

RTO012 Policy Learners Informed and Protected

1. Purpose

The purpose of this policy is to ensure that all Health Information Management Association of Australia Limited (HIMAA) Education Services staff informs their learners about HIMAA's services and responsibilities as well as learner's rights and obligations.

2. Scope

This policy applies to all HIMAA Education Services staff.

3. Standard 5 Clause 5.1-5.4

5. Each learner is properly informed and protected.

To be compliant with Standard 5 the RTO must meet the following:

5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) The code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) The training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - I. Estimated duration;
 - II. Expected locations at which it will be provided;
 - III. Expected modes of delivery;
 - IV. Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - V. Any work placement arrangements
- c) The RTO's obligations to the learner, including that the RTO is responsible for the quality of training and assessment in compliance with these standards, and for the issuance of the AQF certification documentation.
- d) The learner's rights, including:
 - I. Details of the RTO 's complaints and appeals process required by Standard 6; and
 - II. If the RTO, or a third party delivering a training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

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- e) The learner's obligations:
 - I. In relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - II. Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - III. Any materials and equipment that the learner must provide; and
- f) Information on the implication for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

5.3 Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) All relevant fee information including:
 - I. Fees that must be paid to the RTO; and
 - II. Payment terms and conditions including deposits and refunds;
- b) The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) The learners rights to obtain a refund for services not provided by the RTO in the event the:
 - I. Arrangement is terminated early; or
 - II. The RTO fails to provide the agreed services.

5.4 Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

4. References

This policy has been written within the guidelines for:

- Standards for Registered Training Organisations (RTOs) 2015
- User Guide Standards for Registered Training Organisations (RTOs) 2015
- RTO012 SOP Learners Informed and Protected
- RTO022 Form Examination Supervisors Record
- RTO023 Form Refund Request
- RTO003 Policy Learner Support Services
- RTO003 SOP Learner Support Services

5. Policy

5.1 Learner's Communication

- 5.1.1 HIMAA provides all information to learners prior to enrolment into our courses
- 5.1.2 All information that is provided to learners by HIMAA will be reviewed on a regular basis to ensure that only current information is provided to learners
- 5.1.3 HIMAA requires Education Services staff to send learners information that is accurate and timely

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- 5.1.4 All information provided to learners by email or by other means will be
 - 5.1.4.1 Factual
 - 5.1.4.2 Avoid emotive language
 - 5.1.4.3 Not contain illegal content
 - 5.1.4.4 Comply with HIMAA policies and procedures
- 5.1.5 HIMAA Education Services staff will ensure appropriate response times are adhered to when communicating with learners
- 5.1.6 HIMAA Education Services staff will confirm with learners at multiple intervals that they have received the necessary course information
- 5.1.7 The Student Support and Administration Officer is responsible for updating information on the website and Student Management System (SMS)
- 5.1.8 The Training Manager is responsible for maintaining the Student Information Map (SIM)
- 5.1.9 All master versions of communication-related documents are to be maintained on the Document Management System (DMS) under the Document Type 'Education Services-Other'

5.2 Learners Code of Conduct

- 5.2.1 HIMAA Education Services staff and learners are to respect each other
- 5.2.2 HIMAA learners are required to submit assessments on due dates
- 5.2.3 HIMAA learners are to inform their Education Officer if they have an issue with submitting assessments or completing the examination
- 5.2.4 HIMAA learners are to follow HIMAA's policies and procedures that are relevant to learners
- 5.2.5 HIMAA Education Services does not tolerate cheating, bullying behaviour, sexual harassment and discriminatory or offensive behaviour
- 5.2.6 HIMAA Education Services will take disciplinary action against learners found to be behaving in any way that is not acceptable to HIMAA Education Services staff
- 5.2.7 HIMAA Education Services staff will not tolerate plagiarism
- 5.2.8 HIMAA learners must not receive assistance from a third party to complete their course
- 5.2.9 HIMAA has complaints and appeals processes in place for learners who wish to make a complaint about receiving disciplinary action

