



STUDENT HANDBOOK



YOUR JOURNEY INTO THE HEALTHCARE
INDUSTRY STARTS HERE...

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Welcome

Thank you for considering My Flex Training!

We are excited to have you with us and look forward to supporting you through your learning journey.

About My Flex Training

My Flex Training is a company forming part of the My Flex Health International group. My Flex Health International is one of the largest privately owned healthcare providers in Western Australia. In operation for more than 25 years, My Flex Health International is a leading provider of comprehensive healthcare, staffing and education solutions.

My Flex Training (RTO Code 51589) is a registered training organisation (RTO) delivering nationally recognised qualifications and individual units of competency plus a large range of non-accredited short courses.

This handbook contains all the information you require to make an informed choice when assessing My Flex Training to be your Registered Training Organisation.

It is important that you read everything in this document prior to completing your enrolment.

Location



97 Edward Street, Perth 6000



(08) 9427 7518



trainingadmin@myflexhealth.com.au



www.myflexhealth.com.au

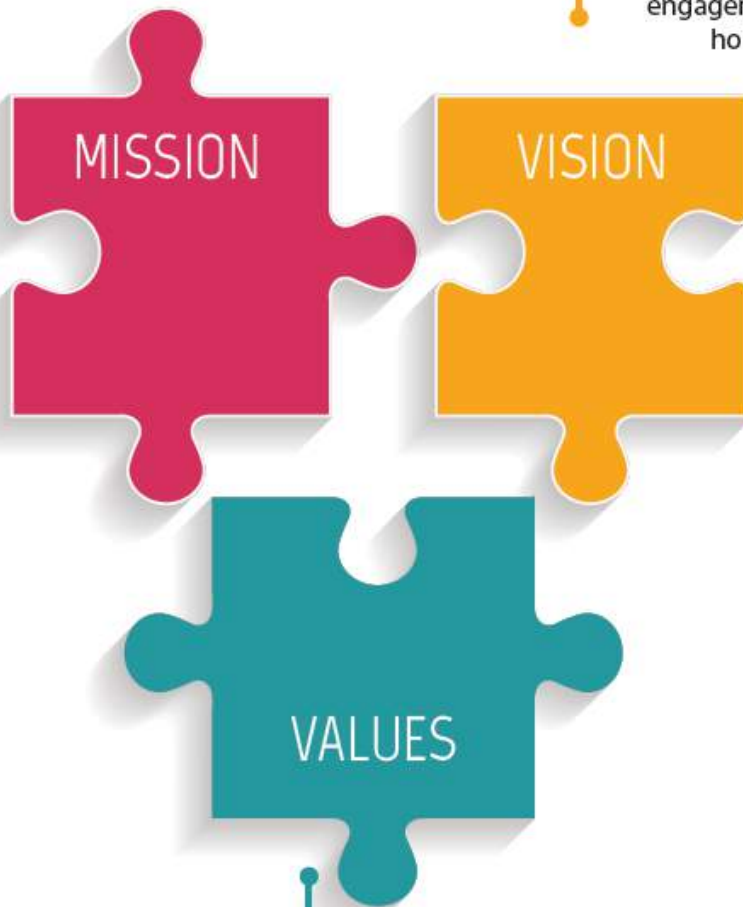
Mission, Vision and Values

OUR MISSION

Improve our client experience through quality and affordable services

OUR VISION

To strive to be the best in client engagement for staffing solutions, home care and training.



VALUES

OUR VALUES

Professionalism

To act in a professional manner

Respect

For the individual, beliefs and culture

Positivity

To display a positive and enthusiastic manner

Integrity

To act honestly and with integrity

Adaptability

To recognise needs and seek opportunities

Course delivery

Our courses are delivered (taught) via a learning model which includes, but is not limited to:

- Face-to-face classroom training sessions
- Face-to-face via Zoom or the option to blend both
- Simulation
- Workplace learning
- Self-directed study
- Tutorial

Resources included in the course such as the Learner Guides, are available to students online via My Flex Training's Blue Gem Student Management System and are located in the student digital Library.

How can this work for you?

We understand that everyone comes to training at different levels because of their life histories, but so long as you have a reasonable grasp of written and spoken English, our program provides for individualised support within the training room, in regard to self-directed learning, through the assessment process and also while on work experience and provided by our highly experienced people.

