

Student Handbook

A guide to your training with The Medcast Institute

The Medcast Institute

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This training is subsidised by the NSW Government.

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Welcome Message

The Management and Staff at Medcast would like to extend a warm welcome and hope you enjoy your learning experience with us.

Medcast is committed to providing you with the highest quality of training and endeavours to deliver stimulating and challenging content in our programs. We strive to provide flexible programs that help you to meet your learning objectives.

If at any time you feel that Medcast or any member of its staff is not meeting our obligations set out in this handbook please do not hesitate to bring it to the attention of management.

Medcast wishes you every success in the completion of your program and your chosen career.

Scope of Registration

Our RTO offers a range of nationally accredited courses. To view The Medcast Institute scope of registration, go to www.training.gov.au and enter our RTO number: 90166. Then click on Scope.

Contact Details

Get in touch with us here:

website: www.medcast.com.au

email: rtosupport@medcast.com.au

phone: 1300 652 046

Customer Service Charter

Medcast is dedicated to the provision of a high level of service and training.

In providing our services, we value:

- meeting the needs of our community
- the diversity and individuality of all people
- the professionalism of our staff
- effective communication, including your feedback on our services
- our approachability.

You can expect:

- prompt, courteous service
- helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- fair and equitable access to our services and programs
- programs which aim to meet your needs and are inline or ahead of industry needs and standards
- respect for your privacy at all times.

Help us to help you by:

- treating your trainer, our staff and fellow students in training with respect and courtesy
- treating Medcast's and your employer's facilities, equipment, and property with due care
- assisting staff to understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- participating in the activities and services offered by Medcast and your employer in a spirit of good humour and co-operation
- informing yourself of Medcast policies and rules and observing these at all times
- complying with any directions or instructions given by staff.

LLN Assessment and Pre-Training Requirements

Before you begin your chosen course or training program, you will complete a pre-training review so that Medcast can provide you the best training experience possible. The information we collect will include any special needs you might have, as well as information on your previous qualifications, your current competency, and your expectations for the training. The pre-training information will also help us to organise additional support, should you need it.

Before you begin, you will also be required to complete a language, literacy and numeracy assessment (LLN) which helps us make sure you are studying at the right level. If you need upskilling in any LLN area, we can help organise that for you.

The LLN will assess:

- Whether you meet the language, literacy, and numeracy levels required to undertake your chosen course;
- If you do not meet the levels required, whether you can complete the course with provision of reasonable extra support or adjustment;
- Whether you do not meet the levels required and need some upskilling in an LLN area before you undertake your chosen course.

Credit Transfer Policy

Policy

Medcast RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where evidenced by the below:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or
- Authenticated VET transcripts issued by the Registrar

Medcast will determine eligibility for Credit Transfer by mapping the unit/s covered in the already acquired Qualification or Statement of Attainment with the unit/s included in your chosen course or qualification. Where a direct correlation exists, you will be given a Credit Transfer, which means that you will be exempt from completing that unit/s.

To apply for Credit Transfer, please provide us with your original Qualification or your Statement of Attainment so it can be verified.

Procedure

1. If it is known in the first instance of engagement (phone or email) that the student seeks a Credit transfer, TMI will advise the student to bring original certificates and statements of attainment for any previous full qualifications or part qualification attained to the enrolment or induction session.
2. Students are required to complete the enrolment form which identifies if they want to apply for a credit transfer. Once it is clear that the student seeks a credit transfer, the student will be asked to complete the Credit Transfer form. TMI will make copies of the evidence provided and attach it to the student's Credit Transfer application form.
3. The completed enrolment and Credit Transfer application form along with the required documentation will be forwarded to the RTO administration team for processing and approval.