5.3 Learner's Disciplinary Procedures

- 5.3.1 All learners are required to sign a Student Agreement which includes a learner code of conduct
- 5.3.2 HIMAA Education Services staff may take disciplinary action against learners who are not following the learner code of conduct
- 5.3.3 HIMAA has a complaints and appeals process in place for learners if they feel they have been dealt with unfairly
- 5.3.4 HIMAA Education Services staff informs learners of their obligations and the assessment process

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- 5.3.5 Disciplinary action may include but is not limited to
 - 5.3.5.1 A warning for minor cases
 - 5.3.5.2 Removal from the course for more extreme cases
 - 5.3.5.3 Resubmission of assessments

5.4 Enrolment

- 5.4.1 HIMAA ensures that it informs all learners prior to enrolment about training and assessment and support services available to them, as well as their rights and obligations for being able to complete the course
- 5.4.2 HIMAA ensures that any other person who is contributing to the learners training (where applicable) are engaged in the development, delivery and monitoring of training and assessment
- 5.4.3 HIMAA ensures that all learners receive training and assessment and support services that meet each individual learner's needs
- 5.4.4 HIMAA learners can request to have access to their records. This request is dealt with in a timely manner
- 5.4.5 HIMAA ensures that all learner records are accurate and current
- 5.4.6 HIMAA ensures that all learners are aware of HIMAA's complaints and appeals process
- 5.4.7 HIMAA ensures that all learners are monitored and engaged in training activities
- 5.4.8 HIMAA works closely with learners to ensure that HIMAA meets their learners' needs and that learners adhere to their assessment submission dates
- 5.4.9 HIMAA ensures that all learners are aware of information regarding progress and engagement in their course and any action taken if progress is delayed
- 5.4.10 HIMAA ensures that all learners are aware of enrolment and course information and what is expected from the learner prior to enrolment

5.5 Training and Assessment

- 5.5.1 HIMAA informs all learners about the training and assessment processes, mode of delivery, location of training, name and contact details of their Education Officer and any third party involvement in the course
- 5.5.2 HIMAA ensures that if any changes occur during the course the learner is informed as soon as possible
- 5.5.3 HIMAA ensures that all learners are aware of the student support services provided by HIMAA
- 5.5.4 HIMAA ensures that all learners are aware of materials the learner is required to purchase and the appropriate cost (this includes textbooks and medical dictionary)

5.6 Collecting Learner's Fees

- 5.6.1 HIMAA ensures that all learners are aware of fees and charges prior to the learner enrolling in the HIMAA course
- 5.6.2 HIMAA ensures that learners are informed about the timing and amount of fees to be paid as well as the administration fee
- 5.6.3 HIMAA will maintain a Tuition Assurance Scheme to safeguard domestic learners in the event of HIMAA's becoming insolvent and unable to return fees that have been paid in advance. The Tuition Assurance Scheme will source similar training to allow the affected

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participants under this condition to complete their studies without further financial burden. However if the learner cannot be placed, the Tuition Assurance Scheme will make refunds

- 5.6.4 In the event of a course not being able to be delivered, learners will be placed with another provider. Refunds will only be issued in the event that the Tuition Assurance Scheme that HIMAA has with the Australian Council for Private Education and Training (ACPET) does not have a comparable course for HIMAA learners

