SANE Helpline – Information & Referral Service	1800 18 7263 www.sane.org
Suicide Line - Statewide helpline	13 11 14 www.lifeline.org.au
Money & Credit Centrelink Youth & Students Line	132 490 https://www.humanservices.gov.au/individuals/services/centrelink/youth-allowance

Career Guidance

Career guidance is provided by assisting students (if requested) with interview techniques, letters of application and CV/ resumes preparation. Students can clarify their career interests, discover new possibilities and learn more about education and training options. Speak to one of IHNA's friendly staff for more information.

Counselling Services

IHNA students have access to staff for counselling and advice. These services are provided by appointment by Student Support Officers. A Counsellor is available for staff and students of IHNA to access as required.

IHNA's counselling service is available to all students to discuss issues such as:

- Stress and depression;
- Relationships and family matters;
- Sexual assault;
- Identity issues;
- Study issues and performance anxiety;
- Suicidal thoughts or self-injury;
- Homesickness;
- Adjusting to the Institute;
- Motivation issues; and
- Exam stress.

or any other matter a student wishes to discuss in confidence.

The course coordinator and trainers or the delegated personnel will be available to provide additional support during the course duration. Students could contact the concerned personnel through e-mails, teleconference, telephonic discussions, by person (on appointment) and Skype.

Complaints and Appeals Process

IHNA has a Student Complaints and Appeals Policy which can be accessed at this link: https://www.ihna.edu.au/students/policies-links-forms/. Any complaints or appeals from the students will be managed based on this policy. IHNA is committed to provide students with a fair and equitable process for resolving any complaints or appeals they may have. This includes provision of an independent mediator. IHNA has made similar arrangements with Resolution Institute, Association of Dispute Resolvers. If the student is dissatisfied with the resolution proposed by the Institute, they can access the Student Mediation Scheme provided by Resolution Institute (https://www.resolution.institute). International students can also contact Commonwealth Ombudsman for mediation services. (http://www.ombudsman.gov.au)

Contact Details for Resolution Institute:

Address: Level 1, 13-15 Bridge Street, Sydney, NSW 2000
Phone: 02 9251 3366, Fax: 02 9251 3733

Email: infoaus@resolution.institute   Website: www.resolution.institute

The charges and costs for Student Mediation Scheme will be shared between IHNA and the student.

Support to Aboriginal and Torres Strait Islander Students

IHNA endeavours to provide an environment of support and care for Aboriginal and Torres Strait Islanders students that is conducive to cultural understanding and sensitivity. Where a student identifies as an Aboriginal person and/or Torres Strait Islander during enrolment or orientation it is recorded in the Student Management System and notification made to the relevant Course Coordinator. The Course Coordinator is responsible for ensuring that the student is offered the opportunity to contact IHNA's Indigenous Health Adviser if that is their wish. The Indigenous Health Advisor can be contacted via the DoS. It is the responsibility of the Course Coordinator to ensure that appropriate referrals are made.

All Aboriginal and Torres Strait Islander students are to be offered support to assist them to participate in the training and assessment activities. IHNA may provide support services, or arrangement for services, for Aboriginal and Torres Strait Islander students and prospective students. To ensure that all curriculum and training materials are inclusive of student needs, IHNA takes into account cultural and diversity and the needs of Aboriginal and Torres Strait Islander people. Appointments with IHNA's Indigenous Health Adviser can be arranged via the DoS.

IHNA will support the Aboriginal and Torres Strait Islander students for:

- Enrolment and course advice; academic support - tutoring and mentoring, photocopying and computer facilities, assessments tasks, presentations; job vacancies;

- Social support - cultural awareness activities, drop-in centre (crisis-help network), community organisations and events; referrals and support in housing counselling and discrimination advice; and access to the Indigenous Resource Library;

- IHNA will encourage and direct the nursing students to join the Congress of Aboriginal and Torres Strait Islander Nurses; and

- IHNA will set up an Aboriginal student centre and Aboriginal Coordinator, to provide academic counselling and above mentioned support services for Aboriginal students once the students enrolled.

ABSTUDY policy by the Department of Education, Employment and Workplace Relations provide direction and assistance for ABSTUDY, ANF (VIC Branch) Metropolitan Education Grants and ANF Regional Education Grants, scholarships and study awards, and finance matters.

