

CODE OF PRACTICE

2015

Student Information

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▀ Introduction

This Code of Practice applies to all qualifications provided by Wilson Medic One. Students/clients have access to this Code of Practice either online or by contacting Wilson Medic One on (08) 9350 9111. Where a student is enrolled into a full qualification, Wilson Medic One will issue a copy of this Code of Practice as part of the course material for their classroom sessions. A copy is made available to the organisation representative where necessary to ensure the Code is widely distributed.

▀ Enrolment and Induction

Wilson Medic One will provide sufficient and accurate information to clients/students to set out the detail of the total costs/fees to students as well as the objectives, assessment procedures and outcomes to be achieved by students. An Enrolment/ Registration Form must be completed by all students attending any Wilson Medic One course.

▀ Enrolment Procedure

1. It is the responsibility of the Wilson Medic One Training Manager to communicate sufficient information about course enrolment to the applicant/client.
2. Enrolments are conducted through the Wilson Medic One website located: <http://www.wilsonmedicone.com.au> or by phone or face to face, when necessary.
3. Wilson Medic One will notify students/clients upon enrolment of:
 - a. Program location, start and finish times;
 - b. Wilson Medic One contact details, and
 - c. further relevant details particular to that training program.
4. The 'Complaints and Appeals' procedures given in this Code of Practice are open to any student/client who believes they have not been treated equitably, or have a complaint about the way their application has been dealt with. Appeals against assessment outcomes are covered in the Appeals Process set out in this Code of Practice.
5. All information about students/clients is strictly confidential.
6. Students/clients have the right to access their own personal records at any time, upon written request. They may receive a copy of all requested information other than the assessment tools. These may be viewed but must remain within Wilson Medic One control.

▀ Course Information

Wilson Medic One will provide sufficient and accurate information to students that set out the detail of the total costs/fees, units of competency, assessment procedures and outcomes to be achieved by students. Information provided by Wilson Medic One to students about courses will include the following:

1. A description of the course, content and vocational outcomes;
2. Fees and charges, including refund policy, payable to Wilson Medic One;
3. Flexible learning & assessment procedures, including provision for language, literacy and numeracy;

4. Recognition of Prior Learning/Skills Recognition arrangements;
5. A description of the qualification or statement of attainment to be given on completion of the course;
6. A statement as to whether the course is recognised by industry or professional organisations, public institutions or government authorities, where relevant;
7. A description of student support services including welfare and guidance services;
8. Information on appeals and complaints procedures;
9. Disciplinary procedures;
10. Staff responsibilities for access and equity; and
11. Any course pre-requisites and/or entry requirements.
12. Course completion time – usually 12 months for Certificate IV and 24 months for Diploma level unless there are special circumstances presented to and agreed by Wilson Medic One management.

Description of the courses available can be located on the web site at: www.wilsonmedicone.com.au/courses .

▀ Fees and Charges

In all cases of qualifications courses Wilson Medic One collects fees in advance whilst complying with the Standards for RTOs 2015.

Fees are payable in full irrespective of the course outcomes, and can be paid via PayPal, EFTPOS, cheque or cash or on the provision of a company Purchase Order.

The conditions for payment of course fees, where payable, are as follows:

1. Students/clients will be notified of all costs associated with training, either from the web site, formal quote or on application to Wilson Medic One. These may include:
 - Course fees (including textbooks, workbooks and/or other written material, uniforms, clinical placements as required)
 - Instructor travel (*corporate clients only*)
 - Instructor accommodation and /or meals (*corporate clients only*)
 - RPL fee for workbook. Further fees are advised on application to Wilson Medic One.
2. A place on a course or program will only be reserved on receipt of the required course deposit unless prior arrangements have been made, normally \$1000.
3. Provision of payment plan to manage balance of course fees at an individually agreed rate.
4. All course fees by the student/client must be paid in full before a Qualification or Statement of Attainment certificate can be issued.
5. A fee will apply to re-printing of certificates:

PDF copy only - \$10.00 Full colour copy - \$20.00 PDF & Colour copy - \$25.00
6. If a student commences the Module 2 sessions from a qualification program but withdraws to continue on a future Module 2, there may be a rebooking fee of \$150.

7. If a student requests a Statement of Attainment listing achieved units so far, prior to the achievement of their full qualification, there will be a fee of \$150.