4. The RTO administration team will check the validity of the evidence provided by either calling the RTO that has issued the certificate (pre-USI implementation) or use the student's USI (with student's consent) to verify the issued qualification or statement of attainment.
5. TMI will approve all eligible Credit Transfers, in line with the relevant endorsed training package and the enrolled course outline. If required, the Compliance Team may be sought for advice and confirmation.
6. If the Credit Transfer is approved and the unit listed is not part of the student's original training plan with TMI, the RTO administration team is required to review the Training Package rules for the qualification for its suitability in consultation with the Training Delivery Team and the student.
7. The RTO administration team will calculate the tuition fee amount that the student has to pay after the Credit Transfer has been applied.
8. The RTO administration team will update the student's file and the Student Management System. The student is advised either: a. That a Credit Transfer has been granted and total tuition fees to be paid or b. That a Credit Transfer has not been granted and full details about the decision are provided.
9. If a student disagrees with the Credit Transfer decision, they are encouraged to lodge an Appeal within 7 calendar days. Please refer to the Medcast Group Grievance Policy.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process where learners get credit for skills, experience and knowledge that they have gained through working, prior education, or life experience such as volunteering. Both formal and informal learning can be considered in the RPL process. When your prior learning is recognised, it means you can get credit toward a vocational qualification without completing the full training program.

If you want to apply for RPL toward your chosen course or qualification, you will need to discuss with your trainer who will then ask you for relevant evidence. Your trainer will then do an RPL assessment to determine how much, if any, RPL might be granted toward your chosen qualification. Your trainer makes the final decision in the RPL assessment process and is responsible for ensuring that it meets the requirements of the Australian Skills Quality Authority (ASQA) rules and regulations. You are responsible for providing correct and sufficient evidence to your trainer.

If you need assistance during your RPL process, please ask your trainer or speak to someone within the Medcast RTO administration team.

Your Rights & Responsibilities

The Medcast Institute is an equal opportunity employer and Registered Training Organisation. We encourage people from culturally and linguistically diverse backgrounds and people with disabilities to participate in our training offerings. We value our staff, trainers, learners, clients and prospective clients and learners equally and we do not tolerate bullying, harassment or discrimination in any form. Medcast offers a learning and working environment that is safe, healthy, supportive and positive for all involved.

Medcast complies with the Disability Discrimination Act (1992) and the Disability Standards for Education (2005).

As per our obligations as an RTO regulated by the Australian Skills Quality Authority (ASQA),

'Access and equity means policies and approaches aimed at ensuring that VET [Medcast as a VET training provider] is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes' (Glossary, Standards for RTOs 2015)

Learners who wish to apply for one of our vocational and educational (VET) qualifications or courses will be assessed equally and fairly, regardless of their background, circumstances, or eligibility for funding.

Our application assessment process is fair and transparent. Applications to participate in training can be made via our Medcast Student Enrolment Form, which also has details on LLN (language, literacy, and numeracy) assessment requirements.

For further details, please refer to the Medcast Group policy on Bullying, Equal Opportunity, Discrimination, & Harassment.

Support Services for Enrolled Students and Learner Wellbeing

Support Services for Enrolled Students

Some students may have special needs. Medcast will determine the support needs of students and provide access to educational and support services as necessary, so learners can meet the requirements of the courses they are enrolled in.

The following are examples of reasonable adjustments that may be implemented to meet the needs of a student:

- Coordinating access to and/or providing study support and study skills programs
- Providing language, literacy and numeracy (LLN) programs or referrals to these programs
- Providing equipment, resources and /or programs to increase access for learners with disabilities and other learners according to access and equity principles
- Providing additional time for a student to practice the assessment tasks, as well as flexible scheduling and support staff (if required).
- Adapting machinery and equipment to make it more easily used.
- Presenting work instructions in diagrammatic or pictorial form instead of words and sentences.
- Simplifying the design of job tasks.
- Additional time spent in one to one coaching with the trainer.
- Providing learning materials in alternative formats if required.

Any reasonable adjustments for a student identified and put in place from the pre-training Review will be notified to the trainer and/or assessor by the Medcast RTO. However, if significant support is required, a planned approach will be instigated which may involve an additional staff member, an AUSLAN interpreter or similar. This will be documented in the student file or on the training plan. This support will be reviewed on an ongoing basis.

Learner Wellbeing

We are committed to supporting learners on their journey to achieving a positive outcome from their training efforts. If learners need extra support beyond what Medcast is equipped or has expertise to provide, we will endeavour to organise extra support for learners or provide them with the right information and resources. This could include, for example, referral to personal or professional counseling services, reading and writing or language, literacy and numeracy specialists, or other expertise / services as required.

Enrolment Procedure and Course Orientation

When you have decided to enrol you will need to complete and submit an enrolment form. Medcast staff will assist you to select appropriate programs and elective units. Enrolment forms are available from the Medcast office, website or via email. An enrolment form will be provided to you several business days prior to your course orientation session. You will be provided with assistance to complete your enrolment form, should you require it. Please complete your enrolment form prior to your course orientation session.