IHNA has approval from Centre link for current courses. Reference Number: 3P762. IHNA will contact other organisation like Koori Heritage Trust and Victorian Aboriginal Education Association Inc (VAEAI) for further guidance so that IHNA can offer maximum support for the Aboriginal and Torres Strait Islander students.

Students enrolled in the nursing courses at IHNA can get membership from Congress of Aboriginal and Torres Strait Islander Nurses and will be eligible all their support services.

Support for Students with Disabilities

IHNA will assist students with a disability to succeed in their studies at the Institute. These students can consult confidentially and, if eligible, register for support (they will need recent documentation of their disability or medical condition). A learning support plan can then be negotiated with their Course Coordinator.

The students with any forms of disability are encouraged to:

- Inform IHNA clearly about the disability at enrolment;

- Speak up about their needs;

- Make enquiries as early as possible as the institute may need time to organize the support that may suit you; and

- Supply a written verification of the disability by the professional of your choice (e.g. general practitioner, medical specialist, allied health professional).

Any information about your disability will be kept confidential. IHNA respects your rights not to reveal information about your disability. But, you may need to consider the impact that it may have on your support needs.

IHNA provides the following services for students with disabilities:

- Assistance during course application, enrolment and orientation;

- Assistance with physical access to buildings and special parking facilities;

- Liaising with external agencies (e.g.: Transport and Accident Commission (TAC));

- Special study materials and equipment (e.g. ergonomic chair, tape recorder); and

- Organising direct learning support (e.g. note takers, special tutors and signing interpreters for the deaf).

Course Coordinator will negotiate with other IHNA trainers and assessors to provide alternative assessment and special considerations.

Reasonable adjustment may include but is not restricted to:

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability);

- Educational support;

- Alternative assessment methods;

- Learning and assessment aids such as papers in large print or the use of scribes or interpreters; and

- Extra time to complete a course or assessment.

Clinical Learning Laboratories

All IHNA campuses have multi-purpose clinical learning laboratories available for teaching, demonstrating and practice of skills along with access to a bathroom that includes bath and shower facility for demonstration and practice. Each clinical learning laboratory is furnished with audio-visual equipment including internet facilities available for staff and student use. In addition; there are two self-directed learning rooms that students can use for clinical skills related learning. The clinical laboratory / library will be open from 08.30 to 18.30 hours so that students could get more time for practice. Students have to organise with the Course Coordinator if they need the extra support or assistance from a trainer or assessor for the laboratory session.

Photocopying

A photocopier is available in the student lounge for student use. Students requiring photocopying services need to contact the Student Support Officer for the use of the photocopier.

Learning Support

Your Trainer/Course Coordinator can help if you are having difficulties with the units in your course. They can assist you to develop a better understanding of your class work and a learning plan to help you successfully complete your course. In the E-learning platform, a forum 'peer chat' is created to encourage free discussion between students and between the trainers / assessors and students.

IHNA Alumni

The IHNA Alumni is an integral aspect of the IHNA community. Any students holding a qualification or Statement of attainment from IHNA can be a part of IHNA Alumni. Benefits of joining the Alumni are;

- Share your experiences and achievements and be a guide to fellow members;

- Support during emergencies;

- Become eligible for scholarship for higher education;

- Professional support to escalate your career;

- The five FREE Professional development courses from the list of professional development courses available at IHNA;

- Legal advice and assistance;

- Access to IHNA's online library and resources;

- Subscription to alumni e-news; and

- Attend exclusive alumni and IHNA events.

For more information and to register please go to IHNA Alumni page.

Regulatory Authority for Healthcare Practitioners

Australian Health Practitioner Regulation Agency (AHPRA) supports the 10 National Health Practitioner Boards that are responsible for regulating the 10 health professions including Nursing and Midwifery Board of Australia. IHNA will provide the necessary assistance in your application for professional registration. For further information regarding the Regulatory Authority and Criteria for Registration to Practice please refer to the following AHPRA website: http://www.nursingmidwiferyboard.gov.au/ which provides information regarding Registration Endorsement and Standards, Codes, Guidelines and Statements and Accreditation.

Access and Equity Policy

IHNA will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. IHNA prohibits discrimination based on factors including:

- Gender;
- Age;
- Marital status;
- Sexual orientation;

- Race;
- Ethnicity;
- Religious background; and
- Parental status.