Where the company submits a Purchase Order Number for a booking for a program, this will be considered as a contract for payment.

▶ Refund Policy

Cancellations and requests for refunds must be made in writing and generally only accepted if cancellation is:

1. Due to student illness or injury (doctor certificate may be requested).
2. Other refunds are made solely at the discretion of Wilson Medic One's management after taking into account the reason for the request.

REFUNDS will not apply where the student/client withdraws their enrolment:

1. Three (3) days or less prior to commencement of the First Aid units, Advanced Resuscitation or Remote Area First Aid classroom sessions. This applies to 'no-shows' on the day of training unless as described above.
2. Two (2) weeks prior to commencement of the Occupational First Aid classroom sessions
3. Three (3) weeks prior to commencement of Certificate II in EMS First Response classroom sessions
4. Four (4) weeks prior to commencement of Certificate III in Basic Health Care or Certificate III in Non-Emergency Client Transport classroom sessions
5. Six (6) weeks prior to commencement of Certificate IV in Health Care (Ambulance) classroom sessions (Module 2)
6. Twelve (12) weeks prior to commencement of Diploma of Paramedical Science (Ambulance) classroom sessions (Module 2)

Module 1 of the Certificate IV and the Diploma has a 3 day cooling off period from receipt of the text books, where a refund of fees minus 10% administration plus cost of text books applies.

▶ Transfers / Deferrals

Wilson Medic One is unable to offer transfers or deferrals unless it complies with the Refund Policy. If sufficient notice has been given, Wilson Medic One will make every attempt to transfer the client booking to another date without penalty.

▶ Course Attendance

Wilson Medic One requires that students have 100% attendance for the classroom sessions (face-to-face) to enhance their opportunity for achieving successful assessments. The student may be at a disadvantage if full attendance is not achieved. Where full attendance is not maintained, Wilson Medic One may recommend the student be scheduled for the next appropriate course. This may involve a re-booking fee.

▴ Course Withdrawal

The student may decide to withdraw from the course of their own accord. Please note that withdrawal from the course means that the student automatically waives their right to deferment and applicable refunds (please refer to our Refund Policy). Extenuating circumstances must be in writing and addressed to the Training Manager, Wilson Medic One.

As a reminder, fees are payable in full irrespective of the course outcome.

▴ Course Assessment

Students who experience difficulty with assessment or be considered 'Not Yet Competent' at the completion of their course may, in discussion and agreement between Wilson Medic One and their Trainer/Assessor, be given one (1) further opportunity to re-sit assessment – with or without further coaching and instruction, at no additional cost. If they are deemed 'Not Competent' on their second attempt, it may be recommended they repeat the course again. This will incur full fees. Should the student disagree with the assessor's decision, they have the right to appeal the decision.

▴ Recognition of Prior Learning (RPL)

Assessment procedures are in place through Wilson Medic One to ensure all students have an equitable opportunity to have their skills assessed and formally recognised. These skills may have been gained through formal and/or informal education and training, work experience and/or life experiences.

Wilson Medic One will recognise current qualifications accompanied by a Record of Achievement or Statement(s) of Attainment issued by other Registered Training Organisations (RTO) throughout Australia.

Stages of RPL

The process for requesting RPL through Wilson Medic One includes:

1. A request from a student for the RPL Information and Application Pack from Wilson Medic One
2. Upon receipt of the non-refundable application fee of \$250, Wilson Medic One will send an RPL Workbook for completion. This needs to be completed and returned to Wilson Medic One.
3. Upon receipt of the RPL Workbook, Wilson Medic One will issue an invoice. Once the invoice has been paid, Wilson Medic One will validate the workbook, and arrange formal assessments.
4. An application for skills recognition (RPL) does not attract a fee refund or credit.

▴ Student/Client Support Services

Wilson Medic One aims to provide timely and appropriate information, advice and support services which assist students in achieving their identified outcomes. Once the student is enrolled in a Wilson Medic One training program, the program instructor is available for support through the Program Co-ordinator via telephone or email.

Students will be notified of the Program Co-ordinator upon receipt of registration.

▀ Language, Literacy and Numeracy

Wilson Medic One will ensure that the language, literacy and numeracy requirements of assessments are no greater than the performance requirements of the competencies in the workplace.

