

RTO012 SOP Learners informed and Protected

1. Purpose

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

2. Scope

This Standard Operating Procedure applies to all 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. Definition

Assessment – means the process of collecting evidence and making judgements whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system – is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Assessors – are the persons who assess a learner's competence in accordance with Clause 1.13 to 1.16.

AQF certification documentation – is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

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;

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- 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 the workplace; and
- 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.

Third party – means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Trainers – are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16.

Training – is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Training and assessment strategies and practices – are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

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.

Unit of competency – means the specification of the standards of performance required in the workplace as defined in a training package.

5. References

- 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
- RTO024 Form Consent to Release Information

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6. Procedure

6.1 Learners Communication

- 6.1.1 Learners are provided with all information regarding the course prior to enrolment. This can be provided to the learner by the Student Support and Administration Officer or via the HIMAA website
- 6.1.2 If at any time information changes or is updated the Student Support and Administration Officer uses the 027 Student Information Map Checklist to ensure that all information has been updated in all areas
- 6.1.3 When an enrolment form has been received the Student Support and Administration Officer processes the enrolment in the Student Management System (SMS). The learner is then emailed the Student Handbook and their confirmation of enrolment into the course of their choice
- 6.1.4 The learner is issued with username and password details for access to the Learning Management System (LMS). This is advised by email through the SMS by the Student Support and Administration Officer two days prior to the course commencement date
- 6.1.5 The learner is emailed a 'welcome letter' via the SMS by their relevant Education Officer either prior to commencement or upon commencement of the course.
- 6.1.6 The Education Officer emails the learner a Study Tips document prior to the final examination
- 6.1.7 The Student Support and Administration Officer mails the Statement of Attainment together with the document 'Finding a Job as a Clinical Coder' (only for learners who were enrolled in the Introductory course)
- 6.1.8 All information provided to learners is checked prior to sending to ensure it is the most current version
- 6.1.9 All emails sent between the learner, Student Support and Administration Officer and the Education Officer are stored on the SMS in the learner's file

6.2 Learners Code of Conduct

- 6.2.1 HIMAA will not tolerate any staff member or learner being bullied, harassed or discriminated against. HIMAA will take disciplinary action against learners after investigation of the complaint has been found to be true and correct. Disciplinary action can lead to expulsion from the course. This may mean the learner may not receive a refund or a partial refund depending on the outcome from the Education Services meeting, where disciplinary action will be discussed
- 6.2.2 HIMAA will not tolerate learners cheating or submitting another learner's and/or person's work as their own. If learners are found to be cheating, they will either be required to sit another assessment or examination at their own expense or their enrolment will be cancelled immediately without refund. Future enrolments will not be accepted in any courses or workshops conducted by HIMAA Education Services

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- 6.2.3 Learners must not receive assistance from a third party, including a manager or a colleague, when completing coursework or assessments. Learners must contact their Education Officer for assistance
- 6.2.4 Learners must not use the words or ideas from other sources and present them as their own. This is plagiarism which is unethical and will not be tolerated by HIMAA. Plagiarism is unethical as it is a form of theft. A qualification or Statement of Attainment is evidence of a learner's skill and knowledge and should be their own work
- 6.2.5 Examples of plagiarism are
 - 6.2.5.1 Cutting and pasting information from the internet or another source
 - 6.2.5.2 Copying text without permission
 - 6.2.5.3 Another student completing the learner's assessments or giving answers to the learners
- 6.2.6 HIMAA Education Services staff and learners are to treat each other with respect at all times
- 6.2.7 HIMAA will provide the learner with the complaints and appeals policy and procedure and either the complaint form or appeals form if the learner wishes to make a complaint or appeal against an assessment decision or a complaint about an Education Services staff member or another learner. The complaint will be addressed in an unbiased manner by the Training Manager Education Services and the Quality and Compliance Officer
- 6.2.8 The complaint will be investigated and the learner informed of the decision as soon as possible, usually within thirty days of the complaint being received.
- 6.2.9 If the learner is not happy with the outcome of the complaint they can escalate the complaint to the Chief Executive Officer of HIMAA for investigation.
- 6.2.10 If the complaint remains unresolved, HIMAA will provide the learner with details for lodging the complaint with the registering body
- 6.3 Learner's Disciplinary Procedures**
 - 6.3.1 If learners are found to be in breach of HIMAA's student code of conduct HIMAA may take disciplinary action
 - 6.3.2 For minor offences this may involve a verbal or written warning. The learner will receive up to two warnings before being cancelled. Warnings are placed on the learner's file on the Student Management System (SMS) to ensure that HIMAA has a record of the offence
 - 6.3.3 For more serious offences such as bullying and cheating, the learner's enrolment may be cancelled
 - 6.3.4 If the learner feels they have been unfairly treated by HIMAA they can lodge a complaint by using HIMAA's complaints and appeals policy and procedure and completing the complaints form
 - 6.3.5 All complaints will be taken seriously and HIMAA will attempt to have an outcome acceptable to both parties
 - 6.3.6 Learners are to ensure that they follow all policies and procedures relating to their course