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

It is the responsibility of all staff at IHNA to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 1800 225 283.

IHNA's Access and Equity Policy is published in IHNA website https://www.ihna.edu.au/students/policies-links-forms/.

Privacy

IHNA is committed to the responsible management of personal information and to protecting the right to privacy of those whose information it holds. In handling personal information, staff of IHNA will abide by the privacy principles that form part of the Information Privacy Act 2000. Personal information is collected solely for the purpose of operating as a Registered Training Organisation. The requirements of the registering authority may require the release of personal information for the purposes of auditor for collection of data by Commonwealth and State Government departments and agencies. It is a requirement of the National VET Quality Framework that students can access personal information held by the Institute. Students may request corrections to information that is incorrect or out of date.

Extended Administrative/ Learning Support

IHNA is committed to help students with all their study and administrative needs. If students have any questions about their course, IHNA will be able to point them in the right direction. If a student is just starting out with their studies, IHNA's friendly staff will be available to talk them through:

- How to get started with your course;
- What your Student Orientation Kit contains;
- How to use our online mode of study;
- How to apply for Police Check;
- How to get the Immunisation done;
- Their payment options and budgeting for their course costs; and
- All other administrative enquiries.

Student can also get support throughout their course on handy study skills including:

- Time-management;
- Active reading;
- How to create a study plan;
- How to write an essay;
- How to write an assignment;
- Research techniques; and
- Sourcing reference materials.

POLICIES AND PROCEDURES

IHNA maintains a quality management system for its management and operations including a set of policies and procedures. IHNA has published a number of these policies and procedures applicable to its clients, students and stakeholders on the IHNA website (https://www.ihna.edu.au/students/policies-links-forms/). To ensure that the most updated information is accessed you are encouraged to view the policies from these pages on the website. These policies are also available in hard copy at our Campuses. Please visit this link for a selection of the relevant policies that should be read https://www.ihna.edu.au/students/policies-links-forms/.

Domestic Students

- Access and Equity Policy
- Students Complaints and Appeals Policy and Form
- Application and Enrolment Procedure for VET Courses
- Academic Participation and Progress Policy
- Assessment Policy
- Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy and Procedure
- Privacy Policy
- Fee Payment Policy
- Refund Policy
- Recognition of Prior Learning Policy and Procedure
- Deferral, Leave of Absence, Withdrawal and Suspension Policy and Procedure

International Students

- Students complaints and appeal policy
- Fee refund policy and procedure for international students
- Transfer between registered providers policy and procedure
- Privacy policy
- Plagiarism and Cheating Policy
- Fee payment policy for international students
- Recognition of prior learning policy and procedure
- Deferment, suspension and cancellation policy and procedure
- International students admission policy and procedure
- Student Attendance, Academic Progress and Completion Monitoring of Courses for Overseas Students
- Policy and Procedure
- International Student Code of Behaviour

LAWS AND LEGISLATION

The following list of commonwealth and state legislation and regulations are applicable to all IHNA staff and students. Information on relevant legislation can be found through the links:

1. **The Federal Register of Legislation** https://www.legislation.gov.au/ is the authorised whole-of-government website for Commonwealth legislation and related documents. It contains the full text and details of the life cycle of individual laws and the relationships between them

2. These links below provide access to individual Australian state and territory legislation and information about legislation including those relevant to vocational education and training.www.australia.gov.au/information-and-services/public-safety-and-law/legislation/states-and-territories

   » **Australian Capital Territory Legislation**
   http://www.legislation.act.gov.au/

   » **New South Wales Legislation**
   http://www.legislation.nsw.gov.au/#/

   » **Northern Territory Legislation**
   https://legislation.nt.gov.au/

   » **Queensland Legislation**
   https://www.legislation.qld.gov.au/

   » **Department of Home Affairs**
   https://www.homeaffairs.gov.au/

   » **South Australian Legislation**
   https://www.legislation.sa.gov.au/index.aspx

   » **Tasmania Legislation**
   https://www.legislation.tas.gov.au/

   » **Victorian Legislation**
   http://www.legislation.vic.gov.au

   » **Western Australian Legislation**
   https://www.legislation.wa.gov.au/legislation/statutes.nsf/default.html