If you have prior experience in the sector or have skills and knowledge developed elsewhere, there are opportunities for Credit Transfer, Recognition of Prior Learning or other methods of demonstrating competence.

Our current scope of registration is listed on the Australian Government's training.gov.au website at <https://training.gov.au/Organisation/Details/51589>

Further information about our accredited and non-accredited courses can be found here: <https://www.myflexhealth.com.au/training/>

Work Experience

Students must attend all classes prior to work placement after which they will be required to participate in work experience as per the following table:

Note Exception to class attendance prior to work placement: Traineeships and Industry Employment.

Trainees enter into an employment contract with an employer for a minimum of 15 hours per week. Traineeships combine what you are learning in the workplace with formal classroom learning.

Students employed in the industry combine what you are learning in the workplace with formal classroom learning.

| Qualification | Practical Placement Hours Note: Minimum requirements |
|---|--|
| CHC33015 Certificate III in Individual Support (Ageing) | 120 |
| CHC33015 Certificate III in Individual Support (Ageing, Home and Community) | 120 |
| CHC33015 Certificate III in Individual Support (Disability) | 120 |
| HLT33115 Certificate III in Health Services Assistance (Assistant in Nursing in Acute Care) | 80 |

Shift times are generally 8 hours in duration, Monday to Friday, between the hours of 7am and 4pm but this may vary depending on the arrangements with the work placement facility. Evening shifts may be a requirement of your placement.

Note: Students do not undertake night duties.

During this time you will be working under supervision at all times. A My Flex Training Assessor will visit you at least twice while you are at work or on work experience. They will at arranged visit times conduct performance assessments.

Assessment

So what is assessment? Assessment occurs during and after the learning process and is the judgment on whether a Student's skills and knowledge are satisfactory or not yet satisfactory. The standard to which a student is assessed is based on a specific training package or VET accredited course. To achieve a qualification a student must satisfactorily complete all the Units of Competency involved in the qualification.

Students are required to participate in assessment via a variety of methods, which may include:

- Practical/ simulated demonstrations/role play
- Written assessments (must be completed prior to work placement)
- Workplace observations
- Third party reports
- Oral assessments
- Portfolios

My Flex Training collects and evaluates all assessment evidence in a systematic way that ensures our trainers and assessors will make objective, informed judgements based on the principles of assessment; that the assessment is:

- Reliable, Fair, Flexible and Valid

My Flex Training trainers and assessors' decisions are also guided by the rules of evidence being that the evidence submitted by the student must be:

- Valid, Current, Sufficient and Authentic

Assessments will be deemed Satisfactory (S), meaning that the evidence required to complete the assessment has been met, or, Not Yet Satisfactory (NYS). A NYS result means that the student needs to provide more information to demonstrate the skills and knowledge required of the particular unit.

In the event of a NYS result, the student is entitled to a second submission. The assessor will provide them with feedback specific to the questions that require more information. Students are encouraged to seek clarification if they are unsure what is required to satisfactorily answer the question.

If a student is found NYS after a second submission their assessment will be reviewed by the RTO Manager. After re-assessing the student's work, the RTO Manager will either approve a third attempt or will deem the student Not Yet Competent. This means that enough evidence has not been submitted to complete the unit.

In the event a student is deemed Not Yet Satisfactory or Not Yet Competent they will be provided access to the appeals process. If the student does not appeal, or if after their appeal, the Not Yet Satisfactory or Not Yet Competent decision is upheld, they will be required to re-enrol in the Unit of Competency and pay the unit fee to achieve completion.

The information students require to be assessed will mostly be provided to them via their learner guides, their trainer during classes and in the case of a traineeship or industry employment in the workplace. In some instances students will be required to research the answers, for example via the Internet. Students are encouraged to ask questions at any time!

Instructions for completions and assessments

When submitting an assessment the student must complete the information on the front page, including their name, date the assessment is submitted, and the claim of authenticity. Written assessments **must** be legible.

My Flex Training often uses Zoom interactive assessments and you will receive instruction on their use.

Workplace Assessments

Workplace Observations are a key component of the assessment process. Observations are where your trainer/assessor will observe you working with a resident/client/individual and assess how you apply the knowledge and skills you have learned in your classes to the real work place.

Your Work Placement Log Book must be signed by your work experience supervisor prior to submission.

