Nindila Student Handbook

Student Information

Nindila Training Centre

Bega Garnbirringu Health Services Incorporated

12 – 14 Macdonald Street,

PO Box 1655 Kalgoorlie WA 6433

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HANDBOOK DISCLAIMER

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Bega Garnbirringu Health Services Incorporation (BGHS) – Nindila Training Centre's** policy may impact on the currency of information included. **Nindila Training Centre's** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting**. Nindila Training Centre.**

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Nindila Training Centre.** Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Nindila Training Centre

12-14 Macdonald Street, Kalgoorlie, Western Australia 6430
Ph: 08 9022 5500

IMPORTANT DETAILS

Registered Training Organisation (RTO) Details:

Bega Garnbirringu Health Services Incorporation (BGHS)

Head Office: Bega Garnbirringu Health Services Incorporation – Nindila Training Centre

RTO#5729

12-14 Macdonald Street, Kalgoorlie, 6430

T 08 9022 5500
Email:training@bega.org.au

W www.bega.org.au

Your Details:

Name:	
Address:	
Phone contact:	
Email:	
My trainer's name:	
My assessor name:	

Employer Details (if applicable):

Business name:	
Contact person:	
Address:	
Phone contact:	
Email:	

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WELCOME

Congratulations on your choice to undertake a qualification with **Bega Garnbirringu Health Services Incorporation (BGHS) – Nindila Training Centre**

Bega Garnbirringu Health Services Incorporation (BGHS) has been set up to provide a health service in helping "sickness gets better" through a holistic approach in Clinical, Education and Prevention services.

Bega is the beginning of a long road to better management and control of our own lives. Controlling and managing health problems within our communities, minimising death rates and reducing health problems are our immediate goals. To do this we need more knowledge and understanding of the health issues faced by Aboriginal and Torres Strait Islander people.

Nindila Training Centre is the Workforce Training and Development arm of Bega and is therefore best placed and the most culturally appropriate provider of health-related training in the region. It is in fact the only local Registered Training Organisation that provides Aboriginal and Torres Strait Islander Health Worker training within the Goldfields and surrounding areas and has done so since 1996.

Nindila Training Centre is an important business unit of Bega Garnbirringu Health Service. It was established to ensure that AMS's have the capacity to deliver appropriate services to meet the needs of their communities.

The Bega Garnbirringu Health Services Board of Directors has endorsed three strategic training and development objectives for Nindila Training Centre. They are:

1. Increase the number of Aboriginal health professionals who possess qualifications relevant to the needs of clients serviced by Aboriginal Medical Services (AMS's)
2. To promote and protect the role of the Aboriginal Health Worker
3. Provide professional development opportunities to non-Aboriginal health professionals working with Aboriginal clients, families and communities.

Our Vision is: for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

Our Mission is: the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to Aboriginal and Torres Strait Islander people.

The organisation will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission

ABOUT US

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications in:

- Aboriginal and/or Torres Strait Islander Primary Health Care/Practice

In Australia, only Registered Training Organisations can issue nationally recognised qualifications.

Our RTO provider code is **5729.**

The details of our registration and the courses and Qualifications we are registered to deliver can be found at training.gov.au

Our courses are held at Nindila Training Centre and delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face delivery
- Workplace learning
- Workplace visits

CONTACTING US

Our contact details are listed in the 'Important Details' Page 5 at the beginning of this Handbook.

Feel free to contact us with any query you may have regarding your learning experience with Nindila Training Centre.

LEGISLATIVE / REGULATORY REQUIREMENTS

As an RTO, Nindila Training Centre is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- Vocational Education and Training Act 1996 (WA)
- Registration Standards 2025 (TAC WA)
- Work Health and Safety Act 2020
- Work Health and Safety (General) Regulations 2022 supported by codes of practice and guidance notes
- Student Identifiers Act 2014
- Competition and Consumer Act 2010
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Disability Services Act 1993 (WA)
- Public Health Act 2016
- Racial - Discrimination Act 1975
- Commonwealth Racial Hatred Act 1995
- Privacy Act 1988
- Sex Discrimination Act 1984
- Copyright Act 1968
- Fair Work Act 2009
- Children and Community Services Act 2004 (WA)
- AHPRA - ATSIHPB Student Guidelines
- AHPRA - ATSIHPB Code of Conduct
- Organisational policies and procedures

Nindila Training Centre is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

https://www.legislation.gov.au/ which is the Australian Government website for Commonwealth Law

www.tac.wa.gov.au The Training Accreditation Council (TAC or the Council) is Western Australia's registering and course accrediting body. It is responsible for the quality assurance and recognition of vocational education and training (VET) services in WA.