Once enrolled you, or your employer where applicable, will be invoiced for any student fees showing on your Smart and Skilled notification of enrolment. Payment plans for fees can be negotiated.

After your payment and enrolment form have been received you will be notified in writing that you have been enrolled and advised of the commencement dates and venue. You will need to retain your invoice in the event of needing a refund and to provide proof of payment.

You will receive your learning materials and program participant manuals at the program introduction day and a full explanation of the program outline, assessment requirements and any other information relevant to

your program. The program introduction may be the same day as the program commences but may be an additional day for longer programs.

Unique Student Identifier (USI) Scheme

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows Students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and RTOs.

As part of this scheme, Medcast will ensure that:

- We verify with the Registrar, a Student Identifier provided to us by a Student before using that Student Identifier for any purpose
- We will only issue a qualification or statement of attainment to a Student that has a verified Student Identifier
- Where a Student does not have a Student Identifier, we will seek approval to apply for a USI on behalf of the Student
- Where an exemption applies, we will inform the Student prior to either the completion of the enrolment or commencement of training and assessment (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar
- The security of Student Identifiers and all related documentation under our control are upheld

For more information about the Unique Student Identifier scheme please visit

<http://www.usi.gov.au/Students/Pages/default.aspx>

Disability Supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question in your enrolment form.

If you indicated the presence of a disability, impairment or long-term condition on your Medcast student enrolment form, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

‘11 — Hearing/deaf’

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

‘12 — Physical’

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

‘13 — Intellectual’

In general, the term ‘intellectual disability’ is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

‘14 — Learning’

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These

disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the lifespan. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

‘15 — Mental illness’

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person’s usual pattern and level of functioning.

‘16 — Acquired brain impairment’

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

‘17 — Vision’

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

‘18 — Medical condition’

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn’s disease, cystic fibrosis, asthma or diabetes.

‘19 — Other’ A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Government Funding Programs in New South Wales

The New South Wales Department of Industry funds training within the Vocational Education and Training (VET) sector through its Smart & Skilled funding initiative.

Payments and Refunds

When you enrol in Smart and Skilled funded training you or your employer may have to pay part of the cost of training. This is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed.

If you are eligible for a concession or exemption this will be calculated at the time of enrolment if this is the case your student fee is either reduced or free. You can check your eligibility by going to www.smartandskilled.nsw.gov.au or complete an enrolment eligibility form and Medcast staff will prepare a quote for you.

Student fees are to be paid prior to the commencement of training unless prior arrangements have been made with the Medcast management. You will not receive any learning material, textbooks, recognition kits until you have enrolled and paid required fees. Qualifications will not be issued until all fees and charges have been paid in full.

If you are participating in a program as part of training arranged by your employer payment will be arranged with the appropriate personnel from your organisation.

Conditions of eligible refunds

- To receive a full refund written notice to withdraw must be received by Medcast five (5) or more business days prior to the commencement of the program.

- Notification to withdraw received within five (5) business days of program commencement will attract a 10% administration fee – plus the cost of any learning material not returned or rendered unusable. This will be deducted from fees paid.
- No refund will be made for withdrawal from a program once it has commenced unless under extenuating circumstances.

Extenuating circumstances include long-term illness, death in the family or unemployment and are at the discretion of the Medcast Management.

Alternative to Getting a Refund

You may choose to have payments transferred to another program that is more convenient or defer your start date for a period of six (6) months.

Requests to transfer to another program or deferment must be made in writing and only be done through written request and negotiation with Medcast management.

Complaints and Appeals Policy and Procedures

Medcast welcomes feedback from our stakeholders- our learners, our clients, our staff, our contractors, our suppliers. Feedback helps us improve our services. If you have a complaint (that is, you want to express concern or dissatisfaction with our services) or an appeal (that is, you want to request a reversal of a decision made by our RTO such as an assessment or training outcome), below are the formal procedures to follow. Medcast is committed to handling complaints and appeals in a timely, fair and professional manner.

Note: Medcast will do our best to resolve all complaints and appeals within three working weeks.