3. **VET Quality Framework:**

The delivery and administration of vocational education and training through compliance with National Vocational Education and Training Regulator Act 2011: https://www.legislation.gov.au/Details/C2017C00009

Objects:

The objects of this Act are:

a. To provide for national consistency in the regulation of vocational education and training (VET);

b. To regulate VET using:

   » A standards based quality framework; and

   » Risk assessments, where appropriate.

c. To protect and enhance:

 » Quality, flexibility and innovation in VET; and

 » Australia's reputation for VET nationally and internationally.

d. To provide a regulatory framework that encourages and promotes a VET system that is appropriate to meet Australia's social and economic needs for a highly educated and skilled population;

e. To protect students undertaking, or proposing to undertake, Australian VET by ensuring the provision of quality VET, and;

f. To facilitate access to accurate information relating to the quality of VET.

IHNA must ensure it complies with the conditions of its registration throughout the period of its registration. These conditions can include those that apply to all RTOs and are described within the National Vocational Education and Training Regulator Act 2011, and those imposed by ASQA on the registration of a particular RTO.

IHNA must:

• Comply at all times with the VET Quality Framework, which comprises:

• The, Standards for Registered Training Organisations (RTOs) 2015 (https://www.legislation.gov.au) an essential mechanism for the regulation of vocational education and training (VET) against which applicants/RTOs are assessed. The standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system;

• The Australian Qualifications Framework (AQF), the quality assured national framework of qualifications in the school, vocational education and training, and higher education sectors in Australia;

• Notify ASQA (Australian Skills Quality Authority) of material changes;

• Give ASQA information that is lawfully requested;

• Cooperate with ASQA;

• Comply with ASQA's general directions; and

• Comply with any other conditions that ASQA may impose.

4. ESOS Framework and The National Code 2018

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. Please follow the links below for more information.

https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx#Information).

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018) is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa. Please follow the links below for more information.

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx

ESOS Student Fact Sheet

International education: ensuring quality and protecting students

Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and can be found at http://cricos.education.gov.au/.

Last updated 17 November 2017-Opportunity through learning

Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Citizenship's website at https://immi.homeaffairs.gov.au/help-support/who-can-help-with-your-application/using-a-migration-agent

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, **Making complaints and getting help.**

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- Receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol;

- Sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement;

- Seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;

- Get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit https://tps.gov.au/Home/NotLoggedIn for more information;

- Access complaints and appeals processes; and

- Request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on page 5 of this fact sheet under **Protecting your tuition fees**.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or $500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or $500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- Support and welfare services available at the institution;

- Legal services;

- Emergency and health services;

- Facilities and resources;

- Complaints and appeals processes;

- Any student visa condition that relates to the course you are studying; and

- Services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Citizenship as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Citizenship. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/welfare-arrangements-students-under-18 and https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions.

Your responsibilities as an international student in Australia

Your student visa

As an international student on a student visa, you must:

- Comply with your student visa conditions;

- Ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;

- Tell your institution if you change your address or other contact details;

- Meet the terms of your written agreement with your education institution; and

- Maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Citizenship's website at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that International students are able to either:

• Complete their studies in another course or with another education institution, or

• Receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit https://tps.gov.au/Home/NotLoggedIn. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit https://www.fairwork.gov.au/employee-entitlements/protections-at-work/protection-from-discrimination-at-work or https://www.humanrights.gov.au/.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Citizenship website at https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer.

Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

• Your original institution can no longer provide the course you enrolled in, or

• Your original institution says they will release you, or

• You have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

• You have a letter from another institution saying they have made you an enrolment offer; and

• Where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, Making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Citizenship's website at https://archive.homeaffairs.gov.au/trav/stud/more/changing-courses

For more details about the legislative requirements around transferring courses, you can visit: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at http://cricos.education.gov.au/Institution/InstitutionSearch.aspx

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at http://www.ombudsman.gov.au/making-a-complaint/overseas-students for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFEs , the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at http://www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: https://www.studyinaustralia.gov.au/

- Facebook: https://www.facebook.com/studyinaustralia

- Twitter: https://twitter.com/futureunlimited

- YouTube: https://www.youtube.com/user/afutureunlimited

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: https://www.fairwork.gov.au/

- Facebook: https://www.facebook.com/fairwork.gov.au

- Twitter: https://twitter.com/fairwork_gov_au

- YouTube: http://www.youtube.com/user/FairWorkGovAu

- Subscribe to email updates at https://www.fairwork.gov.au/website-information/staying-up-to-date

5. Copyright

Copyright Act 1968 (https://www.legislation.gov.au/Details/C2017C00094)

Copyright exists in works and other subject-matter by virtue of the Copyright Act 1968. The only exception to this is in relation to certain limited prerogative rights of the Crown in respect of copyright in Acts of Parliament.