Recognition of Prior Learning and Credit Transfers

You may already have developed skills and knowledge through work, study and life experience that may help you gain exemption or credit for units of competency in your course. This may reduce the time required to gain a qualification.

We recognise relevant prior knowledge and experience through:

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

If you believe you have previous skills, knowledge or life experience which are relevant and would like to apply for RPL or a CT, please let the Client Services Team Leader know.

Recognition of Prior Learning (RPL)

In order to grant RPL, the assessor must be confident that you are competent against the unit requirements.

RPL is an assessment process that evaluates the competency of an individual that has been acquired through formal and informal learning to determine the extent to which that individual meets the requirements specified in the unit of competency or accredited course.

My Flex Training offers RPL to all of our students. The evidence required for your application may include current certification, work history (e.g. resume) references from current and/or past employers, testimonials from clients, work samples, questioning and demonstration.

The cost for assessing your RPL application is \$100 per unit.

Credit Transfer (CT)

Credit Transfer is where your qualifications, based on prior studies gained through this, or other Registered Training Organisations, are recognised. For example, you may have completed the same unit of competency at another institution while undertaking another course and this will be recognised if the unit has the same title and unit code. If a course title or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also applies to units and qualifications from previous training packages.

Where a Credit Transfer is applied for, you must provide all the original documents, including any qualifications/record of results and related statements of attainment to a My Flex Training staff member who will assess your eligibility.

The granting of a credit transfer may shorten the course duration. You will be advised whether this is the case upon finalisation of the credit transfer process. Assessing your eligibility for Credit Transfer is free of charge.

FINANCIAL INFORMATION

Course Fees

Students will be invoiced on the commencement of units. Course fees are calculated on the Nominal Hours of each unit set by the Department of Training and Workforce Development (DTWD). Nominal hours do not represent the hours of training or instruction.

The total course cost is approximate and indicative only.

Fees and charges are subject to change pending proof of evidence in relation to units eligible for Recognition of Prior Learning and Credit Transfer, and the current calendar year DTWD VET Fees and Charges Policy.

Payments for any course of study attracting total fees of \$1500 or more will be as follows:

- First payment will be invoiced on confirmation of enrolment
- The balance of fees will be invoiced in advance progressively over the study period on the commencement of unit clusters. No one payment will exceed \$1000.

Government Subsidies

Traineeships and other eligible students who participate in classroom delivery courses are subsidised through Jobs & Skills WA. This is the way the State Government, through the Department for Training and Workforce Development, prioritises its investment in training to focus on courses that equip people to take up jobs that are, or will be, in high demand.

To do this, Jobs & Skills WA provides a guaranteed, subsidised training place for eligible students enrolled in courses that are deemed State priority qualifications, where a training place is available.

Apprenticeships and traineeships are a priority for the State Government. Other priority training areas are identified on their website. Please view the Jobs & Skills WA website for more information or contact the Training College www.dtwd.wa.gov.au/jswa

[See Fact Sheet: Student Fees \(Policy SF/MyFlexTraining/2020\) Concession Rate](#)

Proof of eligibility must be demonstrated prior to the commencement of the unit. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

The following students are entitled to the concession rate on course fees:

- a) Persons and dependents of persons holding:
 - i. A Pensioner Concession Card
 - ii. A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs
 - iii. A Health Care Card
- b) Persons and dependents of persons in receipt of AUSTUDY or ABSTUDY
- c) Persons and dependents of persons in receipt of Youth Allowance
- d) Persons and dependents of persons who are inmates of a custodial institution
- e) Secondary school-aged persons, not enrolled at school

Waiver due to Severe Financial Hardship

Applications for consideration of severe financial hardship will be decided on an individual basis by the RTO Manager, taking into account all circumstances and in accordance with the DTWD VET Fees and Charges Policy of the current calendar year.

You will need to complete an Application for Fee Waiver form and provide supporting documentation that demonstrates that severe financial hardship.

Details of the individuals/organisations and grounds for waiving of fees and charges will be retained for audit purposes.

Additional Costs

It is a condition of your enrolment that you obtain at your own expense:

- Medical clearance, stating physically and mentally fit for the provision of childcare
- A Working with Children Check (if 18+ yrs.)
- A National Police Certificate (if under 18 yrs.)