Complaints and Appeals Procedure

1. Discuss your concern with us by phoning 1300 652 046 or emailing rtosupport@medcast.com.au
2. If a discussion does not resolve your concern and you wish to lodge a formal complaint, please send the following details to Medcast at rtosupport@medcast.com.au. You can also fill in the form below and email it to us.
 - Your full name, address, and contact details including your best telephone contact number and email.
 - What course or training program you are enrolled in.
 - Details and circumstances of your complaint or appeal.
 - The person or people involved in your complaint or appeal, as well as any person or people who might be a witness.
 - Evidence of your complaint or appeal, including the date on which or timeframe within which it occurred. Attach any supporting evidence.
3. Once your complaint or appeal is received by us, we will email you to let you know we have received your complaint.
4. After we receive your complaint or appeal, we will begin investigating, and we may ask you to attend a meeting or provide additional details. If you are asked to attend a meeting, you are allowed to have a support person present and the meeting will be documented. If you can't attend a meeting, we can arrange to meet via telephone. If you do not respond to a request for a meeting or a request for additional details within a reasonable timeframe, a decision will be made in your absence.
5. Once the complaint or appeal investigation has finished, we will inform you in writing of the outcome.
6. You are entitled to appeal the complaint or appeal decision and at any point during the complaint or appeal process, you are entitled to seek external advice and support.
7. We will log the outcome of the complaint or appeal in our Complaints and Appeals Register and store all supporting documentation and correspondence securely.
8. Time guidelines- In line with business best practice, The Medcast Institute will endeavour to investigate complaints within 7 working days and provide a response to the complainant within 10 working days. The timing for final resolution will be determined by the nature of the complaint, the investigation required, and any remedial action required. For old complaints, that is, those older than 60 days that remain unresolved, TMI will contact the complainant for final opportunity to reach resolution. If the complainant does not respond, the case will be closed.

9. Option to raise your complaint externally - you also have the option to raise the issue with an external party. As part of TMI and The Medcast Group of companies policies, you are protected by the Fair-Trading Act 1987 & Fair-Trading Regulations 2012. This requires Medcast to protect the consumer and make it possible to raise a complaint to the NSW Ombudsman, which you are entitled to do. To contact the NSW Ombudsman, please visit <https://www.ombo.nsw.gov.au/complaints>.

Complaints and Appeals Submission Form

Submitting		Complaint <input type="checkbox"/>	Appeal <input type="checkbox"/>
Submission Date		Evidence Attached	Yes <input type="checkbox"/> No <input type="checkbox"/>
Full Name			
Contact Number		Email address	
Current Address			
Current Course		Course Location	
Preferred Contact Method		Phone <input type="checkbox"/>	Email <input type="checkbox"/>
Nature of complaint		Academic <input type="checkbox"/>	Non-Academic <input type="checkbox"/>
Details of complaint or appeal	<p>Instructions - please specify the sort of complaint involved (For example, it could be in relation to marketing materials, course progress, assessments, plagiarism, training facilities, work placement, etc.)</p>		
Dates and timeline of events			
Person or people involved including witnesses			
Do the above person or people know that they are included in this complaint or appeal submission?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please submit this form to Medcast RTO at: rtosupport@medcast.com.au			

Changes to our Services

Whenever there is a change to Medcast's training services, we will make sure you are notified as soon as practical. Examples of these changes may include:

- A change in ownership of our RTO
- Changes in the training services we offer
- Changes to relevant regulations
- Changes in our scope of registration

Plagiarism and Cheating Policy

Medcast does not tolerate any form of plagiarism or cheating. Whilst co-operative effort and the sharing of information are encouraged, you must ensure your assessments and assignments are representative of your own effort, knowledge and skills. You must not take the work of others and present it as your own.

Plagiarism is: when you try to pass someone else's work off as your own i.e. Using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not common knowledge as cited in: <http://www.library.uq.edu.au/training/plagiarism.html> - avoiding plagiarism.

Cheating is: copying someone else's work - sharing or copying an assessment, test or assignment, or doing someone else's assessment, test or assignment.

The consequences of being caught plagiarising or cheating may include: repeating the entire unit, or suspension from course.

At induction, students are instructed and advised not to plagiarise or cheat and are informed that this is not acceptable behaviour.

If suspected of plagiarism or cheating the students' employer will be informed and the student will be provided with the opportunity to put forward their case to their trainer and employer.