CODE OF CONDUCT

As a responsible member of the VET community, Nindila Training Centre follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Nindila Training Centre has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

Nindila Training Centre's Code of Conduct states that:

> **This Code of Conduct applies to all students enrolled in any training offered by Nindila Training Centre and applies whilst in the classroom, on practical placement and whilst participating in any community activities as part of the training.**

A copy of the Code of Conduct can be obtained by contacting Nindila Training Centre on: **08 9022 5500**

OTHER POLICIES AND PROCEDURES

The following Policies and Procedures underpin Nindila Training Centre's operations. Please contact our administration department for more information:

- Access and Equity Policy
- Complaints Policy and Procedure
- Appeals Policy and Procedure
- Student Intervention Policy and Procedure
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

PRIVACY

Nindila Training Centre strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission unless we are required to do so by law.

ACCESS TO YOUR RECORDS

If you wish to access your student information file, please direct your enquiry to Nindila Training Centre or speak to Nindila staff.

ENROLMENT

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook will be supplied for you to read and understand.

An enrolment form must be completed, together with any required identification, observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

ENTRY REQUIREMENTS

Please contact Nindila Training Centre to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- No minimum education standard is set as a prerequisite to entry to this course.
- However, a general command of spoken and written English, the ability to write a simple report and basic maths is required for units of competency within this qualification.
- This course requires the satisfactory completion of oral and written tasks.
- Students are required to participate in a Digital and LLN assessment as part of the enrolment process.
- Students need to be 18 years or above to be eligible for AHPRA student registration.

ACCESS AND EQUITY

Nindila Training Centre 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. Nindila Training Centre prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Nindila Training Centre will work to ensure all participants have the right resources and supports available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary,social emotional and wellbeing supports and LLN support.

It is the responsibility of all staff at Nindila Training Centre to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **08 9022 5500.**

UNIQUE STUDENT IDENTIFIER (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider.

This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

A USI is a randomly generated alpha-numeric code allocated free to each student who enters the Vocational Education and Training (VET) system. Once allocated, the USI will stay with the student for life and will be used to record any nationally recognised VET training undertaken by that student.

The Student Identifiers Act 2014 states that an RTO cannot issue certification documentation unless a verified Student Identifier is received. Therefore, it is mandatory that all students supply their USI upon enrolment.

A small number of exemptions from the USI initiative are provided for in the National Vet Data Policy. Where an exemption applies, training organisations will be able to issue Vocational Education and Training (VET)qualifications or statements of attainment to students who do not have a USI.

Training organisations with an exemption will not be required to include a USI in respect of those students in any submission of AVETMISS compliant data to the National Vet Provider Collection.

If Nindila Training Centre is delivering exempted training, we will inform all students that their training will not appear on their USI transcript.

Exemptions for individuals can be provided if the individual is an offshore international student studying outside of Australia.

In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar.
please visit this link for further information https://www.usi.gov.au/exemptions

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

When Nindila Training Centre holds their Orientation Day laptops will be available to set up USI's, staff will also be available to assist or set up your USI and give you further information.

PERSONAL LEARNING PLAN

As part of the overall enrolment process, Nindila Training Centre will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy, Numeracy and Digital (LLND) indicator which will identify any areas in which additional support may be required.

FEES

Nindila Training Centre offers our student's flexible payment plans to assist them in reaching their learning goals.

It is important that clients / participants clearly understand the fees to be charged for courses they are undertaking prior to training commencing and Bega will endeavour to ensure this information is freely available.

Where Nindila Training Centre collects fees in advance Nindila Training Centre will endeavour to protect individual students in the event they are unable to deliver the training, assessment and support services as agreed by:

- Accepting payment of no more than $1500 from each individual student prior to the commencement of the course.
- Following course commencement, payment of additional fees will not exceed $1,500 at any given time.

Course fees are to be paid in full prior to issuing the outcome Qualification or Statement of Attainment.

When the enrolment is processed, the agreed fees and charges will be invoiced to the student/client in line with fees and charges outlined on the enrolment form and the current Statement of Fees

FUNDED TRAINING FEE

Funded training by the Department of Training and Workforce Development (DTWD) delivered under Jobs and skills WA Program

Fees will be determined by units approved Vet Fees and Charges Policy. Concession rates and fee exemptions may be applied as per this policy.

You are eligible for a guaranteed partially funded training place if you have left school, your primary place of residence is in Western Australia and you are:

an Australian citizen;
a permanent visa holder;
a holder of visa subclass 309, 310, 820 or 826; or
a dependent or spouse of the primary holder of a visa subclass 457.