You will need access to the following not provided by My Flex Training:

- Hardware/IT Requirements
- Computer/Laptop
- Internet connection

Transfer and Withdrawal

You may only transfer your course enrolment to another course at the discretion of the RTO Manager provided:

- Seven days' notice is given in writing
- A vacancy exists for the date you wish to transfer to

Withdrawals must be in writing before the census date. Failure to do so will result in the forfeiture of course fees paid.

You may defer from your course for a maximum period of six months without penalty.

On confirmation of your enrolment you will be issued with an enrolment invoice which contains information about your course costs and census dates for each unit.

Extensions

Applications for extension of courses of study not completed within the agreed contract of study period must be in writing to be approved by the RTO Manager.

RTO Guarantee

The My Flex Training RTO guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or units of competency.

If the RTO closes or ceases to deliver any part of the training product which the student is enrolled in, they will be advised about:

- Alternative options such as transferring to another RTO;
- Their right to credit for the units of competency they have already completed; and
- What they could potentially claim as recognition for prior learning (RPL) with another RTO.

If the RTO closes, all learners' records will be sent to the RTO registering body which is currently the Training Accreditation Council Western Australia.

Our commitment to you

My Flex Training commits to:

- Being respectful and treating all of our students with dignity and respect
- Being clear and transparent with all assessment decisions
- Supporting each student as an individual during their learning
- Seeking regular feedback from students
- Employing qualified and experienced Trainers and Assessors
- Identifying students who may require additional support
- Encouraging feedback from students and workplace facilities

GOVERNANCE

To meet the requirements of Clause 7.1 of the Standards, the Director of My Flex Training maintains RTO compliance through a systematic approach and ongoing continuous improvement.

Your commitment

Students undertake training with My Flex Training on the basis that they assume a reasonable level of responsibility for their own results and general progress.

Obligations

- Attend all training sessions on time.
- Be prepared for training with all necessary supplies.
- Complete all assessments and any other requirements as instructed by the Trainers.
- Meet the payment requirements of your course
- Exercise good time management.
- Respect for others.
- Keep up with any reading as instructed by the Trainers.
- Ensure that any issues are brought to the attention of the Trainers.
- Take proper care of My Flex Training property.

My Flex Training Student Code of Conduct

Students of My Flex Training must abide by this Code of Conduct. This applies to students of accredited and non-accredited courses.

My Flex Training Students agree to:

- Treat all people you engage with for the duration of your course with dignity and respect and without discrimination, regardless of educational background, gender, marital status, sexual preference, race, colour, national origin, ethical or socio-economic background, physical or intellectual differences or religious and political affiliation (This includes, but is not limited to, fellow students, My Flex Training employees and everyone at their work experience placement)
- Communicate in a polite and courteous manner
- Refrain from using any form of language or behaviour that could be interpreted as intimidating, aggressive or abusive
- Approach your learning in a positive manner and contribute to a supportive learning environment where everyone feels safe to share ideas freely and ask questions openly
- Behave in a manner which does not impede the learning of fellow students
- Comply with all reasonable instructions
- Do not remove any materials including My Flex Training notes and books from the training rooms
- Conduct yourself in a manner that maintains the safety and health of yourself and others at all times
- Attend all training sessions and work placements
- Arrive on time for every session

- Notify My Flex Training of any absence prior to the commencement of a class
- Notify My Flex Training and the work experience facility of any absence prior to the commencement of a shift
- Ensure your phone is either turned off or put on silent mode during ALL course activities
- Proactively manage your learning journey and complete all requirements of your course in a timely manner
- Submit completed assessments that are entirely your own work without any plagiarism or cheating
- Do not breach anyone's privacy or confidentiality as per the Privacy Act 1988, during or after the course
- No use of alcohol or illegal drugs when attending a class at My Flex Training or while on work experience
- Do not cause any damage to My Flex Training property or engage in any criminal behaviour
- Do not behave or speak in a manner that will bring My Flex Training into disrepute or slander anyone with whom you have associated.

Breaches of this code

This code of conduct has been drawn up to provide a source of guidance to My Flex Training students. Breaches of this code will be taken seriously and if considered misconduct, could result in disciplinary action in the form of written warnings up to exclusion from the course the person is enrolled in where no fees will be refunded.

Transport

My Flex Training is conveniently located only 5 minutes' walk from Claisebrook train station and close to major bus routes.

Paid parking is available across the road from My Flex International in Brewer Street, adjacent to the HBF stadium. Free 1 and 2 hour parking is available on Brewer Street and surrounding streets. My Flex Training will not compensate for any fees incurred for inappropriate parking.