A discussion between the trainer, Medcast management and the employer will occur to determine further actions to be taken. If the student does not agree with decisions made the student can follow the Complaints and Appeals process.

Discipline and Behaviour Policy

If you are undertaking the qualification under the auspices of your employer, you remain subject to the disciplinary policies and procedures of your employer. In addition, we require you to comply with all lawful directions issued by your trainer/assessor.

Medcast reserves the right to take disciplinary action against any learner who does not abide by the requirements of this Student Handbook, follows the instructions provided by a member of Medcast staff (including trainers and assessors) or behaves in an inappropriate manner towards another learner or staff member.

Disciplinary action may result from any actions in or out of a program that may bring disrepute to Medcast or its staff. This includes drunken and disorderly behaviour, the inappropriate use of drugs (either legal or illegal) and alcohol, or any other activity that breaches Medcast policies and procedures, legislative or regulatory requirements and/or laws.

Medcast is a smoke-free workplace. Smoking cigarettes is only allowed away from the Medcast premises.

Disciplinary action will be at the discretion of the Medcast Management and may include withdrawal from a program without refund.

Privacy

Privacy Notice

Under the *Data Provision Requirements 2012*, The Medcast Institute (RTO number 90166) 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 this enrolment form and your training activity data) may be used or disclosed by Medcast for statistical, regulatory and research purposes. Medcast may disclose your personal information for these purposes to third parties, including:

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

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

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme 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.

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

Privacy Policy

The Medcast Institute has the following privacy policy in place.

We are committed to protecting your privacy as an online visitor to our website. We use the information we collect about you to maximize the services that we provide to you. We respect the privacy and confidentiality of the information provided by you and adhere to the Australian Privacy Principles.

Please read our privacy policy below carefully.

You may change your details at any time by advising us in writing via email at rtosupport@medcast.com.au. All information we receive from our customers is protected by our secure server. Furthermore, all customer data collected is secured against unauthorized use or access.

This policy is to cover the following website: www.medcast.com.au.

STORAGE AND SECURITY OF YOUR INFORMATION

We receive and store information you enter on our website or give us in any other way from time to time. You may provide basic contact information such as your name, phone number, address, and email address to enable us to send information on our courses and information sessions, we may also collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with our team members.

We may use personal information collected from you for the purpose of providing you with marketing material, updates regarding our website and information in the form of a newsletter and email. This will only

apply if you have registered or subscribed to such publications by registering your details with us. However if you wish to cease receiving any such information you may let us know either by email or unsubscribing at any time and your request will be actioned immediately.

Individual profile and company details are not used for any other purpose. Details are only supplied to a third party supplier when it is required by law, for goods or services which you have purchased or to protect our copyright, trademarks and other legal rights.

We respect the privacy of our online visitors. We may collect information on or through this website that can personally identify you. For example, we collect personally identifiable information which you volunteer to us to respond to visitor questions and comments about us and our products and services, and to mail e-newsletters ("Personal Data").

We will use all reasonable means to protect the confidentiality of your Personal Data while in our possession or control. We will not knowingly share any of your Personal Data with any third party other than our service providers who assist us in providing the information and/or services we are providing to you. To the extent that we do share your personal information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy. Some of our service providers may be overseas and may not be subject to Australian Privacy Laws. Please contact us if you require specific details.

Any non-personal information, communications and material you send to this website or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever. Specifically, we will be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose, including developing, manufacturing or marketing products.

COOKIES AND PIXELS

A cookie is a small file placed in your web browser that collects information about your web browsing behaviour. Use of cookies allows a website to tailor its configuration to your needs and preferences. Cookies do not access information stored on your computer or any personal information (e.g. name, address, email address or telephone number). Most web browsers automatically accept cookies but you can choose to reject cookies by changing your browser settings. This may, however, prevent you from taking full advantage of our website.

Our website uses cookies to analyse website traffic, duration of visits and sections of the site visited, this help us to provide a better website visitor experience. In addition, cookies and pixels may be used to serve relevant ads to website visitors through third party services such as Google Adwords and Facebook Adverts. These ads may appear on this website or other websites you visit.

DISCLOSURE OF YOUR INFORMATION

We may from time to time need to disclose certain information, which may include your Personal Data, to comply with legal requirements, such as a law, regulation, court order, subpoena, warrant, in the course of a legal proceeding or in response to a law enforcement agency request. Also, we may use your Personal Data to protect the rights, property or safety of www.medcast.com.au, our customers or third parties.