Procedures for students with literacy/numeracy difficulties can be adopted, using an integrated approach by Wilson Medic One training and assessment staff. Where necessary, the staff will work co-operatively in the classroom and applied environments, incorporating practical discussions, role-plays and simulations to ensure effective and supportive learning and assessment.

Guidance on any outstanding language/literacy development needs will be given where required and, wherever possible, applications will be held open for a maximum of 6 months whilst such needs are fulfilled.

▀ Flexible Delivery and Assessment

Wilson Medic One intends that all students should be able to engage in, and benefit from a high quality training and assessment program that meets their needs. Wilson Medic One will endeavour to provide learning support and assessment opportunities that enable students to develop and demonstrate the competencies required by the course outcomes. The quality assurance processes and procedures are intended to identify and maintain current strengths of the course, the quality of the learning support provided and identify areas where improvements can be made. The responsibilities for delivering this are as follows:

1. The Program Instructor/Assessor is responsible for ensuring that applicants for the program are capable of engaging in, and benefiting from, the program.
2. Students/clients are responsible for ensuring they disclose sufficient information to enable the Program Instructor/Assessor to determine whether they are capable of engaging in, and benefiting from, the program.
3. It is the responsibility of the Program Instructor/Assessor to ensure that the learning environment and learning resources provided allow all students to safely access the learning support and skill development they need.
4. It is the responsibility of the Program Instructor/Assessor to provide opportunities for students to identify any further learning needs they have.
5. It is the responsibility of the student to make the best use of the learning support offered, follow the safety procedures provided and to take the opportunities provided to make any further learning needs they have known to the Program Instructor/Assessor.
6. It is the responsibility of the Program Instructor/Assessor to provide an environment suitable for comprehensive work-based practice and assessment of student competencies.
7. It is the responsibility of the student to familiarise themselves with the course assessment outcomes, to make the best use of the work-based practice and assessment opportunities offered and to make any further work-based practice and assessment needs they have known to the Program Instructor/Assessor.
8. It is the responsibility of the Program Instructor/Assessor to distribute feedback and evaluation forms and provide the opportunity and guidance needed to complete these.
9. It is the responsibility of all students to give feedback and complete evaluation forms to provide the basic data for continuously improving the course.
10. It is the responsibility of Wilson Medic One to facilitate continuous improvement of the course and to maintain it within the context supported through the VET Quality Framework.

▶ Marketing and Promotion

Wilson Medic One will market their educational products with integrity, accuracy and professionalism. All promotional literature and marketing materials published by or on behalf of Wilson Medic One in whatever form will be truthful, accurate and unambiguous.

1. Before Wilson Medic One can use any individual/organisation details or photographs in any marketing, Wilson Medic One must have written permission from them;
2. Advertisements referring to the RTO status will clearly identify the products and services covered by the scope of registration;
3. Advertisements will identify nationally recognised products separately from courses recognised by other bodies or without nationally recognised status;
4. Marketing or promotional literature and general media advertising will not:
 - encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided; or
 - make claim to approval or recognition that is inaccurate or use misleading or false comparisons of courses with others provided by competitors; or
 - make misleading statements concerning the qualifications or experience of staff; or
 - make misleading or false statements about the prospects of employment following completion of the course.

▶ Appeal and Complaints Mechanisms

Wilson Medic One aims to adopt the principles of natural justice and procedural fairness by investigating all appeals and complaints in a fair and unbiased manner.

Assessment Appeals

Wilson Medic One has a defined policy and procedure for the management of Assessment Appeals ensuring that students have a fair mechanism for appealing assessment decisions. All appeals will be dealt with promptly and must be submitted to and acknowledged in writing. If there is a possibility of an extended period of time being required to investigate and/or finalise any appeal, the student will again be contacted in writing and kept informed of the progress. The option an independent party being engaged to assist within an appeals process is available, and should this be required, may incur additional costs and charges which will be discussed and agreed to by the student appealing and Wilson Medic One.

Complaints Policy

Complaints are an invaluable resource for improving our services and as such, will be received in an open and positive manner. Every effort will be made to encourage students and clients to express any concerns or issues they have with set procedures being in place to deal with all complaints received. They will be managed in a confidential, empathetic, prompt and professional manner.