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- 6.3.7 HIMAA Education Services staff are to document on the learner's file any incident involving a learner's conduct to ensure HIMAA has a record of the incident.

6.4 Enrolment

- 6.4.1 Student Support and Administration Officer advises all learner enquiries about:

- 6.4.1.1 The enrolment procedure
- 6.4.1.2 Training and assessment practices and requirements
- 6.4.1.3 How to access student support
- 6.4.1.4 How to access their records
- 6.4.1.5 Their rights and obligations
- 6.4.1.6 Course terms and conditions
- 6.4.1.7 Complaints and appeals process
- 6.4.1.8 Any entry requirement or prerequisite that must be completed prior to enrolment

This information is provided to learners at the time of initial enquiry by email or phone conversation

- 6.4.2 After enrolment the learner is provided with this information in the Student Handbook for their reference

- 6.4.3 Learners are given course information after enrolment including:

- 6.4.3.1 Education Officer name and email address
- 6.4.3.2 Assessment requirements
- 6.4.3.3 Access to coursework
- 6.4.3.4 Obligations for the training
- 6.4.3.5 Access to the online system with a password and student login.

- 6.4.4 Learners can request support at any time by contacting their Education Officer or the Student Support and Administration Officer

6.5 Training and Assessment

- 6.5.1 All learners are informed about HIMAA's training and assessment strategies and practices. This includes the mode of delivery, location of training (if required) name and contact details of their Education Officer and any third party involved in the training and their role in training and assessment.

- 6.5.2 All information about the course is provided to the learner by the Student Support and Administration Officer or their Education Officer

- 6.5.3 If there are any changes to the training and assessment process the Student Support and Administration Officer provides this information to learners as soon as possible

- 6.5.4 All learners are advised of the support that HIMAA Education Services can provide. If a learner requires any assistance they should contact their Education Officer or the Student Support and Administration Officer. The responsible staff member will provide the learner with the information and support they require if HIMAA staff cannot assist they will provide the learner with information and contact details of another party who can be of assistance

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- 6.5.5 HIMAA's Student Support and Administration Officer will provide learners with information about the course enrolment fee and the cost of any reference books required for the course