If there is a change of control in one of our businesses (whether by merger, sale, transfer of assets or otherwise) customer information, which may include your Personal Data, could be disclosed to a potential purchaser under a confidentiality agreement. We would only disclose your information in good faith and where required by any of the above circumstances.

THIRD PARTIES

We do not and will not sell or deal in personal or customer information. We will never disclose your personal details to a third party except the necessary information required by providers of products or services you have purchased or to protect the rights, property or safety of www.medcast.com.au, our customers or third parties or if required by law.

We may however use in a general sense without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services but not for any other use.

SECURITY

We strive to ensure the security, integrity and privacy of personal information submitted to our website, and we periodically update our security measures in light of current technologies.

LINKS

This website may contain links to other websites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that we are not responsible for the privacy practices of such other websites. We encourage our users to be aware and vigilant, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information.

This privacy policy applies solely to information collected by our websites: www.medcast.com.au.

CHANGE IN PRIVACY POLICY

As we plan to ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this website. Please return periodically to review our privacy policy.

If you have any questions or concerns at any time about our privacy policy or the use of your personal information, please contact us at rtosupport@medcast.com.au, 1300 652 046, and we will respond within 48 hours.

Regulatory Authorities and Legislation and Policies

Regulatory Body

We are regulated by the Australian Skills Quality Authority (ASQA), which is the national regulator for Vocational Education and Training (VET). For more details, see the ASQA website: www.asqa.gov.au.

As an RTO, Medcast must comply with the following federal and state laws. These laws cover our obligations to you as a learner, and also govern your rights and responsibilities while you are training with us. For more detail about your required conduct, please see the sections of this Learner Guide on Rights and Responsibilities, Plagiarism and Cheating Policy, and our Discipline and Behaviour Policy.

Commonwealth Legislation

- National Vocational Education and Training Regulator Act 2011
- Learner Identifiers Act 2014 Work Health and Safety Act. 2011
- Age Discrimination Act 2004 (Cwth)
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles (2014)
- Fair Work Act 2009
- Copyright Act 1968

For more information, please visit the Australian Government Federal Register of Legislation at www.comlaw.gov.au.

New South Wales Legislation

- Education Act 1990 No 8
- Work Health and Safety Act 2011 No 10
- Work Health and Safety Regulation 2017
- Workers Compensation Act 1987 No 70; Workers Compensation Legislation Amendment Act 2018
- Disability Inclusion Act 2014
- Fair Trading Act
- Child Protection/ Working with Children Act

For more information, please visit the NSW legislation at www.legislation.nsw.gov.au.

Medcast Group Policies

Please refer to the following Medcast Group policies in conjunction with this Student Handbook.

- Work Health and Safety Policy
- Leave Policy
- Code of Conduct
- Performance Review & Development Plan Policy
- Bullying, Equal Opportunity, Discrimination, & Harassment Policy
- Medcast Grievance Policy
- Business Continuity & Disaster Recovery Policy
- Privacy Policy

Learner Surveys

During your Medcast training, you might receive a survey from the National Centre for Vocational Education and Research (NCVER) and/or an invitation to participate in a Department endorsed project or annual outcome survey.

You may also be contacted by the Department (or authorised persons) for audit purposes. These surveys and correspondence are used to gather important data and provide a picture of employment and further study outcomes following training, as well as to capture feedback and information on what learners think about their training experience.

Medcast also collects Quality Indicator Surveys from our learners regarding their experience with our programs.

To view a copy of our survey results, please visit the Medcast website, www.medcast.com.au.

Assessments and Assessment Decisions

Assessment is the process by which you are evaluated for your ability to prove you have the required knowledge and skills to be granted qualification. Assessment can be done in several ways. These include exams or tests, assignments, activities, projects, a portfolio of evidence, workplace visits and interviews.

