

STUDENT INFO

Skills and knowledge to take you further



CONTACTS

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Welcome!

We're excited to welcome you to the HLT33115 - Certificate III in Health Service Assistance course for 2021.

This course is designed to enhance your skills and knowledge in the health industry by giving you the opportunity to dive into the world of human anatomy, client care, safety, and relationships.

Please read through this entire document, and also ask your parents/guardians to read it too. There is important information in here that will help you be successful in this course.

Most of our communication will come via email - so please ensure that you have access to your mail at all times. Please let us know if there is a better way of reaching you.

We are really looking forward to meeting you soon.



NATIONALLY RECOGNISED
TRAINING

What is VET?

Vocational Education Training (VET) based learning is called 'competency-based learning'. This means that your skills and knowledge will be assessed as being 'competent' or 'not yet competent'. There is no pass/fail... just 'not there yet'.

What this means for you, is that you can be guaranteed that you will be provided with quality training and assessment that complies with ASQA Standards. You will also have access to qualified and experienced trainers and assessors that will be able to help you gain your chosen qualification.

All Certificates and Statements of Attainment are nationally recognised.

This student information handbook covers guidelines that will help you along your training journey, as well as conditions, requirements and activities that may impact your successful completion. On successful completion of all required assessments, you will be issued with either a Certificate or a Statement of Attainment relevant to the selection of course completed that is nationally recognised throughout Australia.

Your Program

Health Science Hub offers this course at different venues over various timeframes throughout Western Australia.

Our main programs are delivered at the Tactic Learning Centre (TLC) located in Perth, however you may be involved in a program that is run at a specific school.

Each program will have different delivery days. If you are attending the TLC, it will be either a Thursday or Friday from 9-3pm during school term. Please attend the TLC in neat casual dress and closed in shoes.

If you are attending at a high school, you will be required to attend on the day that has been allocated within the school timetable.

You are required to bring the following to every class: Notebook (recommended 5 subject notebook minimum of 250 pages) Pen, pencil, colouring pencils (min 12). You must have, or have access to, a device for this course This could be a computer or tablet. Please contact us if you do not have access to a device/tablet/laptop

We will supply you with your online access details and internet access when in class.

Fees

Fees are dependent on the location you are attending for your course. Your place is dependent on paying a deposit, and then the remainder of the fees is due within two weeks of starting your qualification. Please ensure that you have access to the finances within these timeframes. Failure to pay fees will result in suspension from the course until you are up to date. Health Science Hub's cancellation and refund policy is available on our [website](#).

About Us

We are a Registered Training Organisation (RTO) located in Perth, WA and we're part of the VET system within Australia. Health Science Hub (RTO Code: 52806) has been approved to deliver HLT33115 - Certificate III in Health Service Assistance and we do this by also complying with the requirements of the Australian Qualification Framework (AQF) and the Australian Skills Quality Authority (ASQA).

The best place to find information about us is on the Health Science Hub Website. This is where you will also find documents and links that you will need for successful completion of your certificate. Take some time to look through all the documents, as they all relate to you and the best way to move through your qualification.

Values are very important to Tactic Learning and we work on a consistent basis of:

Continuous Improvement | Collaboration | Achievement | Respect



Responsibilities

As a student, it is your responsibility to be a good student. This involves ensuring the following:

Not bullying, harassing or being involved in any anti-social behaviour;

Being proactive in your learning. Schedule time to complete activities and assessments along the way - don't wait for someone to ask you to get this done;

Ask questions! If there is something that doesn't sound right or an area that you need more help with - then ask!; and

Provide feedback. If you see something that needs changing in our materials, or would like to tell us what you liked/didn't like about the training - please let us know.

As a student of Health Science Hub, you can be assured that we will:

Provide the training and assessment necessary in a positive environment to help you achieve competency;

Provide a quality training and assessment process in line with the Standards for Registered Training Organisations
Issue you with quality AQF Certificates once you have completed all required modules and paid all outstanding fees;

Provide clear and accessible feedback in a timely manner;

Maintain your information and keep your details private; and

Listen to your feedback.

If you feel that we are not keeping our promises, please talk to your trainer or staff at Health Science Hub.



We encourage the use of social media to interact with other students and your trainers.

Please 'like, tweet, follow and post' photos and updates from your certificate.

Please note that all channels are monitored continuously and there is a zero tolerance for bullying and harassment.