Bega Garnbirringu Health Services (Bega) – Nindila Training Centre will assess your eligibility prior to commencement of training.

NON – FUNDED TRAINING FEE

Any training that is not funded by Department of Training and Workforce Development (DTWD) will be charged at the RTO rate or if an Individual agreement has been made between the RTO and the student.

SERVICE GUARANTEE

Unless noted otherwise, payment of fees guarantees:

- The provision of all training materials
- Training delivery by our facilitator
- Conduct of assessments
- Post-course telephone and email support during normal office hours
- Issuance of a statement of attainment or certificate on successful completion of all course requirements

Should competency not be met after resubmission of assessment and the client still wishes to proceed:

a) Additional support or one-on-one coaching may be recommended, and / or
b) The client may choose to re-attend the training, in which case the full training fee would apply, or
c) The client may choose to re-attend part of the training for a fee determined by Nindila Training Centre

- Course fees

Qualification	Course Code	Funding Type	Non-Concession	Concession
Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice	HLT40221	Participation Equity	Fee Free	Fee Free

Student eligibility

Open to all students that are eligible for public funding, except enrolled secondary school students.
All new start traineeships are included in this program.
Existing Worker Traineeships are excluded from this program.

RPL FEES

Qualification	RPL Fee per unit
HLT40221- Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice	$70.00

PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- pay the full amount of fees and charges;
- present a signed authority from an employer to invoice that employer for the student's fees and charges;
- pay the fee by instalment;
- make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible

PAYMENT PLANS

Nindila Training Centre offers our student's flexible payment plans to assist them in reaching their learning goals. As with all agreements it is important that you have read and understood prior to signing this Agreement if you have any queries, please feel free to speak to staff members at Nindila Training Centre.

Upon invoice, please make payments quoting your name and invoice number via Electronic funds transfer (EFT) these services are available at your bank or financial institution, or Payment by cheque is to be made payable to Bega Garnbirringu Health Services

If at any time you fall behind in your payment plan you will not be enrolled in any additional units until appropriate arrangements have been made and agreed upon by Ninidila Training Centre and the Student.

STUDENT CONSESSION FEE

Eligibility for the concession rate on course fees is determined at the time of enrolment. The following students are entitled to the concession rate on course fees.

- Persons and dependants of persons holding:
    - a Pensioner Concession Card;
    - Repatriation Health Benefits Card issued by the Department of Veterans'Affairs; or
    - Health Care Card.
- Persons and dependants of persons in receipt of services from the followingCommonwealth support or employment services programs:
    - Workforce Australia; or
    - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of the Youth Allowance.
- Persons and dependants of persons who are inmates of a custodial institution.
- Secondary school-aged persons, not enrolled at school.

For the Workforce Australia, or the ParentsNext program, appropriate evidence of a student's eligibility for concession is a letter from the Commonwealth services provider confirming the student's participation in the program.

If the concession is valid for the full enrolment period, then all eligible units the student enrols in within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units the student enrols in on or after the start date and prior to the expiry of the concession attract the concession rate. ***This does not apply to students who are enrolled in a Category 5 – Targeted Fee Relief courses.***

TARGETED FEE RELIEF COURSES UNDER THE NATIONAL PARTNERSHIP FOR JOB TRAINER FUND

Western Australia signed a National Partnership for the JobTrainer Fund with the Commonwealth Government to provide low and fee free training to youth and jobseekers. Under the agreement, the following entitlements are available to students who enrol in a Category 5 – Targeted Fee Relief this applies per course in 2026

- Concession students – the concession fee rates and $420 annual fee cap apply each year over the entire duration of the course.

LIST OF APPROPRIATE EVIDENCE TO SUPPORT YOUR APPLICATION

A letter or Income Statement from the Department of Human Services (Centrelink) or the Department of Veterans' Affairs confirming that you are currently receiving the stated allowance or your current Pensioner Concession Card.

The validation of your CRN with Centrelink as part of the enrolment process.

AUSTUDY or **ABUSTUDY** approval for year of enrolment

Evidence that the benefit provider currently accepts you as the dependent child, spouse or partner of a beneficiary receiving a benefit or allowance at time of your enrolment.

NOTE 1: A Department of Human Services (Centrelink) Health Care Card is not acceptable proof of current beneficiary status.

NOTE 2: Entitlement - in the context of this form means a Department of Human Services (Centrelink) or Department of Veterans' Affairs benefit, pension, payment or allowance

FEE-FREE COURSES UNDER THE JOINT AGREEMENT WITH THE COMMONWEALTH GOVERNMENT FOR FREE TRAINING PLACES

Western Australia signed an agreement with the Commonwealth Government to provide fee-free training in a range of qualifications and skill sets to support priority

10 cohorts and address skill shortages. Under the agreement, students who enrol and commence in a Category 6 – Fee-free course through FEE-FREE on or before 31 December 2026, are entitled to the fee-free arrangement each year over the entire duration of the course.