Students are required to ensure they have their own transport to locations for work experience. We endeavour to provide students with a placement within 30 minutes of their homes. In some circumstances students will be required to travel up to 45 minutes by car or public transport to a location.

Students studying Home and Community must have a driver's licence and their own car for work experience.

Enrolment Process

You will also be asked to sign an acknowledgment that you have read and agree to the terms outlined in this document prior to commencing your enrolment documentation.

The enrolment process is as follows:

Pre-enrolment

- Provide photo identification (Australian Driver's License / Proof of Age Card or Passport)
- Provide Visa / Citizenship information
- Complete a Language, Literacy and Numeracy (LLN) test
- Read this document
- Ask any questions
- Apply for or hold a recent clear National Police Clearance
- Working with Children Check (WWCC) application

You will need to obtain a Unique Student Identifier (USI) to be enrolled.

A USI - Unique Student Identifier is your individual education identifier for life. It also creates an online record of your training attainments in Australia.

If you are undertaking either nationally recognised training, or a higher education qualification, you need a USI in order to receive commonwealth financial assistance, as well as to obtain your qualification or statement of attainment.

A USI is for life! You only have to create it once.

Unique Student Identifier (USI)

The USI is your reference number that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all recognised training providers with which you undertake training
- Gives you access to your training records and transcripts
- Can be accessed online, anytime and anywhere
- Is free and easy to create
- Stays with you for life

A USI is made up of ten numbers and letters and will look something like this: **7GF85JL3D4**

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, Registration Training Organisations (RTOs) are not permitted to issue your qualification or statement of attainment until you have obtained it.

Your USI will give you access to an online record of the accredited training you have completed since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI is available online and at no cost to you. For more information, go to the following link: www.usi.gov.au/students

Alternatively, we can help you apply or apply on your behalf.

Orientation

On the Friday at 9 am prior to commencing your training, orientation will be held to get you acquainted with where things are on site, what the workplace safety and health procedures are, location of your training room, support available, toilets and general information on the details relating to your time with us.

Workplace Health and Safety

It is essential that you familiarise yourself with and follow all instructions/rules of the training location.

You will be advised of such things as:

- emergency exits,
- site evacuation procedures,
- location of the First Aid kit
- all other operational matters including student support procedures

If you see something that you think is unsafe please inform any member of My Flex Training immediately.

My Flex Training takes this matter very seriously and your involvement in this represents a good adjunct to your training.

Student Support Services

My Flex Training provides support to students throughout the learning journey. We are also committed to providing timely and appropriate information, feedback, advice and support services which assist students to identify and achieve their desired outcomes.

Please notify us prior to commencement if you have any special needs that will affect your ability to learn, including but not limited to:

- Language, literacy and numeracy needs
- Disability
- Diagnosed medical condition.

When My Flex Training is advised of your support needs we will strive to meet your needs prior to commencing the course. As with any private information, any you provide us in relation to your needs will remain confidential and will only be used to support you.

Immunisation

As per industry requirements.

Government of Western Australia Department of Health:
Health Care Worker Immunisation Policy

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/Policy-Frameworks/Public-Health/Policy/Health-Care-Worker-Immunisation-Policy/OD388-Health-Care-Worker-Immunisation-Policy.pdf>

All students are required to provide evidence of their immunisation status for the diseases listed in the table on the next page prior to their work experience. Students will be provided with a document to be completed by a Registered Medical Practitioner (e.g. a doctor).

All information provided to My Flex Training in relation to immunisation status is confidential and will only be shared with work experience facilities when required and with permission of the student.

| Name of disease | Requirements |
|-------------------|---|
| Poliomyelitis | Complete childhood vaccination course (CCV) |
| Diphtheria | CCV and DTP booster as adolescent/adult within 10 years |
| Tetanus | CCV and DTP booster as adolescent/adult within 10 years |
| Pertussis | CCV and DTP booster as adolescent/adult within 10 years |
| Measles | 2 doses or failing this a blood test showing immunity (serology test) |
| Mumps | 2 doses or failing this a blood test showing immunity (serology test) |
| Rubella | 2 doses or failing this a blood test showing immunity (serology test) |
| Chickenpox | Fully immunised or a blood test showing immunity (serology test) |
| Influenza | Date of vaccination (annual requirement – in autumn) |
| Hepatitis A | Date of vaccination |
| Hepatitis B | Complete immunisation course & serology results confirming immunity (or at least 1 st and 2 nd dose completed prior to work experience placement) |
| Tuberculosis (TB) | TB screening is required – Tuberculin Skin Test (TST)/Mantoux test or QuantiFERON-TB Gold In-Tube assay |