6.6 Collecting Learner's Fees

- 6.6.1 Enrolment fees are payable in Australian dollars
- 6.6.2 Learners are provided with fee information which is on the HIMAA website, online enrolment facility, student handbook, course terms and conditions. The Student Support and Administration Officer also informs learners of this information
- 6.6.3 HIMAA's Student Support and Administration Officer enters the data into the Student Management System (SMS) when the learner's enrolment form is received. The enrolment form is sent to the Accounts Assistant for processing payment and entering the enrolment on the accounting system
- 6.6.4 Once the payment has been processed the learner is enrolled into the requested course. Two days prior to the course commencement date a username and password is emailed to the learner through the SMS giving the learner access to their coursework
- 6.6.5 If a learner withdraws from a course and the learner is entitled to a refund (at HIMAA's discretion) the learner will be given a refund minus an administration fee
- 6.6.6 All learners are informed about the timing and amount of fees to be paid
- 6.6.7 HIMAA has a Tuition Assurance Scheme to safeguard domestic learners in the event of HIMAA's becoming insolvent and unable to refund fees that have been paid in advance. The Tuition Assurance Scheme will source similar training to allow affected learners to complete their studies without further financial burden. However, if the learner cannot be placed in similar training the Tuition Assurance Scheme will make refunds
- 6.6.8 In the event of a course not being able to be delivered by HIMAA learners will be placed with another provider. A refund will only be issued in the event that the Tuition Assurance Scheme that HIMAA holds with the Australian Council for Private Education and Training (ACPET) does not have a comparable course for learners

6.7 Refunds

- 6.7.1 All course enrolment fees have an administration fee included.
- 6.7.2 A learner is entitled to a refund of course fees in part or in full (excluding the administration fee) when
- 6.7.2.1 HIMAA cancels a course and a learner cannot be transferred into another course either with HIMAA or another Registered Training Organisation
- 6.7.2.2 A learner informs HIMAA of not wishing to proceed with the course
- 6.7.2.3 A learner has difficulty in competently completing the course and the Education Officer and learner discuss the need to cancel the learner's enrolment
- 6.7.3 For all refunds the learner must complete the 007 Form Refund Request

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- 6.7.4 The Student Support and Administration Officer processes the 007 Form Refund Request and cancels or withdraws the learner in the Student Management System (SMS)
- 6.7.5 The Student Support and Administration Officer gives the refund request form to the Manager Financial and Corporate Services to process the refund. This is processed within two weeks of receiving the refund request from the learner
- 6.7.6 The learner is advised by the Student Support and Administration Officer that the refund has been deposited into their nominated bank account

6.8 Qualifications Pathway

- 6.8.1 On completion of the Comprehensive Medical Terminology HIMAA learners can pursue a career in the health insurance or workers compensation industry, medical transcription or practice management
- 6.8.2 The learner is also able to use the knowledge from this course to enhance their existing career in the health industry. The Comprehensive Medical Terminology course is an entry requirement into the HIMAA introductory ICD-10-AM,ACHI and ACS clinical coding course the unit HLTCC301B Produce coded clinical data.
- 6.8.3 On completion of HIMAA's Comprehensive Medical Terminology learners can enrol in the unit HLTCC301B Produce coded clinical data. This course is for learners wanting to start a career in clinical coding at an entry level in either a public or private hospital or a day procedure centre after completing HLTCC301B Produce coded clinical data. Learners may also enter into the qualification HLT32912 Certificate III in Health Administration and receive a credit for the unit HLTCC301B Produce coded clinical data
- 6.8.4 Learners may wish to continue their studies to increase their coding skills and for career advancement. Completing the unit HLTCC401B Undertake complex clinical coding will provide the learner with the skills to handle complex medical records found in medium to large hospitals in rural and major city centres. Learners may wish to continue into a qualification in the area of Health Administration, the unit HLTCC401B Produce highly complex clinical coding can be credit transferred for the qualification HLT43212 Certificate IV in Health Administration
- 6.8.5 To move into a more specialised field of clinical coding HIMAA recommends learners complete the unit HLTCC402B Complete highly complex clinical coding. On completion of this unit learners will be able to work in areas such as
 - 6.8.5.1 Clinical coder working in a principal referral hospital or specialist women and children's hospital
 - 6.8.5.2 Be a senior Clinical coder
 - 6.8.5.3 Clinical Coder Supervisor or Manager
 - 6.8.5.4 Clinical Coding Trainer or Auditor
- 6.8.6 After completion of the unit HLTCC402B Complete highly complex clinical coding learners may be eligible to enter into the Bachelor Degree in Health Information Management at a university. This qualification will allow them to move into a career in Health Information Management and work in organisations such as