The following courses are fee-free for all students:

- the Course in Applied Vocational Study Skills (CAVSS) and the Course in Underpinning Skills for Industry Qualifications (USIQ); and
- Skill sets and qualifications under FEE-FREE.

WAIVING OF CHARGES

Where payment of the Student Contribution Fee would cause the Student severe financial hardship it is up to the discretion of Nindila Training Centre's Manager to waiver the fees for courses below diploma level and concession-eligible Diploma and Advanced Diploma courses.

FINANCIAL HARDSHIP ASSESSMENT

The assessment of whether an applicant qualifies for a fee waiver is to be made on the basis of their individual circumstances and those of any dependent family members.

Financial hardship definition:

A person is considered to be in severe financial hardship only where they are unable to provide food, accommodation, clothing, medical treatment, or other basic necessities for themselves and/or their dependants. Forms of entertainment or recreation are not basic necessities.

Subject to the exceptional circumstances outlined below, a fee waiver cannot be given unless **ALL** of the following criteria are met.

Where these criteria are not met, instalment plans are appropriate and extended payment periods may also be considered

<table>
<tr><th colspan="2">Criteria for severe financial hardship</th></tr>
<tr><td>1</td><td>The student's income must not exceed the Services Australia income thresholds for the low income health care card, as outlined below.
<table>
<tr><th>Status</th><th>Weekly income</th><th>Total income in the eight-week period prior to applying</th></tr>
<tr><td>Single, no children</td><td>$757</td><td>$6,056</td></tr>
<tr><td>Couple combined, no children</td><td>$1,295</td><td>$10,360</td></tr>
<tr><td>Single, one dependent child</td><td>$1,295</td><td>$10,360</td></tr>
<tr><td>Couple combined, one child</td><td>$1,329</td><td>$10,632</td></tr>
<tr><td>For each additional child add</td><td>$34</td><td>$272</td></tr>
</table></td></tr>
<tr><td>2</td><td>The student does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.</td></tr>
<tr><td>3</td><td>There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (e.g. 12 months).</td></tr>
</table>

SUPPORTING DOCUMENTARY EVIDENCE

The student must provide relevant supporting documentation to evidence their claim, including detailed evidence as to their financial circumstances. The nature of the evidence provided will depend on the individual circumstances of the student.

Example evidence for assessing income includes pay slips and bank statements. Example evidence for assessing outgoings includes tenancy agreements and utility bills

EXCEPTIONAL CIRCUMSTANCES

Short term hardship or temporary financial difficulty that arises from a sudden change in circumstances does not generally qualify a person for fee waiver consideration.

Only in exceptional circumstances should a fee waiver be considered.

The following provides examples of the types of events that may compromise a student's ability to meet their essential living needs or those of their dependents. The list is indicative and not exhaustive.

The student or family member has a sudden or unexpected health issue ordisability.
Death of a significant wage earner in the family, where the student had a dependent relationship.
Relationship breakdown or domestic violence.
Significant events which are likely to last over the duration of the enrolment periodand clearly impact on the student's capacity to provide themselves or dependents with basic necessities such as food, accommodation, clothing, medical treatmen tand other basic necessities.

Nindila Training Centre will make our own assessment on whether the student has adequately demonstrated that hardship exists and is likely to persist over the period of enrolment.

In other circumstances a payment plan should be considered

CANCELLATION AND REFUNDS

Bega /Nindila Training Centre offer a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined within the pre-enrolment information and discussed prior to enrolment.

Course fees shall not be refunded to the student under any circumstances unless;

- You withdraw from a course due to serious illness (we will refund any course fees paid less an administration fee) - a medical certificate is required. The Organisation will then refund any payments made after the initial deposit; however, an administration fee is also payable.
- You withdraw with written notice more than 7 days prior to the commencement of the course.

If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks' notice, you will forfeit any monies paid.

Students who have left the course without a valid medical reason and doctor's certificate will be liable for remainder of course fees owing.

Courses and course fees are not transferable.

The Manager reserves the right to refuse the application of any student and subsequent monies will be returned to the applicant.

If the applicant is under the age of 18, a Parent or Guardian's signature is necessary.

ORGANISATION'S CANCELLATIONS OR POSTPONEMENTS

It is the intention of Nindila Training Centre to provide training and assessment services to all students.

If a training course or training module is to be cancelled or postponed, then Nindila Training Centre will advise all clients / participants with as much notice as possible prior to course commencement.