Qualified trainers and assessors will be responsible for assessing your competence

Assessors are required to:

- be fair and reasonable during assessment
- be proficient in the field of study, with relevant industry experience and to be up to date with assessment methods and procedures appropriate for the students and learning environment
- negotiate reasonable adjustment to context with students regarding the type of assessment and evidence required, considering assessment delivery mode, EEO and anti-discrimination principles, and the needs and circumstances of students
- advise students, with sufficient time, regarding the up and coming assessment

- provide the student with the assessment criteria/context and purpose of the assessment
- advise students of the Recognition of Prior Learning (RPL) process
- Make proper assessment decisions based on explicit evidence of competence
- Expedite assessment to avoid necessary delays, allowing for the readiness of the student
- Consider the authenticity, validity, relevance to the learning outcomes, currency and variety of assessment evidence, whether evidence is provided by interview, performance or work place evidence.

Where the result of the assessment is that you are 'not yet competent', you can discuss with the trainer/assessor the options of re-assessment or to have further training that will give you the opportunity to develop competence in the required areas.

In the instance where you are not satisfied with the result of an assessment, you have a right to appeal the result, provided you give written documentation for your reasons for appealing the result. Please refer to The Medcast Group Grievance Policy for instructions.

Training Delivery Methods

Medcast uses a range of delivery methods across our courses. Your training program may use one or more of these methods:

- Blended learning - a combination of online and face to face and/or on-the-job learning.
- Online learning - online or eLearning utilising a Learning Management System (LMS) accessed via email and internet. Your trainer and Medcast will support you to access and navigate the required online systems.
- Face to face learning - group workshops and learning sessions with your colleagues or other learners, facilitated by a qualified trainer and assessor.
- On-the-job learning - training will take place in your workplace (for example, via your regular job, work placement, traineeship, etc.) using practical demonstrations, hands-on learning or simulated / scenario based learning, and work-based assessment.

Note: where a course or a specific unit is delivered face to face or on the job, you will still be required to utilise Medcast and / or your employer's website, systems, email and intranet in order to enrol in your course and view as well as update details about your training and assessments. In addition, where workplace learning is required as part of your course, and you are not an employee of that organisation, you are required to abide by all Medcast Group policies. This may include a requirement for you to undergo a police check, a working with children check, and a medical assessment.

Course Progression and Resubmissions

In order to undertake a course, a student must correctly enrol in that course. The student's progression through to completion will then be dependent upon the student re-enrolling in the correct sequence of units of study and successful completion of all relevant units of study as listed in the course structure and training package and training product requirements. Because most courses have defined underpinning knowledge and skills (pre-requisites and corequisites), it is important that units of study be taken in the correct sequence and that the student enrolls into the units of study nominated in the course outlines per teaching period.

As a general rule, students are not to enrol into units of study in the next teaching period until all units of study are completed in the current teaching period. An exception to this rule is for units of study where a student is considered Not Yet Competent in the pre-requisite unit of study; these may be undertaken if a re-sit or resubmission has been organised and the Trainer/Assessor deems it appropriate.

If a student is Not Yet Competent at the end of a teaching period and has exhausted their resubmit options, they must repeat the unit of study in the following teaching period. This means that students enrol in one fewer "new" units of study in order to "carry over" the unit of study they need to repeat from the previous teaching period. This is to ensure a proper sequence of units of study, pre-requisites and co-requisites. Sometimes units of study are not always available in all teaching periods or their scheduling is difficult for

certain students. If this is the case, the student must take the repeated units of study as soon as possible (in the very next teaching period that the unit of study is offered).

Poor performance is defined as being considered Not Yet Competent for 50% or more of the enrolled units of study. If a student is deemed 'Not Yet Competent' for a unit of study at the end of a teaching period, this means that they have been afforded at least three (3) attempts to receive a Satisfactory grade for one or more assessment items but have failed to do so. The student will be required to re-enrol in that unit of study in the next available teaching period in order to progress through the course. If, on a student's second attempt at the unit of study, they receive a result of 'Not Yet Satisfactory' or 'Not Yet Competent' for any assessment item, they will be considered "at risk" of non-progression and non-completion and may be excluded from study.

Some students who experience difficulty with study and/or who identify as having a learning difficulty may require additional assistance to successfully complete their unit/s of study. In such circumstances the Trainer/Assessor will provide whatever assistance is reasonable and equitable. If a tutor, or extra support are required, it is the student's responsibility to contact a tutor and negotiate a commercial rate etc. for tutoring. Trainer/assessors should not provide private tutoring to students in their current cohorts.