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- 6.8.6.1 Public and private hospitals and community health centres
- 6.8.6.2 State and federal health departments
- 6.8.6.3 Health insurance companies
- 6.8.6.4 Computer and information technology
- 6.8.6.5 Research institutions

6.9 Exam Supervisor's Identification of Learners

- 6.9.1 Supervisors are required to sight learner's identification prior to commencement of the examination
- 6.9.2 Acceptable identification is as follows
 - 6.9.2.1 Drivers Licence
 - 6.9.2.2 RTA Proof of Age Card
 - 6.9.2.3 Birth Certificate
 - 6.9.2.4 Passport
 - 6.9.2.5 Other photo identification
- 6.9.3 Once sighted the supervisor must complete the RTO022 Form Examination Supervisors Record provided by HIMAA in the examination pack
- 6.9.4 When the form has been completed the learner can commence the examination using the guidelines HIMAA has provided to the learner and supervisor
- 6.9.5 The RTO022 Form Examination Supervisor's Record should be placed into the envelope with the learner's completed examination and returned to HIMAA
- 6.9.6 HIMAA's Student Support and Administration Officer scans and uploads the RTO022 Form Examinations Supervisors Record onto the learner's file in Business Applications
- 6.9.7 If the examination is held in HIMAA's office the same procedure is followed with the nominated supervisor (usually the Student Support and Administration Officer) sighting the identification of the learner prior to the examination and signing the RTO022 Form Examination Supervisors Record
- 6.9.8 Student Support and Administration Officer then scans and uploads the RTO022 Form Examination Supervisors Record onto the learner's file in Business Applications

6.10 Release of Learner Information

- 6.10.1 HIMAA gathers learner's personal details on the enrolment form which include the following information but is not limited to
 - 6.10.1.1 Name
 - 6.10.1.2 Address
 - 6.10.1.3 Date of Birth
 - 6.10.1.4 Contact Details
 - 6.10.1.5 Ethnicity
 - 6.10.1.6 Sex
 - 6.10.1.7 School Level
 - 6.10.1.8 Previous Qualifications

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- 6.10.2 HIMAA informs learners on their enrolment where their personal information is recorded and how it is used. This is to meet regulatory reporting requirements e.g. AVETMISS reporting to the National Regulator, Quality Indicator reports
- 6.10.3 HIMAA collects this information to be compliant with the National VET Regulator
- 6.10.4 HIMAA will not release information without the learner's consent. If another Registered Training Organisation requests information on a learner to confirm a credential HIMAA will obtain consent to release the learners information. This MUST be in writing using 052 Form Consent to Release Information
- 6.10.5 HIMAA will under no circumstances release information without the consent form being submitted to HIMAA

6.11 Learner Selection

- 6.11.1 Information regarding the attributes required to be a Clinical Coder are provided on the HIMAA website to enable learners to determine prior to enrolment that the career pathway is appropriate
- 6.11.2 Prior to enrolment learners are provided with a self-assessment checklist to determine whether they are ready to undertake online learning. Information on updating computer skills is provided for those who do not feel they are ready
- 6.11.3 HIMAA requires learners to be at least to the ACSF level of 3 for literacy, numeracy and oral communication for its entry level courses. Learners are screened prior to enrolment
- 6.11.4 HIMAA has an entry requirement for Unit HLTCC301B *Produce coded clinical data* which is a comprehensive knowledge of medical terminology. This can be demonstrated by completion of HIMAA's Comprehensive Medical Terminology course or by RPL
- 6.11.5 The prerequisite for unit HLTCC401B *Undertake complex clinical coding* is the unit HLTCC301B *Produce coded clinical data*. Learners can also apply for RPL in this unit
- 6.11.6 The prerequisite for unit HLTCC402B *Complete highly complex clinical coding* is the advanced challenge examination. The prerequisite for application for the successful completion of HLTCC401B *Undertake complex clinical coding* plus an extra twelve months coding with a broad casemix in a major hospital or four years coding experience with a broad casemix in a major hospital.

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