Where at all possible the course or training module will be offered at alternative times and dates.

In the event that a course is cancelled by Nindila Training Centre for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. 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.

REFUNDS – MISCONDUCT

Student's will not be entitled to a refund of any course fees if they are removed from the course for any breach of the BGHS – Nindila Training Centre's Policies and procedures or any other serious misconduct.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Refunds are to be paid via electronic funds transfer using the authorised bank account of the Person/Company who paid the course fees.

RPL CANCELLATIONS AND REFUNDS

At the event that your RPL application is not successful your RPL fee will be credited to the units of competency fee for the units you will need to complete.

CREDIT TRANSFER

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent

COURSE INFORMATION

Nindila Training Centre will supply all materials needed for you to complete your training such as:

- You will be given your training materials in hard copy.
- All Textbooks and resources are provided Nindila Training Centre.
- Nindila Training Centre will supply all stationery and materials needed to complete the course.
- You will have free access to computers and Internet at Nindila Training Centre during your scheduled block sessions.
- During your placement Nindila Training Centre will cover your expenses for any PPE, Uniforms, and any other required materials associated with the course delivery.

You will be given an outline for training appointments which may be:

- Scheduled Block Sessions.
- Clinic placement
- Workplace visits
- Scheduled Mentoring sessions

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:

Table 1—Australian Qualifications Framework volume of learning : Certificate level

Certificate I	Certificate II	Certificate III*	Certificate IV^
0.5 – 1 year	0.5 – 1 year	1 – 2 years	0.5 – 2 years
600 – 1200 hours	600 – 1200 hours	1200 – 2400 hours	600 – 2400 hours

Table 2—Australian Qualifications Framework volume of learning: Diploma level

Diploma	Advanced Diploma	Graduate Certificate	Graduate Diploma
1 – 2 years	1.5 – 2 years	0.5 – 1 year	1 – 2 years
1200 – 2400 hours	1800 – 2400 hours	600 – 1200 hours	1200 – 2400 hours

* Certificate III qualifications are often the basis for trade outcomes and undertaken as part of a traineeship or apprenticeship. In these cases, up to four years may be required to achieve the learning outcomes.

^ Certificate IV qualifications are often either:

- shorter-duration specialist qualifications that build on existing skills and knowledge
- longer-duration qualifications that are designed as entry-level requirements for specific work roles.

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
- A combination of the above

Nindila Training Centre 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

Nindila Training Centre staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by Nindila Training Centre. 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.

TRAINING PLANS

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Nindila Training Centre It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

RECOGNITION PROCESSES

Nindila Training Centre 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 (RPL)

Recognition of Prior Learning (RPL) allows learners to have their existing skills and knowledge formally assessed against the requirements of a unit of competency. These skills may have been gained through work experience (paid or voluntary), life experience, or other informal learning.

RPL recognises prior learning and experience and compares it to the requirements of the qualification in which you are enrolled. If you can demonstrate that you already meet the required competencies, you may not need to complete all parts of your training program.

Applying for RPL
Learners who wish to apply for RPL are required to:

- Complete an RPL application and self-assessment (provided after enrolment)
- Identify the units of competency for which RPL is being sought
- Provide relevant evidence to support their application

An assessor may also conduct an interview or request a practical demonstration to confirm your competency.
Evidence Requirements
All evidence submitted must meet the following requirements:

- **Authentic** – the work must be your own
- **Sufficient** – there must be enough evidence to demonstrate consistent competency over time
- **Current** – the evidence must show up-to-date skills and knowledge
- **Valid** – the evidence must relate directly to the unit requirements

Additional evidence or assessment may be required to ensure competency meets current workplace standards.

Outcome and Support
Your application will be assessed by a qualified trainer and assessor, and you will be advised of the outcome in writing. Outcomes may include full or partial recognition.

If you are not satisfied with the outcome, you have the right to appeal in accordance with the Appeals policy and Procedure.

If you would like more information about RPL, please contact Nindila Training Centre for further assistance

CREDIT TRANSFER

Nindila Training Centre 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. These must be the same code and/or equivalent to the units being complete in your course.

Decisions on a Credit Transfer must ensure that the integrity of the unit/qualifications outcomes are maintained and that there is consistency, fairness and transparency in the decision making process.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our administration department on **08 9022 5500**

FOUNDATION SKILLS

All training and assessment delivered by Nindila Training Centre 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.

ASSESSMENT INFORMATION

The assessments for each unit of this qualification use a national, industry or organisational standard to benchmark the performance of the candidate.

To complete the qualification requirements safely and effectively, the individual must provide evidence of the essential knowledge and ability to complete tasks outlined in the elements and performance criteria of each of the units in this qualification.

