North Metropolitan Health Service

Participant Information Brochure

Learning and Development, Workforce
North Metropolitan Health Service
RTO 50379
Introduction

This participant information brochure provides information for potential participants in courses offered at Learning and Development (L&D), Workforce, North Metropolitan Health Service (NMHS). NMHS L&D complies with the relevant legislation and regulations that underpin the areas listed, such as the Australian Quality Training Framework. North Metropolitan Health Service is a registered training organisation (RTO: 50379) that delivers nationally recognised training and also non-accredited training.

Access and Equity

North Metropolitan Health Service, Workforce, Learning and Development (L&D) actively encourages the participation of a cross section of the staff it serves. This is achieved by non-discriminatory participant selection procedures encouraging access for all health industry employees. Should participants experience difficulties in relation to language, literacy and numeracy, please discuss these with the relevant program coordinators. Most NMHS L&D venues are suitable for access by participants with disabilities. If you have any special needs with regard to your learning and/or assessment, advise us at the time of your enrolment.

Staff responsible for access and equity include:

- NMHS L&D Manager, and program coordinators (various)
- Enquiries to Training Support Officer 6457 2202 or 6457 1640 between 0800 – 1600 hours

Code of Practice

- Programs are conducted by qualified and experienced trainers.
- While NMHS L&D staff will provide encouragement and support, each participant has a responsibility to make every effort to maintain satisfactory progress in their chosen program.
- Facilitators prepare and deliver material to meet the required standard. The rules of evidence are used to assess participants fairly, objectively and consistently to determine their competency and understanding of the material.

Enrolment Criteria

Enrolment into a qualification course or program should be done by completing the relevant enrolment form. Additional requirements for enrolment may be applicable and the course program brochure will provide more information on any criteria required.

Access to programs is dependent upon:

- Completion of enrolment form, proof of identity and visa documentation and approval of supervisor/manager (if applicable)
- The availability of a facilitator and a venue
- A sufficient number of enrolments in the course
- Course entry requirements being met (refer to program brochure)
- Payment of course fees (if applicable)
Flexible Delivery

North Metropolitan Health Service (NMHS L&D) offers flexible training options where required such as:
- Choice of course dates (subject to negotiation)
- Re-assessment of competencies that are not met at the first assessment
- Online learning material for some programs.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

As a registered training organisation, North Metropolitan Health Service, Learning and Development offers recognition of prior learning (RPL) credit for knowledge, skills or competencies acquired through previous study, training, employment or life experience. NMHS also recognises qualifications and Statements of Attainment issued by other Registered Training Organisations and provides credit transfer for units with the same national units of competency codes. Please contact NMHS L&D for further information.

Participant rights and responsibilities

North Metropolitan Health Service (RTO: 50379) recognises that participants have the right to:
- Expect the RTO to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the RTO’s services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent and diligent trainers who observe their responsibility to address participants' learning needs, assist them to achieve the course outcomes, and assess their participants' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect the RTO to be ethical and open in their dealings, their communications and their advertising;
- Expect the RTO to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees and refunds;
- Privacy and confidentiality, and secure storage of participant records in accordance with the RTO’s policies, to the extent permitted by law.
Participant's Responsibilities
Participants are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake
- Providing accurate information about themselves at the time of enrolment, and to advise the RTO of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by the RTO;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other participants to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to the CEO;
- Respecting the RTO’s property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

Disciplinary Procedures

Misconduct warranting disciplinary action includes any significant departures from generally accepted standards of integrity and appropriate behaviour, including cheating, plagiarism, breach of copyright laws and unauthorised use of materials in assessment submissions. The Manager, L&D will investigate and address all suspected misconduct with the participant involved in accordance with WA Health misconduct and disciplinary policy guidelines.

Privacy Policy/Access to Personal Records

North Metropolitan Health Service (NMHS L&D) respects the privacy of participants and employees. All information collected will be used in administration procedures and may be accessed by the training staff. This information will not be released to any other organisation / persons without your express consent. Participants have the right to access their own personal records.