In the event that a student encounters a problem with an instructor/assessor or another member of the program, they will be encouraged to speak to the person directly, or bring the matter to the attention of the Program Instructor/Assessor or Training Manager.

If the issue cannot be resolved through discussion, a written complaint or appeal application can be submitted to Wilson Medic One:

1. The student will receive a copy of Wilson Medic One's Complaints Procedure or the Appeals Procedure (*as applicable*), and
2. A complaint will not deprive the student of his or her rights as a student.

Please contact the Wilson Medic One Training Manager for further information on Complaints and Appeals processes.

▶ Disciplinary Procedures

Wilson Medic One reserves the right to request that a student leave a course should the student's participation in the course be markedly less than what is expected. Reasons for dismissal from the course include, but are not limited to:

1. repeated lateness to class;
2. unexplained/unauthorised absences;
3. disruptive behaviour towards other students, instructor/assessors during class or clinical placements or towards Wilson Medic One staff when in the Wilson Medic One training environment;
4. failure to fulfil class assignments and/or other stipulated requirements;
5. failure to meet the AQF requirements and the level of the qualification being attended (*further information can be provided on request*)

A student will be given two warnings, in private, both verbally as well as in writing, before dismissal. If the student wishes to appeal the decision of dismissal, they may do so in writing to the Program Instructor/Assessor. The Wilson Medic One Program Instructor/Assessor and student/client representative(s) (if applicable) will then sit and review the reason for the dismissal. Remediation may take place from there, with the final decision resting with Wilson Medic One managers.

▶ Access and Equity Policy

Wilson Medic One is committed to the principles of access and equity in its dealings with clients and students, having regard to the particular needs of target groups.

Wilson Medic One Management fosters the implementation of access and equity best practice by ensuring that:

1. equal opportunity policies are in place, widely dispersed and understood;
2. barriers to access and participation are identified and strategies developed to overcome them;
3. key staff have identified responsibility and expertise in equal opportunity matters;
4. the RTO's policies and procedures are non-discriminatory and inclusive;
5. all staff, students, clients are provided with information and training about access and equity issues and the organisation's complaint resolution processes;
6. all components of the education process are evaluated to ensure that they are inclusive and value students from diverse backgrounds;
7. staff are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies

▶ Dress Standards

Casual neat dress with enclosed shoes is required for **all** courses. Thongs, backless shoes or sandals are not permitted.

Students who are participating in Certificate III or above courses require smart casual dress which reflects a health care practitioner working in the professional setting.

A clean, tidy and professional appearance is mandatory, particularly where clinical placement is required. During the clinical placement EMS trousers and shirt is a requirement. These are available from Wilson Medic One.

Long hair must be tied back neatly. Minimal jewellery is allowed; this includes a wedding band and small stud ear-rings. However, large ear-rings or large rings are not permitted. It should be remembered that all rings create an infection control risk and should therefore be minimised. A watch with second hand is also recommended. For the comfort of others, please avoid wearing heavy scents.

Note that Student ID tags will be required for all clinical placements. These will be provided by Wilson Medic One, with strict guidelines and control for their use.

▀ Welfare and Guidance Services

Wilson Medic One aims to ensure that every student gains the maximum benefit from participating in a particular course or program. Management practices are implemented that safeguard the interest and welfare of learners in all training and assessment situations.

All staff are highly qualified and experienced personnel who give course students support, advice and counselling whenever needed. Course students who are unable to attend classes due to illness or work commitments are encouraged to catch up. Students who fall behind or are experiencing difficulties are able to re-sit in a future class to strengthen their understanding and skills as no cost.

▀ Occupational Safety and Health Policy

It is the policy of Wilson Medic One to promote and maintain the highest degree of safety, health and well-being of staff and students by aiming to:

- prevent accidents and ill-health caused by working conditions;
- protect staff and students from any health hazard which may arise out of their work or the conditions in which it is carried out; and
- place and maintain staff and students in an occupational environment designed to satisfy their needs for safety, health and well-being at work.

This policy provides for:

- establishing and maintaining work practices which are safe and which minimise risk to health;
- all levels of management and supervisory staff to be responsible and accountable for minimising the potential for occupational injury to and illness of staff and students within their area of responsibility;
- provision of appropriate instruction, information and training for Wilson Medic One employees, clients and students;
- training, placing and supervising all staff and students to enable the safe performance of duties;
- developing and implementing preventative strategies which include workplace and job design, the identification of hazards in the workplace and taking of appropriate remedial action to control any hazards;
- identifying and reviewing potential hazards in the working environment through the process of health and safety audits.