Candidates must also show evidence of the ability to manage tasks and contingencies in the context of the job role. There must be demonstrated evidence that the candidate has completed the outlined tasks at least once in line with state/territory WHS regulations, relevant codes of practice and workplace procedures. The performance and knowledge criteria for each individual unit of this qualification will be reviewed at the commencement of each unit.

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. 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.

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.

Nindila Training Centre does not charge a fee for resubmission of assessments. If, after **three (3)** attempts of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to our administration department for more information.

All of the staff at Nindila Training Centre will take every reasonable effort to help you succeed in your course.

ASSESSMENT IN THE WORKPLACE

As part of your assessment, Nindila may need to collect evidence of your competence from your workplace. You will be informed at the start of training if this will apply to the unit / qualification you are enrolled in. If you do not wish to have your workplace supervisor or management involved in your assessment, please discuss the matter with your trainer.

For candidates on a Traineeship program observation must be conducted in paid time. Workplace Supervisors need time to conduct the observations. Workplace observation is part of the essential process of supervising, supporting, developing and mentoring of direct care staff.

Workplace observations are conducted in the Workplace Supervisor work time. It is an expectation of professional conduct when an observation is in progress, neither the Supervisor/buddy nor candidate will be interrupted.

If students are not currently within the Health Service Industry, Nindila will assist student with Practical placement where possible. Currently Practical components are conducted at various locations including:

- Bega Garnbirringu Health Service Clinic
- Bega Garnbirringu Health Service – Social Support Department
- Bega SEWB Department
- Wizard Pharmacy - Kalgoorlie

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 Nindila Training Centre 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)
- Unintentionally failing to cite where information has come fro

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 Nindila Training Centre'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 08 9022 5500

STUDENT CONDUCT

Just as Nindila Training Centre 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.

Nindila Training Centre 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 **Nindila Training Centre** and/or a partner organisation such as a school or workplace

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
- 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

Nindila Training Centre regards plagiarism very seriously, any acts of cheating or dishonesty by way of plagiarism will incur range of penalties to be imposed on a student for academic dishonesty. Encouraging or assisting to commit plagiarism is a form of improper collusion and may attract the same penalties.

Each student will declare and sign that the work presented by them is their own and has not been copied by others.

PRIVACY AND CONFIDENTIALITY

All Nindila Training Centre staff will safeguard any information obtained about students, individuals or organisations acting on its behalf, against loss and becoming common knowledge.

Prior permission will be sought if the image, audio or work of individuals is to be used for advertising purposes.

Employers paying for the costs of the study of a student will have access to that student's results. If your employer is responsible for payment of the account, they will be informed of the student's competence in the units for which they are paying.

The student's results will not be made available to any other source without written permission from the student (except for the purposes associated with RTO compliance).

Follow BGHS – Nindila Training Centre's procedure for Privacy and Confidentiality

WORK HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at Nindila Training Centre.
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.

Nindila Training Centre is obliged to:

- Ensure the health and safety of each of their workers, students, visitors and guests.
- Ensure that people can come to work or a training venue with a minimum of risk of injury or illness.
- Ensure that any equipment used by staff or students is safe when properly used.

Students are obligated to:

- Obey instructions regarding their health and safety and the health and safety of others.
- Not deliberately interfere with or misuse anything that has been provided for workplace health and safety.
- Not deliberately endanger the workplace health and safety of others, or deliberately injure themselves.

SMOKING, DRUGS AND ALCOHOL

BGHS – Nindila Training Centre 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 five (5) metres of a building entrance.

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

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

ACCESS AND EQUITY

Nindila Training Centre is committed to providing all students with equal opportunity to pursue their training and development.

Nindila will deliver training that will include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training

Nindila will also take into consideration the diverse needs of clients/students facing barriers due to gender; cultural difference; disability; language, literacy and numeracy ability; unemployment, imprisonment or isolation; or any other barriers in relation to access, participation and successful outcomes.

Nindila Training staff will make reasonable adjustments to how the course is delivered where a special need has been identified. The adjustments must still meet the requirements of the training package.

EDUCATIONAL & SUPPORT SERVICES

If at any stage throughout the training of this qualification participants are having any difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting their ability to study) they are advised to speak with the trainer directly

LLND SUPPORT

Where a student with an LLND support need is accepted for enrolment, the student will be referred to the relevant trainer for individualised support and adjusted training and assessment methods as required.

This may include:

- One on one tutoring with trainers in house
- Oral assessing
- Access to interpreters as required
- Modification to the delivery and assessment methodology

The student progress will be monitored by the trainer and the Manager of training.

