

## RTO003 SOP Learner Support Services

### 1. Purpose

The purpose of this standard operating procedure is to ensure that Health Information Management Association of Australia Limited (HIMAA) provides support services that are necessary to the individual learner.

### 2. Scope

This standard operating procedure applies to all HIMAA Education Services Staff and the Quality and Compliance Officer.

### 3. Standard 1 Clause 1.7

The RTO determines the support needs of individual learners and provides access to educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

### 4. Definition

**Access and Equity** – means policies and approaches aimed at ensuring that VET 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.

**Competency** – means the consistent application of knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Learner** – means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

**Educational support services** – may include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communication technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to eth workplace; and

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- Any other service the RTO considers necessary to support learners to achieve competency.

**Services** – mean training, assessment related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

**Training Package** – means the components of a training package endorsed by the Industry Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a training package are: units of competency; assessment requirements (associated with each unit of competency) qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contain industry advice to RTO's on different aspects of implementation.

**Reasonable adjustment** – the process of adjusting or changing the assessment process to meet the needs and characteristics of the candidates being assessed and any equity requirements. The determination of 'reasonableness' requires judgement that must take into account the impact on the organisation and the need to maintain the integrity of the unit of competency.

## 5. References

- Standards for registered training organisations (RTO's) 2015
- Users' Guide Standards for Registered Training Organisations (RTO's) 2015
- RTO003 SOP Learner Support Services
- RTO012 Policy Learners Informed and Protected
- RTO012 SOP Learners Informed and Protected
- RTO013 Policy Complaints and Appeals
- RTO013 SOP Complaints and Appeals
- RTO007 Policy Transitioning of Training Products
- RTO007 SOP Transitioning of Training Products
- RTO008 Policy Quality Assurance of RTO Operations
- RTO008 SOP Quality Assurance of RTO Operations
- RTO001 Policy Training and Assessment Strategies and Practices
- RTO001 SOP Training and Assessment Strategies and Practices
- RTO004 Policy Assessment
- RTO004 SOP Assessment
- RTO009 Policy Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO009 SOP Issuing, Maintaining and Acceptance of AQF Certification and Providing Learners Access to Records
- RTO010 Policy Unique Student Identifier (USI)
- RTO010 SOP Unique Student Identifier (USI)

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- RTO011 Providing Accurate and Accessible Information and Advertising and Marketing
- RTO011 SOP Providing Accurate and Accessible Information and Advertising and Marketing
- ORG002 Policy Privacy, Confidentiality and the Australian Privacy Principles (APP)
- ORG002 SOP Privacy, Confidentiality and the Australian Privacy Principles (APP)
- ORG003 Policy Work Health and Safety (WHS)
- ORG003 SOP Work Health and Safety (WHS)
- Student Handbook
- ORG004 Policy Human Resource
- ORG004 SOP Human Resources
- ORG006 Policy Continuous Improvement
- ORG006 SOP Continuous Improvement
- ORG005 Policy Customer Service
- ORG005 SOP Customer Service
- RTO004 Form Assessment Appeal
- RTO005 Form Complaint
- ORG002 Form Continuous Improvement Action Request
- ORG003 Form Privacy Complaint
- RTO006 Form Reasonable Adjustment
- RTO007 Form Deferment Request
- RTO008 Form Extension Request
- RTO009 Form Application for Timetable Transfer
- Enrolment form

## 6. Procedure

### 6.1 Learner Support

- 6.1.1 HIMAA's Student Support and Administration Officer is the first point of contact for learners who need help. The Student Support and Administration Officer supports the learners through the enrolment process as well as at any time the learner may need assistance.
- 6.1.2 Education Officers are available to learners throughout the course. They monitor the learner's progress and if they find the learner is not keeping up with the rest of the intake they will contact the learner to find out if there are any issues.
- 6.1.3 HIMAA has in place other forms of support such as access and equity, reasonable adjustments, timetable transfer, extensions and deferrals and customisation and contextualisation of assessment processes. These are provided to the learner at any stage of their course. The learner should inform the Training Manager, Education Officer or the Student Support and Administration Officer of their need for support.

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## 6.2 Access and Equity

- 6.2.1 HIMAA acknowledges that it has legal and moral responsibilities regarding access and equity.
- 6.2.2 All HIMAA staff where feasible will provide for the special needs of learners and clients from diverse cultural linguistic backgrounds by English or other language assistance through the use of interpreters or facilitators.
- 6.2.3 HIMAA will also where necessary and feasible provide for the special needs of learners and clients in remote areas through the development of outreach programs and online courses that are suitable for the location.
- 6.2.4 HIMAA's staff will where necessary receive ongoing cultural diversity training by an offsite provider to ensure the development of skills and knowledge to work in a culturally diverse framework.