5.7 Refunds

- 5.7.1 Learners are informed of HIMAA's refund policy prior to enrolment
- 5.7.2 HIMAA will maintain a Tuition Assurance Scheme to safeguard domestic learners in the event of HIMAA's becoming insolvent and unable to return fees paid in advance. The Tuition Assurance Scheme will source similar training to allow the affected participants under this condition to complete their studies without further financial burden. If the learner cannot be placed the tuition assurance scheme will make refunds
- 5.7.3 Learners who notify HIMAA of withdrawal from a course prior to commencement will receive a full refund less the administration fee
- 5.7.4 Learners are informed if they cancel their enrolment within two months of the course commencement date and have submitted no more than two assessments HIMAA will refund 50% of the enrolment fee paid less administration fee
- 5.7.5 Learners are informed they must submit all requests for refunds in writing
- 5.7.6 HIMAA informs learners if the course is cancelled and the learner cannot be transferred to a similar course with HIMAA or another training provider HIMAA will refund the course less the administration fee
- 5.7.7 HIMAA informs learners who are having difficulty completing the course of cancellation of their enrolment. HIMAA will refund a proportion of the original enrolment fee at HIMAA's discretion less an administration fee

5.8 Qualifications Pathway

- 5.8.1 HIMAA will have clear, accessible and transparent policies and processes to provide learners with information regarding qualification pathways and credit arrangements
- 5.8.2 HIMAA's policies will ensure that all pathways into and between qualifications are available to all learners
- 5.8.3 HIMAA will make these policies publicly available, widely promoted and easily accessible to all learners whether existing or prospective. This will enable learners to make well informed decisions between alternative pathways and to take into account any credit that may be available to the learner
- 5.8.4 HIMAA will regularly review these policies to maximise their appropriateness and ensure that they are applicable to new and updated qualifications, learners and industry needs
- 5.8.5 HIMAA will issue qualifications/Statements of Attainment giving credit into or towards AQF qualifications
- 5.8.6 HIMAA will provide formal documentation to the learner including any reasons for not giving credit

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5.8.7 HIMAA will give credit towards a qualification where it does not have a negative effect on

- The integrity of the qualification outcomes and requirements
- The responsibility of issuing organisations to make decisions on admission, prerequisites or programs of study and the students successful completion of the qualification

5.8.8 Credit will be given on the basis of negotiations between learners and HIMAA Education Officers

5.8.9 HIMAA will have recognition of prior learning processes available to the learners and these may be used for entry requirements into HIMAA's courses

5.8.10 HIMAA will recognise other issuing Registered Training Organisation's qualifications provided to HIMAA by learners, towards credit and entry requirements to HIMAA's courses

5.9 Exam Supervisors Identification of Learners

5.9.1 HIMAA ensures that it informs the examination supervisor of their responsibilities in checking identification

5.9.2 HIMAA ensures that the supervisor knows what is expected when supervising the examination

5.9.3 HIMAA requests that the supervisor completes a RTO022 Form Examination Supervisors Record stating they have sighted the identification of the learner

5.9.4 HIMAA informs learner's that they need to bring identification to the examination

5.9.5 If HIMAA is conducting the examination in-house the supervisor is to check the identification and complete the RTO022 Form Examination Supervisors Record

5.10 Release of Learner Information

5.10.1 HIMAA will not release personal learner information without the consent of the learner

5.10.2 HIMAA collects personal information of learners for reporting purposes to the National VET Regulator

5.10.3 HIMAA may use personal learner information to verify qualifications with other Registered Training Organisations and vice versa

5.11 Learner Selection

5.11.1 HIMAA ensures that all learners seeking to enrol are assessed and admitted using a fair, equitable and transparent procedure

5.11.2 HIMAA staff adheres to policies and procedures for verification of learner credentials when granting credit to learners

5.11.3 HIMAA ensures that all learners meet the entry requirements prior to admission into a course

5.11.4 HIMAA ensures that the entry requirements are fair and do not hinder learner access into any of HIMAA's courses

5.11.5 HIMAA staff adheres to the admission guidelines and process enrolments according to the entry requirements

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- 5.11.6 HIMAA recognises learners who have prior learning
- 5.11.7 HIMAA publishes all entry requirements on its website for learners to access prior to enrolment
- 5.11.8 HIMAA does not provide learners with misleading or false information about courses or entry requirements
- 5.11.9 HIMAA's Student Support and Administration Officer provides further information or clarification to students upon request

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