Where it is identified that the student requires additional support that the staff at Nindila cannot carry out we will recommend external Agencies and resources that may assist the student.

- Eligible students may have access to Language, Literacy and Numeracy Program (LLNP) Nindila staff will liaise with their registered contact to assist in the LLN support.
- Eligible students may have access to Skills for Education and Employment (SEE) program Nindila staff will liaise with their registered contact to assist in the LLN support.
- Central Regional Tafe Kalgoorlie - Foundation courses – These courses will improve your literacy and numeracy and bring you up to speed with what's expected in the workplace and will enable you to go onto further study or find employment.
    - 22476VIC Certificate I in General Education for Adults (Introductory)
    - 22472VIC Certificate I in General Education for Adults
    - 10362NAT Certificate I in Spoken and Written English
- Reading, Writing Hotline - Student resources
- Vocational Training for Indigenous learners

SOCIAL/EMOTIONAL SUPPORT

BGHS – Nindila Training Centre understands that Learners participating in full time study can, at times, experience stressors that impact their ability to successfully engage with the training. This might include social and emotional issues such as depression, anxiety, grief and loss, and other psycho-social stressors. If this occurs during a training program, Learners will be encouraged to access social support services, where strategies can be developed to directly address the issues.

Through BGHS Social Support Unit, and Social and Emotional Wellbeing Department, Learners will have access to Counsellors, as well as support services that address issues relating to relationships, family, youth and homelessness. External referral services to our Alliance Partners HOPE and Goldfields Rehabilitation Services, are also in place to support Learners, through difficult times.

DISABILITY SUPPORT

Where a learner discloses a disability on their enrolment form Nindila staff are responsible to follow up on the nature of the disability and the impact it may have on the learner.

REASONABLE ADJUSTMENT OPTIONS

Where access and equity issues exist for learner reasonable steps will be taken to consult, consider and implement adjustments for that learner.

The purpose of any reasonable adjustment will be to ensure that all learners have a fair and equitable chance of completing the training successfully.

The Trainer will ensure that the academic integrity of the training program is maintained and that the required competency standards are covered, regardless of any reasonable adjustments made.

Where possible for groups with students at risk, the RTO will adopt a team-teaching model and make reasonable adjustments to assessment methods.

- Reasonable adjustment may include:
- allow the student to complete a practical exam instead of a written exam
- allow the student to have a sign language interpreter in the lessons
- allow the student to provide written answers due to a hearing impairment
- allow the student to answer oral questions if they have writing difficulties
- provide audio recordings of the lesson for those who are hearing impaired

ANTI-DISCRIMINATION

Any form of discrimination is unacceptable. Appropriate action will be taken as required.

Nindila provide non-discriminatory access to services and work towards comparable educational outcomes by all groups in society, except where prevented by law or regulation.

No person may harass, humiliate, intimidate, or victimise any Nindila employee, client or student. These practices will be discouraged and may result in termination of employment or enrolment.

STUDENT RIGHTS AND RESPONSIBILITIES

All students enrolled in a training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content;
- The details of the relevant unit/s of competence related to the training program;
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

Whilst studying at Nindila Training Centre you have the right to the following:

- A safe environment that celebrates diversity and is respectful of individuals life experience
- An opportunity to participate in the development and delivery of training and assessments
- Appeal any decision that you feel is incorrect as per the appeals policy
- Ongoing communication on progress throughout training

As a student at Nindila you will be responsible for the following:

- Participate in the learning sessions
- Attend every class
- Arrive on time or before the start of training
- Adhering to the Student Code of Conduct Policy
- Discuss with staff any training needs that are not being met
- Becoming familiar with all disciplinary appeals policies
- Ensuring that you are aware of all assessment requirements of the training you are undertaking.
- Inform Nindila Training Centre of any non-attendance

QUALITY MANAGEMENT SYSTEM

Nindila Training Centre has a Quality management system that governs all aspects of the training delivered by us.

Procedures are put into place to ensure all Nindila staff conducts themselves professionally and in the best interest of the students/clients.

The QMS is monitored regularly through

- delivery and performance data
- client feedback
- trainer and assessor feedback
- validation outcomes, and information from complaints and appeals.
- By monitoring the above Nindila can ensure the best procedures are in place for their students/clients learning needs.

QUALITY CONTROL

Nindila Training Centre seeks feedback from students and clients on their satisfaction with services received. Nindila values your feedback. Please ensure that you fill out the Learner Feedback Form after you complete your training.

ISSUANCE OF CERTIFICATES

Nindila Training Centre issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course."

Further, the AQF Qualifications Issuance Policy 2013 (2.1.1) states that graduates who have completed a program of learning which leads to a qualification are entitled to receive the certification documentation.