## 6.3 Reasonable Adjustment

- 6.3.1 If a learner advises on their enrolment form that they have a disability the Student Support and Administration Officer will discuss it with the Training Manager.
- 6.3.2 The Training Manager will contact the learner to ensure that the learner's needs are met in regards to training and assessment and if the learner requires any reasonable adjustment to the training and assessment process.
- 6.3.3 The Training Manager completes RTO006 Form Reasonable Adjustment with the learner. This will be conducted in an over the phone interview with the Training Manager asking a series of questions on how to make the course go as smoothly as possible for the learner.
- 6.3.4 The learner may need to provide a medical certificate to provide evidence for short term reasonable adjustment to be made.
- 6.3.5 The reasonable adjustment form and any extra evidence are scanned and the documents uploaded onto the Student Management System (SMS) Business Applications in the learner's file.
- 6.3.6 The Training Manager will then discuss the reasonable adjustment with the Education Officer who will be conducting the training and assessment for the learner.

## 6.4 Timetable Transfer

- 6.4.1 If learners are having trouble maintain the timetable for the course in which they are enrolled, they can change to a slower timetable. The learner's Education Officer may also suggest to the learner to change their timetable if they see the learner struggling with the course.
- 6.4.2 Learner's can only change timetables once and cannot go back to the original timetable. The learner can do this at any time during the course.
- 6.4.3 The learner can either talk to their Education Officer or the Student Support and Administration Officer to request a timetable transfer. The Student Support and Administration Officer will email the learner the RTO009 Form

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Application for Timetable Transfer and the learner should complete this and submit via post, email or fax to

Email [education@himaa.org.au](mailto:education@himaa.org.au)

Fax 02 9887 5895

Post

Health Information Management Association of Australia Limited  
Attention Student Support and Administration Officer Education Services  
Locked Bag 2045  
North Ryde NSW 1670  
Australia

- 6.4.4 When the application is received the Student Support and Administration Officer informs the Education Officer responsible for the learner.
- 6.4.5 The Education Officer is to review and approve the request if appropriate.
- 6.4.6 Student Support and Administration Officer then transfers the learner to the new program on the SMS and scans and uploads the form onto the SMS in the learner's online file.
- 6.4.7 Student Support and Administration Officer then sends an email to the learner within ten days of receipt of the application form confirming the transfer and the new timetable for submission of assessments.
- 6.4.8 Student Support and Administration Officer then passes the information onto the Education Officer for updating their information. The Education Officer updates the timetable on the spreadsheet and the student SAR.

## 6.5 Deferment or Extension

### 6.5.1 Deferment

- 6.5.1.1 Learners can defer at any time prior to the commencement of their course but can only defer the same course twice. The Student Support and Administration Officer will advise learners at time of deferment request being processed if any fees are applicable to the learner.
- 6.5.1.2 The learner requests a deferment to another intake by contacting the Student Support and Administration Officer. The Student Support and Administration Officer send the learner the RTO007 Form Deferment Request to complete. Once completed the learner submits the form to the Student Support and Administration Officer via email, fax or post using the details in 6.4.3.
- 6.5.1.3 Once the Student Support and Administration Officer receives the deferment request it is processed and uploaded onto the SMS in the learner's file.
- 6.5.1.4 The learner's details of the course start date will be updated into the SMS and the Education Officer is informed of the new start date for the learner.
- 6.5.1.5 If the learner cannot defer to the next intake they will need to withdraw from their course and a refund will be considered.

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6.5.1.6 If a refund is required the learner will need to complete the 007 Form Refund Request (see RTO012 Learners Informed and Protected Policy and Procedure for further information).

6.5.1.7 If fees or refunds apply the Student Support and Administration Officer is to inform the Manager of Financial and Corporate Services (MFCS) to process.

## 6.5.2 Extension

6.5.2.1 A learner can request an extension to the next examination date. However this can only be done twice.

6.5.2.2 The learner is to complete the RTO008 Form Extension Request (this can be requested by the learner from the Student Support and Administration Officer) and attach any supporting evidence such as a medical certificate. Please note the learner can only be extended to the next scheduled examination date after the original course intake finishes. Fees apply for an extension.