Regulations: The Copyright Regulations 1969 (https://www.legislation.gov.au/Details/F2016C00343), the Copyright Tribunal (Procedure) Regulations 1969 (https://www.legislation.gov.au/Details/F2010C00753) and the Copyright (International Protection) Regulations 1969 (https://www.legislation.gov.au/Details/F2013C00711) specify matters related to the operation of the Copyright Act.

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department. Any RTO electing to rely on this license is legally allowed to introduce a wide variety of material into its training environment, both in hard copy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation. Without this licence an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct license/ subscription in place, or permission has been granted by the creator of the work.

6. The Equal Employment Opportunity Acts

These acts require certain authorities to promote equal opportunity in employment without any form of discrimination, harassment or victimisation.

Commonwealth: The Equal Employment Opportunity Act 1987.
(https://www.legislation.gov.au/Details/C2016C00775)

VIC: Equal Opportunity Act 2010

WA: Equal Opportunity Act 1984

7. Health Practitioner Regulation National Law Acts

IHNA has courses on its scope which leads to a national registration as a health practitioner. The purpose of this Act is to provide for the adoption of a national law to establish a national registration and accreditation scheme for health practitioners.

Below are links to state wise versions of the Act;

Queensland	**Health Practitioner Regulation National Law Act 2009**
New South Wales	**Health Practitioner Regulation National Law (NSW) No 86a**
Victoria	**Health Practitioner Regulation National Law (Victoria) Act 2009**
Australian Capital Territory	**Health Practitioner Regulation National Law (ACT) Act 2010**
Northern Territory	**Health Practitioner Regulation (National Uniform Legislation) Act 2010**
Tasmania	**Health Practitioner Regulation National Law (Tasmania) Act 2010**
South Australia	**Health Practitioner Regulation National Law (South Australia) Act 2010**
Western Australia	**Health Practitioner Regulation National Law (WA) Act 2010**

Objectives and Guiding Principles of the Act

1. The object of this Law is to establish a national registration and accreditation scheme for—

    a. The regulation of health practitioners and;

    b. The registration of students undertaking—

    • Programs of study that provide a qualification for registration in a health profession or;

    • Clinical training in a health profession.

2. The objectives of the national registration and accreditation scheme are—

    a. To provide for the protection of the public by ensuring that only health practitioners who are suitably trained and qualified to practise in a competent and ethical manner are registered;

    b. To facilitate workforce mobility across Australia by reducing the administrative burden for health practitioners wishing to move between participating jurisdictions or to practise in more than one participating jurisdiction;

    c. To facilitate the provision of high quality education and training of health practitioners;

    d. To facilitate the rigorous and responsive assessment of overseas-trained health practitioners;

    e. To facilitate access to services provided by health practitioners in accordance with the public interest; and

f. To enable the continuous development of a flexible, responsive and sustainable Australian health workforce and to enable innovation in the education of, and service delivery by, health practitioners.

3. The guiding principles of the national registration and accreditation scheme are as follows—

    a. The scheme is to operate in a transparent, accountable, efficient, effective and fair way;

    b. Fees required to be paid under the scheme are to be reasonable having regard to the efficient and effective operation of the scheme; and

    c. Restrictions on the practice of a health profession are to be imposed under the scheme only if it is necessary to ensure health services are provided safely and are of an appropriate quality.

8. **ANMAC Standards and Criteria for the Accreditation of Nursing and Midwifery Courses leading to Registration, Enrolment, Endorsement and Authorisation in Australia. https://www.anmac.org.au/program-accreditation**

9. **Occupational Health & Safety (OH&S)/ Work Health and Safety (WHS)**

Under occupational health and safety (OH&S) and new work health and safety (WHS) legislation IHNA is obliged to provide for its staff and students:

- Safe premises;

- Safe machinery and materials;

- Safe systems of work;

- Information, instruction, training and supervision; and

- A suitable working environment and facilities.