Nindila Training Centre certification documentation meets the requirements of the AQF for issuing AQF qualifications and statements of attainment.

This requirement of the Standards, and the entitlement granted by the AQF, applies regardless of where funding is sourced for the training. The student (employee) is the rightful owner of and recipient of the certificate, not the employer, regardless of whether or not the employee paid for the training.

If an employer engages a provider to deliver training and/or assessment to its employees, it is the employee who undergoes the assessment process. Therefore, the employee is the person whom the provider has 'assessed as competent'.

Consequently, Nindila Training Centre MUST issue the qualification or statement of attainment to the employee (not the employer). The original certificate is sent directly to the student and a copy to the employer.

In accordance with AQF Qualifications Issuance Policy 2013 (2.1.1), Nindila Training Centre will NOT issue certification documentation to students, unless the student has completed the training.

Nindila Training Centre, as per the stipulations of Compliance Standards – Division 2 - 9.2b , will not issue certification documentation until full payment of all related fees has been received.

Nindila Training Centre will NOT issue any form of interim certification including but not limited to; record of attendance, interim licensing or certificates of completion.

The date displayed on testamurs, statements of attainment, record of results and statements of completion will be the date of completion of the qualification; the date the student is as "assessed as competent".

The date of issue will be displayed in the certification.

The statement "if relevant, statement regarding use of non- English languages for delivery/assessment" is not applicable to BGHS – Nindila Training Centre and will not appear on any certification documents.

Date of birth and individual student identification numbers will not appear on BGHS testamurs, statements of attainment, record of results or statements of completion.

A testamurs and record of results will be issued after successful completion of an AQF recognised qualification. A statement of attainment is issued after a student successfully completes one or more units of competency.

Statements of Attainment will not be issued for a qualification.

Upon confirmation of a student meeting the requirements of training and all financial obligations, certification will be issued to the student, within 30 calendar days.

RE-ISSUING OF CERTIFICATES

All requests for the re-issuing of certificates or cards must be made in writing or via email. Please contact us to receive appropriate form.

You will be required to provide identification when making this request. There may be delays in producing certificates as they cannot be generated automatically.

VALIDATION AND CONTINUOUS IMPROVEMENT

Ninila Training Centre RTO #5729 has established a strategy to support competency-based training through regular meetings to address:

- The validation of learning and assessment strategies, course materials and tools; and
- The review and continuous improvement of learning and assessment systems, processes, records and reports

CHANGES TO QUALIFICATIONS AND UNITS OF COMPETENCY

Training courses are regularly reviewed and updated. Sometimes a course is replaced with a new version, or is discontinued altogether.

Nindila Training Centre will ensure that it adheres to the Guidelines on Training Package Transition Arrangements in Western Australia. Where training packages have been reviewed, the new training package will be implemented within 12 months or the specified date.

Key Terms

Term	What it means for you
Superseded course	Your course has been replaced by a new, updated version. The new version covers similar skills but may have some different requirements.
Course no longer offered	Your course has been discontinued or removed from the national training system, with no direct replacement.
Transfer	Moving from your current course into the new, replacement course.
Teach-out / completion	Staying in your original course and finishing it, rather than transferring, within an approved timeframe.

If your course is affected by a change, you generally have two options:

1. Transfer to the new version of the course. Nindila Training Centre will assess any units you've already completed and give you credit where it applies, so you don't have to repeat work unnecessarily.
2. Complete your original course (teach-out). If you're already partway through, you may be able to finish your current course as originally enrolled, provided you do so within the approved completion timeframe.

Nindila Training Centre will never transfer you without talking to you first. If completing your original course is clearly the better option for you — for example, because transferring would cost you time, money, or previously recognised credit — we will support you to complete it instead.

Situation	What this means for your timeframe
Your course has been superseded (a replacement exists)	New students can enrol in the old course for up to 12 months after the replacement is released. If you're already enrolled, you'll be given a reasonable amount of time to transfer or finish, based on how much of the course you have left.
Your course is no longer offered (no replacement)	You'll have up to 2 years from the date the course was removed to finish your training and assessment.

What Nindila Training Centre will do for you

- Contact you in writing as soon as we know your course is affected — before it impacts your training or assessment.
- Clearly explain what has changed, your options, and the relevant deadlines.
- Assess your situation individually — we won't apply a one-size-fits-all approach if it would disadvantage you.
- Give credit for units you've already successfully completed, wherever this is possible.
- Explain any impact on your fees, enrolment duration, or the qualification/Statement of Attainment you'll receive.
- Be available to answer your questions at any point in this process.

Nindila Training Centre

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