▀ Privacy Policy

Wilson Medic One is committed to ensuring that the personal information it holds regarding its clients, including students, consultants, job applicants, employees and other individuals, is handled appropriately and lawfully, in accordance with the Privacy Act 1988, and the Australian Privacy Principles published on 12 March 2014.

Information collected on clients' behalf will only be used for the purpose of advice on products and the provision of Wilson Medic One services. This information will not be released to any third party without the written consent of the client.

Wilson Medic One will only collect personal information that is necessary for its business functions and activities, or to comply with legal or regulatory obligations. Activities might include:

- Providing training and assessment services,
- Informing students or clients about additional or upcoming courses available, or
- Gathering feedback from students or clients regarding training and assessment for Wilson Medic One's course development, and ongoing continuous improvement

When personal information is collected, as far as is practicable, Wilson Medic One will provide the client with information about the purpose of collection, the types of organisations (if any) to which disclosure may occur regarding the personal information (eg client's organisation, student records) or relevant law/s that requires the particular information to be collected.

Wilson Medic One will take reasonable steps to protect personal information held from misuse and loss from unauthorised access, modification and disclosure, by:

- Securing all files in suitable locations;
- Destroying unnecessary information after the required retention period;
- Ensuring computer security at all times by the use of firewalls and up-to-date virus software
- Using password access to the computer systems, and
- Not releasing information to third parties without prior written permission.

Wilson Medic One cannot guarantee the security of any data disclosed on-line. Individuals accept the inherent security implications of dealing on-line over the Internet and will not hold Wilson Medic One or its agents or suppliers responsible for any breach of security.

▀ Cookies

Wilson Medic One uses cookies to analyse information about how visitors are using the web site and what services they may be interested in. The collected information is **anonymous** and logs data such as the number of visitors to the site, where the visitors came from to access the site and the pages they visited on the site. A person's name and other personal information is never made available to Wilson Medic One because of cookies.

The e-learning platform has its own data requirements that must be agreed to prior to its use, as personal information is required to access that mode of learning.

▀ Rights to access and change personal information

Clients also have the right to request access to their personal information at any time. A client may ask Wilson Medic One to correct personal information held about them, where necessary.

Where required, a request can be made via email or in person by contacting as per the details below. Wilson Medic One will endeavour to meet or advise of the outcome of a request as soon as is practicable.

For any privacy issues or concerns please contact:

Training Manager
7 Belmont Avenue,
Belmont, Western Australia
Phone: 08 9350 9111 | Fax: 08 9350 9115 | Email: info@wilsonmedicone.com.au

▀ Liability Disclaimer

Wilson Medic One will use all reasonable efforts to protect and keep confidential any personally identifiable information in its possession in relation to its clients, subscribers or website visitors. If any confidential or personally identifiable information is accessed by a third party, whether by negligence or otherwise of Wilson Medic One, its agents, suppliers, contractors, related corporate bodies, affiliates or associated parties, to the extent permitted by law, Wilson Medic One is not liable for any loss, damage, costs, liability or other form of contribution.

Further information may be obtained on privacy issues in Australia by visiting the Australian Federal Privacy Commissioner's web site at: www.privacy.gov.au

▀ Introduction of the USI from 1 January 2015

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account they need to create at www.usi.gov.au. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications, from 2016.

Like all other RTOs, Wilson Medic One can no longer issue a certificate to a successful student unless they make their USI available. As mentioned above, the USI requires the same confidentiality treatment as all student information, currently kept in the Student Database.

If a student does not yet have a USI, they are encouraged to access the above web site to create one and pass on to Wilson Medic One. Alternatively Wilson Medic One staff can create the USI for the student, but this is seen as a last resort. Due to more sensitive personal details required, as well as identification documentation, the student is encouraged to use the dedicated computer at the Welshpool facilities for this purpose.

For further information students are recommended to read details at the USI website prior to application.

▀ Contact Us

Phone : (08) 9350 9111
Email : info@WilsonMedicOne.com.au
Web : www.WilsonMedicOne.com.au

▀ Training Centre

7 Belmont Avenue, Belmont WA 6104