Workplace health and safety authorities in each state and territory and Safe Work Australia have responsibilities for enforcing the OH&S/WHS legislation. They provide education, training and advice on health and safety at work.

Work Health and Safety Act 2011

(https://www.legislation.gov.au/Details/C2016C00887)

Object of the Act

1. 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 by:

    a. Protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work;

    b. Providing for fair and effective workplace representation, consultation, co operation and issue resolution in relation to work health and safety;

    c. Encouraging unions and employer organisations to take a constructive role in promoting improvements in work health and safety practices, and assisting persons conducting businesses or undertakings and workers to achieve a healthier and safer working environment;

d. Promoting the provision of advice, information, education and training in relation to work health and safety;

e. Securing compliance with this Act through effective and appropriate compliance and enforcement measures;

f. Ensuring appropriate scrutiny and review of actions taken by persons exercising powers and performing functions under this Act;

g. Providing a framework for continuous improvement and progressively higher standards of work health and safety; and

h. Maintaining and strengthening the national harmonisation of laws relating to work health and safety and to facilitate a consistent national approach to work health and safety in this jurisdiction.

2. In furthering subsection (1)(a), regard must be had to the principle that workers and other persons should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work as is reasonably practicable.

OH&S, WHS Regulations and Codes of Practice

Some workplace hazards can cause so much injury or disease that specific regulations or codes of practice are needed to control them. These regulations and codes explain the duties of particular groups of people in controlling these risks. There is a difference between regulations and codes:

• Regulations are legally enforceable; and

• Codes of Practice provide advice on how to meet regulatory requirements. Codes are not legally enforceable, but they can be used in courts as evidence that legal requirements have or have not been met.

To find out about OH&S and WHS Acts, Regulations and Codes of Practice in different states and territories follow the link
https://www.business.gov.au/risk-management/health-and-safety

10. The Australian Consumer Law

The full text of the Australian Consumer Law (ACL) is set out in Schedule 2 of the Competition and Consumer Act 2010   which is the new name of the Trade Practices Act 1974 (TPA).

The ACL includes:

• Chapter 1 – Introduction: a single set of definitions and interpretive provisions about consumer law concepts.

• Chapter 2 – General protections: general protections, which create standards of business conduct in the market, including:

  » A general ban on misleading and deceptive conduct in trade or commerce;

  » A general ban on unconscionable conduct in trade or commerce and specific bans on unconscionable conduct in consumer and some business transactions; and

  » A provision that makes unfair contract terms in consumer contracts void.

- Chapter 3 – Specific protections: specific protections which address identified forms of business conduct, including provisions:

  » Banning specific unfair practices in trade or commerce;

  » Dealing with consumer transactions for goods or services;

  » On the safety of consumer goods and product related services;

  » On the making and enforcement of information standards; and

  » On the liability of manufacturers for goods with safety defects.

- Chapter 4 – Offenses: criminal offences relating to certain matters covered in Chapter 3.

- Chapter 5 – Enforcement and remedies: national enforcement powers and remedies relating to consumer law.

Further information about the ACL is set out in the Explanatory Memorandum and the Supplementary Explanatory Memorandum.

To assist in understanding the ACL and its provisions the Treasury has prepared:

- The Australian Consumer Law: An Introduction [PDF 635KB][RTF 922KB], which briefly explains the content and context of the ACL; and

- The Australian Consumer Law: A Guide to Provisions [PDF 939KB][RTF 1.8MB], which contains a detailed explanation of the provisions of the ACL.

ACL Regulations

Regulations made under the ACL are set out in Parts 6 and 7 of the Competition and Consumer Regulations 2010.

The ACL Regulations give practical effect to the ACL provisions dealing with:

- Prescribed requirements for asserting a right to payment;

- Agreements that are not unsolicited consumer agreements;

- Requirements for warranties against defects and repair notices; and

- Reporting requirements for goods or product-related services associated with death, serious injury or serious illness.

Further information about the ACL Regulations is set out in the Explanatory Statement.

11. The Privacy Act

The Privacy Act 1988 (Privacy Act) is an 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 by most Australian and Norfolk Island Government agencies and some private sector organisations; and

- Credit reporting provisions that apply to the handling of credit-related personal information that credit providers are permitted to disclose to credit reporting bodies for inclusion on individuals' credit reports.