6.5.2.3 Once the learner has completed the request it is submitted to the Student Support and Administration Officer via email, fax or post using the details in 6.4.3.

6.5.2.4 Once the Student Support and Administration Officer receives the extension request they are to process the request by scanning and uploading the documents onto the SMS.

6.5.2.5 If a fee is to be paid the Student Support and Administration Officer notifies the MFCS to process the invoice.

## 6.6 Language Literacy and Numeracy

6.6.1 HIMAA's enrolment form has questions regarding English proficiency. If a learner states that English is a second language and their proficiency is not good, HIMAA's Student Support and Administration Officer will organise for them to complete a LLN self-assessment. This will be conducted prior to the enrolment being processed.

6.6.2 The Education Officer will monitor the learner during the course to ensure that learners are not struggling with the course. If they find a learner who has difficulties with LLN they contact the learner to ask them a series of questions as sometimes learners are embarrassed to admit to LLN difficulties.

6.6.3 If the learner is found to have LLN issue's where the Education Officer or Student Support and Administration Officer can assist' reasonable adjustments will come into account (see 6.3 Reasonable Adjustment). If the learner is unable to complete the course due to increased LLN issues the Student Support and Administration Officer informs the learner that they cannot help the learner and will give them information on places that can help the learner with English such as:

- Australian Migrant English Program AMEP
- Australian Council for Adult Literacy (ACAL)

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- NAVITAS
- Reading and Writing Hotline

## 6.7 Monitoring Learners Progress

- 6.7.1 All learners are made aware of when assessments are due by following the course timetable.
- 6.7.2 The learner's progress is monitored by the Education Officer and the Student Support and Administration Officer.
- 6.7.3 If a learner falls behind they are contacted by their Education Officer by phone or email to find out the reason for the late assessments.
- 6.7.4 If the Education Officer finds that the learner is not coping with the timetable they have enrolled into the Education Officer will request that the Student Support and Administration Officer send them the timetable transfer request (see 6.4 for more information).
- 6.7.5 If the learner cannot change timetables they have two options:
  - 6.7.5.1 Apply to defer until the next intake if they have not commenced the course. A fee will apply if the learner takes this option. Learners are allowed to defer twice.
  - 6.7.5.2 Apply for a course extension if assessments have been submitted. A fee applies to the learner. A learner can only do this twice and it can only be to the next exam date after their intake finishes.
  - 6.7.5.3 If the learner is unable to defer, extend or transfer timetables the enrolment is cancelled. Learners who cancel within two months of the course commencement date may be eligible for a refund. The Education Officer or the Student Support and Administration Officer will advise the learner of this.
  - 6.7.5.4 The Student Support and Administration Officer will advise the learner of the possible cancellation of their course by letter/email.
  - 6.7.5.5 If the learner fails to respond and contact their Education Officer or fails to meet their course requirements the learner's course is cancelled.

## 6.8 Customisation and Contextualisation of Assessment Processes

- 6.8.1 All HIMAA assessments are contextualised to the industry. This has been achieved by adding actual medical records, medical terminology, case studies and questions to the training materials to ensure that the language and activities are relevant to the workplace and industry.
- 6.8.2 HIMAA customises assessment processes to the individual by ensuring that all clients have access to the following:
  - 6.8.2.1 Timetable transfer
  - 6.8.2.2 Assessment extensions
  - 6.8.2.3 Deferments to later courses if a client has a problem
  - 6.8.2.4 To industry customisation to a health organisation to meet their needs.

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- 6.8.2.5 Learners given extra time to finish exams (this could be for example due to a health issue or family matter)
- 6.8.3 All learners are assessed within their needs without losing the integrity of the unit of competency.
- 6.8.4 HIMAA, as the peak body for clinical coding, seek industry consultation with members of its organisation as well as hospitals to ensure it is constantly meeting their needs and that training is relevant to the workplace.
- 6.8.5 HIMAA offers learners flexibility while completing their course. Assessments have due dates, however learners can request an extension or transfer timetables where they feel they cannot meet the requirements of the course. Flexibility is also achieved by having online coursework as the learner can study whenever time is available.
- 6.8.6 HIMAA Education Officers will work with the learner and offer any support they may require to complete the course if they see a learner struggle with the course work. This is not left to the last assessment and is constantly monitored.
- 6.8.7 HIMAA works with industry to ensure that HIMAA's training and assessment tool meets the industry needs.
- 6.8.8 HIMAA Education Officers are current in industry practices as they work in the industry part-time as clinical coders.

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