Course Fees and Charges

At the time of enquiry into the course and/or enrolment, you will be advised of any course fees and charges for the course or program. External participants are to refer to the program brochure or website for relevant fees and charges. The NMHS Fees, Charges and Refunds Policy should be read in conjunction with this Participant Information Brochure.
## Withdrawals and Refunds

North Metropolitan Health Service (NMHS L&D) is a government organisation and registered training organisation and is dedicated to ensuring the protection of consumer rights under Australian law and complying with the Standards for RTOs 2015. The Fees, Charges and Refund policy and procedure is outlined below:

North Metropolitan Health Service protects the fees paid in advance by participants and is deemed exempt under Schedule 6 of the Standards for fee protection as a government entity and may collect more than $1500 upfront for payment of fees. Fee information relevant to a course is outlined in detail in the course program guide. In compliance with Clause 5.3 of the Standards, this information is provided prior to enrolment. Fee information includes:

- All costs for the course and payment terms
- Refund information.
- The Participant Information Brochure provided prior to enrolment includes this policy and procedure and informs the participant of their consumer rights.
- Where an employer is paying for a participant’s course, the employer will be provided, at the time of enrolment, an outline of the total fees and payment terms.
- Where a unit is to be completed by RPL, the relevant RPL Tuition Fee applies for the relevant unit/s.
- NMHS employees are exempt from course fees and external participants will be advised of the relevant fees for the course on enrolment.

### Payments

Payments can be accepted by cheque, money order or credit card by the due date to complete enrolment.

### Refunds for self-funded participants

- Self-funded participants who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced in consideration of the amount of training they have or have not received, must request this in writing using the Participant Withdrawal Refund Form which is available from NMHS L&D administration. The request must outline the details and reason for their request. Participants who have not completed a Participant Withdrawal Refund Form are not eligible for consideration of a refund or reduction in fees owed.
- Eligibility for a refund will be assessed based on the services provided to the participant, progress of the training, administrative costs and census dates for withdrawal from the qualification.
- A full refund of any fees paid will be applicable if a participant withdraws prior to commencement of the course.
- RPL application fees are non-refundable.

## Participant Learner Support Services

Participant learner support services are available to participants and referral to other support services (welfare and personal counselling) can be accessed through the employer, if required. Should participants find difficulty with program material, support will be provided (on and off campus) to meet individualised needs. An individual learning plan is available through the coordinator of each program.
North Metropolitan Health Service is dedicated to providing a safe and healthy environment for its employees, participants and visitors, free from harassment and bullying. Participants have a responsibility to undertake activities in a safe manner, follow instructions provided for safety, avoid placing themselves or others at risk and report any injury, illness or ‘near miss’ to the facilitator. A hazard/incident form should be completed by anyone who identifies an occupational health and safety hazard or if an accident or incident has occurred. A NMHS Hazard/Incident Form should be completed and a current version of this form should be downloaded from the intranet or obtained from NMHS L&D Administration.

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**Complaints and Appeals**

Participants are encouraged to speak to their program coordinator regarding any issues with training, assessment or the program they are enrolled in.

If the resolution is unsatisfactory, participants are encouraged to complete a complaints or appeals form if they believe they have been unfairly treated by NMHS. The policy and procedure for both complaints and appeals are:

1. Discuss the complaint with the facilitator of the program or program coordinator.
2. If the resolution is unsatisfactory, complete a complaints/appeals form and submit the form to NMHS L&D administration, facilitator or program coordinator.
3. Your complaint/appeal will be investigated and an outcome in writing will be sent within 60 calendar days of the original complaint/appeal.
4. If the participant is still unhappy about the outcome of the complaint/appeal then they are entitled to appeal and seek a mediated settlement to the dispute.
5. If satisfactory resolution can still not be reached, contact

**Office of Training Accreditation Council (TAC)**
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