The Privacy Act also:

- Regulates the collection, storage, use, disclosure, security and disposal of individuals' tax file numbers;

- Permits the handling of health information for health and medical research purposes in certain circumstances, where researchers are unable to seek individuals' consent;

- Allows the Information Commissioner to approve and register enforceable APP codes that have been developed by an APP code developer, or developed by the Information Commissioner directly;

- Permits a small business operator, who would otherwise not be subject to the Australian Privacy Principles (APPs) and any relevant privacy code, to opt-in to being covered by the APPs and any relevant APP code; and

- Allows for privacy regulations to be made.

12. Commonwealth Disability Discrimination Act 1992

The Commonwealth Disability Discrimination Act 1992 (https://www.legislation.gov.au/Details/C2016C00763) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in implementing the Act and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability discrimination happens when people with a disability are treated less fairly than people without a disability. Disability discrimination also occurs when people are treated less fairly because they are relatives, friends, carers, co-workers or associates of a person with a disability.

13. Commonwealth Age Discrimination Act 2004

The Age Discrimination Act 2004 (https://www.legislation.gov.au/Details/C2016C00746) helps to ensure that people are not treated less favourably on the ground of age in various areas of public life including:

- Employment;

- Provision of goods and services;

- Education; and

- Administration of Commonwealth laws and programs.

Age discrimination is not unlawful in employment if a person is unable to carry out the inherent requirements of the particular employment because of his or her age. It is not unlawful discrimination if an employee is taking particular action in direct compliance with an Award or Industrial agreement or youth wages. The Act also provides for positive discrimination, that is actions which provides a genuine benefit to persons of a particular age who experience a disadvantage because of their particular age.

14. Commonwealth Racial Discrimination Act 1975

The Racial Discrimination Act 1975 (https://www.legislation.gov.au/Details/C2016C00089) gives effect to Australia's obligations under the Inter national 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 on the basis of their race, colour, descent or national or ethnic origin unlawful.

14. Commonwealth Sex Discrimination Act 1984

The Sex Discrimination Act 1984 (https://www.legislation.gov.au/Details/C2016C00880) gives effect to Australia's obligations under the Convention on the Elimination of All Forms of Discrimination against Women and certain aspects of the International Labour Organisation (ILO) Convention 156. Its major objectives are to:

* Promote equality between men and women;

* Eliminate discrimination on the basis of sex, marital status or pregnancy and, with respect to dismissals, family responsibilities; and

* Eliminate sexual harassment at work, in educational institutions, in the provision of goods and services, in the provision of accommodation and the delivery of Commonwealth programs.

Further Information:

National Anti-Discrimination Information Gateway:
https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination

Federal and State Anti-Discrimination Laws:
https://humanrights.gov.au/our-work/employers/quick-guide-australian-discrimination-laws

15. Any other legislation or regulations identified as relevant to the Registered Training Organisation.

16. All relevant legislation and regulations associated with Training packages and qualifications offered. This information will be located in the Delivery and Assessment Strategies for individual qualifications.

Educational Pathways

IHNA is focussed on developing your career in healthcare. If you wish to take your career a step forward, an accredited higher level qualification is the way to go. Based on your current qualification, please see below the pathways that are available to you.

Learn advanced skills and stay up to date with current best practice in your sector!

Successfully completed year 10, year 12 or of mature age

CHC33015 Certificate III in Individual Support (Ageing, Disability) → **CHC43015 Certificate IV in Ageing Support**

HLT33115 Certificate III in Health Services Assistance (Assisting in Nursing Work in Acute Care)

HLT37315 Certificate III in Health Administration → **HLT47315 Certificate IV in Health Administration**

CHC30113 Certificate III in Early Childhood Education and Care → **CHC50113 Diploma of Early Childhood Education and Care**

BSB42015 Certificate IV in Leadership and Management → **BSB51918 Diploma of Leadership and Management**

HLT37215 Certificate III in Pathology Collection

CHC52015 Diploma of Community Services

HLT57715 Diploma of Practice Management

Note: Information in this diagram is of a general nature and entry criteria applicable to specific courses may vary. Please refer to specific course information to determine the exact criteria for entry or contact our admissions consultants for more details.

INSTITUTE OF HEALTH AND NURSING AUSTRALIA

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