Some students who experience difficulty with study and/or who identify as having difficulty may require counselling support to successfully complete their unit/s of study. In such circumstances, the trainer/assessor will provide whatever assistance is reasonable and equitable. If further support is required, the student may be referred to an external service provider.

A student excluded from study under the above policy relating to course progression has the right of appeal as per the Medcast Grievance Policy.

If your assessment submission is found to have not met the requirements of the assessment. The assessor will put marks to identify which assessment tasks are to be redone and if additional evidence is required. Students will be given up to two weeks to resubmit the assessment. If it takes longer than two weeks, please ensure you maintain contact with your trainer/assessor and provide updates.

Work placement / Work experience

The Medcast Institute has identified a number of accredited courses which require mandatory work placement as a requirement of attaining the qualification. Certificate III and Certificate IV courses relating to Ageing, Disability and Home care have a requirement of a minimum of 120 hours of work in a relevant workplace. Medcast can organise work placement for you and you are required to attend at the specified times and dates organised by the Trainer & Assessor or Supervisor. We will support students who want to locate their own work placement at a suitable workplace. For the work placement aspect of the training a relevant Work Placement Book which includes the topics you will need to learn, observe and practice during the placement. It is important to note that whilst every effort is made to place you at a local workplace, this is not always possible and you may be asked to travel to another location.

Traineeships

Traineeships are training programs that offer flexible delivery structures to meet the needs of the student and their employer. This can incorporate any combination of on-the-job training, training sessions away from the direct work environment, mentor/supervisor support and self-paced study.

Schedules for the training will be negotiated with your employer, within the specific requirements of the Australian Apprenticeship Scheme, under which guidelines a traineeship must be conducted. Suitable training methodologies will be tailored to suit your work environment and any individual needs that may be identified. Each party involved in a Traineeship has specific responsibilities, which are detailed below.

Trainee Responsibilities

The Trainee must:

- Work towards achievement of the competencies detailed in the Training Plan
- As instructed, undertake all training and assessment related to the Training Plan
- Undertake all assessment work requirements in the designated timeframes
- Prepare for and actively participate in all training sessions and/or activities

- Participate in evaluation activities and offer constructive feedback in relation to your training and assessment
- Observe all legislative requirements
- Maintain a “Duty of Care” for personal health, safety and welfare, as well as for others.

Employer Responsibilities

The Employer must:

- Meet all legal obligations
- Provide a healthy and safe working environment
- Maintain a “Duty of Care” to Trainee
- Comply with relevant Commonwealth, State and Territory legislation and regulatory body requirements that applies to Traineeships
- Support structured training
- Pay for and allow the Trainee the time to attend off-the-job training during normal working hours.
- Provide opportunities for Trainees to develop their skills on-the-job
- Allow the RTO access to the Trainee, as and when required Provide appropriate supervision and support (see Workplace Mentor/Supervisor section below)
- Provide access to the required resources to the Trainee for purposes of training and assessment (e.g. plant, tools, equipment).

Workplace Mentor/Supervisor Responsibilities

The Workplace Mentor/Supervisor must:

- Ensure the Trainee is inducted into the workplace
- Ensure the Trainee receives training on the specific products, policies and procedures of the workplace
- Act as the Trainee’s mentor and supervisor, in order to verify the Trainee’s submitted evidence
- Develop a realistic and achievable learning plan based on available work opportunities
- Support the learning, development, training and assessment of the Trainee
- Ensure the Trainee has access to necessary resources required for their learning
- Ensure they answer the Trainee’s questions throughout the Traineeship or seek an answer from the appropriate party.

RTO Responsibilities

The RTO Must:

- Design a training plan to meet the needs of all parties
- Provide quality and relevant training and assessment services
- Provide suitably qualified Trainers & Assessors
- Provide accurate, relevant and ethical information relating to the training and assessment
- Undertake a Recognition of Prior Learning (RPL) process if appropriate
- Monitor and maintain Trainee’s training, participation, progress, student file and record of results
- Provide additional learning support, if required
- Issue qualifications on successful completion of the traineeship
- Comply with all requirements of relevant State and Commonwealth governments and regulatory bodies
- Comply with legislation relevant to all parties.

Requirements of Standards for Registered Training Organisations (RTOs) 2015

The Medcast Institute understands that all procedures must comply with the Standards for Registered Training Organisations (RTOs) 2015, State and Commonwealth funding requirements and all other applicable legislation.