Access and Equity

My Flex Training is committed to the principles of Access and Equity according to the RTO Standards 2015. We are inclusive of all students regardless of:

- age,
- gender,
- cultural or ethnic background,
- disability,
- sexuality,
- language skills,
- literacy or numeracy level,
- unemployment

Legislation

My Flex Training RTO is bound by a wide range of regulatory requirements, including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Aged Care Legislation (Residential Care/Home Care)
- Workplace Gender Equality Act 2012
- Freedom of Information Act 1992
- Privacy Act 1988
- Fair Work (Registered Organisations) Act 2009
- Racial Discrimination Act 1975
- Student Identifiers Bill 2014
- Occupational Safety and Health Act 1984 (WA)
- Equal Opportunity Act 1984 (WA)

Privacy

As a Registered Training Organisation, My Flex Training is required to maintain effective administrative and records management systems.

My Flex Training uses student information only for the purposes for which it was gathered.

Students have access to their own training records on request. Should it be necessary, information about student records will only be passed on to a third party with the written consent of the student.

On enrolment you will be asked to sign a declaration that the information you have provided on the enrolment form is true and correct to the best of your knowledge. You will also be asked to sign that you give consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice on the next page.

RTO Privacy Notice

Under the *Data Provision Requirements 2012*, 51589 My Flex Training Registered Training Organisation (RTO) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

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

- Employer – if you are enrolled in training paid by your employer,
- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship,
- Commonwealth and State or Territory government departments and authorised agencies such as NCVER,
- Organisations conducting student surveys,
- Researchers.
- We hold your assessments, training and workplace observation information for 6 months and is not returned to the students. After this period of time, these are destroyed except for your record of qualification. Which is retained for 30 years.

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

- Issuing a VET Statement of Attainment or VET Qualification, and populating authenticated VET Transcripts,
- Facilitating statistics and research relating to education, including surveys,
- Understanding how the VET market operates, for policy, workforce planning and consumer information,
- Administering VET, including program administration, regulation, monitoring and evaluation.

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

Plagiarism and Cheating

My Flex Training considers plagiarism a serious offence and in some cases may be subject to legal action. Students are required to sign a 'Claim in Authenticity' form with each assessment which is a statement that all assessments submitted are their own work and/or appropriately acknowledge the work of others.

Plagiarism is copying work without acknowledging the source (i.e. who wrote it) and is considered a form of cheating.

My Flex Training will not tolerate cheating (including plagiarism). It is cheating to:

- Hand in somebody else's work and claim it as your own (with or without that person's permission)
- Use any part of someone else's work without the proper acknowledgement
- Allow someone else to hand in your work as their own

If a trainer suspects a student is cheating, they will investigate further to establish evidence. If there is evidence to support the suspicion, the trainer will notify the My Flex Assistant Training Operations Manager. The ATOM will review the student's assessment and request a meeting to discuss the matter in more detail. Once this meeting has occurred, and all relevant information has been considered, one of the following will happen:

- The student will provide sufficient evidence to support the work as their own
- If it is a minor or completely unintentional offence the student will be required to undertake another assessment.
- If it is a serious or deliberate offence the student will be deemed to have participated in serious misconduct and will be withdrawn from the course and barred from enrolling in any future accredited courses at My Flex Training.

Students are entitled to appeal against a decision related to cheating in line with the Complaints, Grievances & Appeals process outlined in this Handbook.

If a student believes that their work has been plagiarised or copied in any way, they must report the matter to a member of My Flex Training staff immediately.

Feedback

Feedback will be provided regularly throughout your course both in written and verbal format. Assessments will be marked within 2 weeks of submission. When completing a practical assessment students will receive feedback at the completion of the task.

Students may also request a meeting with an assessor to receive verbal feedback to clarify queries.

Considerations and Reasonable Adjustments

My Flex Training students have 12 months to complete their studies. If you have any personal difficulties that impede your ability to complete assessments (e.g. illness), alternative arrangements may be available to assist you in finishing your course. Please contact the My Flex Training team to discuss if required.

Reasonable adjustments can be made to ensure equity in assessment for people who for example have a disability, language or numeracy difficulties, or a diagnosed medical condition. Reasonable adjustments made can vary, and can include changes to the assessment process or context that meet your individual needs but do not change the overall unit of competency outcomes.

Complaints, Grievances & Appeals

My Flex Training considers all Student feedback important. It is recognised that feedback is an important part of the continuous improvement cycle and helps to improve the service we provide. My Flex Training is committed to establishing a satisfactory resolution for any complaints or appeals received.

Should a student have a concern about any issue related to My Flex Training, its employees, processes or environment they are asked to report the issue as soon as possible after the event has occurred.

Students may:

- Complete a written feedback form at the completion of their class
- Complete a 'We Welcome Your Feedback' form, located in our reception and on request
- Talk to their trainer / assessor

If you are not satisfied that the issue has been resolved, you may wish to write a letter to the Assistant Training Operations Manager, setting out in detail your concerns. An experienced industry-training representative may be invited to act as an objective party to negotiate a satisfactory resolution for all parties. If the matter is unresolved, you may request your matter be mediated by an independent consultant.

Assessment of Appeals – Process

| | | |
|--|---|--|
| Step 1 | Learner requests the assessor reconsider or explain the assessment outcome. Appeals form completed. | |
| If the learner is not satisfied, they may proceed to Step 2. | | |
| Step 2 | Learner submits a complaint in writing and forwards this to the RTO. The appeal must include: <ol style="list-style-type: none"> 1. Learner name and contact details 2. Assessor's name 3. Date of the assessment 4. Reason for the appeal 5. Learner's preferred solution | Steps 1 and 2 to be completed within 20 business days of the original assessment decision. |
| Step 3 | My Flex Training (MFT) conducts an internal investigation. This may include, but is not limited to: <i>Interviews with all people involved</i> <i>Assessment by a different assessor</i> <i>Assessment by another assessor not involved in the original decision.</i> | Steps 3 and 4 to be completed within 20 business days of lodgement of the appeals/complaint form. |
| Step 4 | Appeal decision and feedback provided to the learner in writing. Where possible the outcome will be discussed in person with the learner. All documentation is retained by MFT. | |
| If the learner is not satisfied, they may proceed to Step 5. | | |
| Step 5 | Independent review by an external person or panel. | Steps 5 and 6 to be completed within 20 business days of the learner requesting an independent expert. |
| Step 6 | Appeal decision and feedback provided to the learner in writing. Where possible the outcome will be discussed in person with the learner. All documentation is retained by MFT. | |
| If the learner is still not satisfied, they may proceed to Step 7. | | |
| Step 7 | Learner may engage an independent mediator with formal experience in the Vocational Education and Training sector. | Step 7 to be completed within 20 business days of the learner requesting the appointment of an independent mediator. |

Australian Qualifications Framework

Certification documentation (your certificate or statement of attainment/s) is defined in the Australian Qualifications Framework (AQF).

All qualifications and statements of attainment issued by My Flex Training will be in accordance with our scope of registration.

Qualifications - Certificates and Statements of Attainment

Certificate and Record of Results

My Flex Training will issue a Certificate and Record of Results within **30 calendar days** of all units of competency in the qualification being assessed as meeting the requirements of the training package, when all fees have been paid and work experience has been completed.

The Record of Results will list all the Units of Competency that form the qualification on the reverse side of the certificate.

Graduation Ceremony

Note: This will be a quarterly function for all students who have graduated during the quarter. It will be an opportunity to wear a gown and sash and invite immediate family.

Statement of Attainment

If a student does not meet the full requirements to achieve a Qualification Certificate, My Flex Training will issue a Statement of Attainment within **30 calendar days** of the completion of a unit of competency that a Student has enrolled in, if it has been assessed as meeting the requirements of the Training Package and when all fees have been paid.

Reissuing AQF Documents

Records of qualifications and Statements of Attainment are stored by My Flex Training for a period of 30 years. Re-prints of Qualification Certificates (which includes a Record of Results) or Statements of Attainments are available for a cost of \$50 per document.



***Come visit us at:
97 Edward Street, Perth 6000***

training@myflexhealth.com.au



**Call and speak to a member
of our friendly team on**

(08) 9427 7518

www.myflexhealth.com.au