You are expected to use these channels in a friendly and mature way.

Important Stuff

Privacy

All information collected is kept confidential and will not be passed onto any one else. As required by law and our governing bodies, we need to complete regular reporting to the Australian Government on your progress.

Information Available

Health Science Hub takes all required steps to ensure accuracy and completeness of personal information and will update any changes at the written request of the individual. All information is held securely and students can access their records or request replacement copies of their certificates by applying in writing to Tactic Learning. A fee will be charged for replacement certificates.

If the student is under the age of 18, their parent/legal guardian can request information on the student's progress.

First Aid

If you are injured, or suffer an injury or illness during one of the workshops, please let your trainer know ASAP. Your health and wellbeing is very important to us. First aid kits are available at each and every workshop.



Unique Student Identifier (USI)

From 1 January 2015 all students will be required to have a USI. Getting a USI is easy...follow these simple steps:

1. Have at least one form of ID ready: Driver's License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate.
2. Have your personal contact details ready - address, email and/or phone number.
3. Visit usi.gov.au and click on 'Create a USI'.
4. Agree to the terms and conditions and follow the steps.
5. Write your unique number down and keep it somewhere handy and safe.

Forward your USI to info@healthsciencehub.com to be attached to your student profile. For more information please contact the Customer Service Centre, visit usi.gov.au or phone the Skilling Australia information line 13 38 73.

***Important:** Health Science Hub cannot issue any certificate or statement of attainment without your USI. It is very important to get this done ASAP.

Training for Everyone!

We are committed to providing training that is available to everyone. Health Science Hub complies with all relevant Equal Opportunity Legislation and does not discriminate.



Learning

Recognition of Prior Learning (RPL)

If you believe you already have the skills and knowledge required to pass a particular module, then an RPL may be a more appropriate option for you. Health Science Hub offers RPL in an assessment only process, and you are welcome to discuss this option with us.

An RPL process is also available on our website.

Credit Transfers

If you have completed any other units of competency prior to attending these certificates, please contact Health Science Hub to discuss. We will then be able to assess and discuss your options. This may result in you not having to complete certain modules and will therefore reduce the time taken to complete the qualification.

An RPL/Credit Transfer process and form is available on our website.

Complaints & Appeals

If you believe you have received an incorrect assessment result, you are unhappy about a process or would like to lodge a complaint about a staff member or another students, you should talk to your trainer ASAP. If the matter cannot be resolved instantly, you can lodge an appeal or a complaint. All details on how to do this are on our website. See the Complaints & Appeals Policy on our website.

Issues with learning, language, literacy or numeracy (LLN)

Some students quietly suffer with LLN issues throughout the course and make it a lot harder than it needs to be. If you have any issues at all or are struggling with achieving the training or assessment requirements, please let your trainer know ASAP. There are steps that we can put in place to help you achieve success. If this is something that you don't feel comfortable discussing with a trainer in the classroom - please send us an email and we'll get in contact to discuss.

Important Stuff

Discipline Procedure

Health Science Hub will ensure that the environment within the programs is free from negative behaviour. Negative behaviour can include, but is not limited to:

- Bullying of another person;
- Harassment of another person;
- Consistent disruption of the workshops;
- Discrimination of another person;
- Violence;
- Plagiarism (copying another participant's work and using it as your own); and
- Refusing to follow direction from staff/ trainers.

In the event that the trainer recognises negative behaviour displayed by any participant, the situation will be dealt with immediately.

Information on the stages of discipline procedure can be found on our website.

Payments and Refunds

All payments must remain up to date. If you have any issues with payment, please talk to us ASAP.



Completing your Certificate

To receive your statement showing that you have completed the qualification, you will need to attend all booked workshops and complete all assessment items to a satisfactory level. Your trainer will discuss any areas where you have been marked as 'not yet satisfactory' and will work with you to achieve competency.

You will receive your certificate within 14 days of achieving competency. If you achieved the whole qualification, you will receive a printed version that will be mailed to the address on your enrolment. If you achieved only units of competency, you will only receive an electronic copy of your statement of attainment.

If you ever lose your statement, you will be able to locate the confirmation of your training through your USI, OR you can contact Health Science Hub to request another printout (costs may apply).

In the event that you are not able to contact Health Science Hub after your graduation, you can contact the Australian Skills Quality Authority (ASQA) to locate your certificate.



Technology

Our Cert III in Health Service Assistance program uses technology both in and out of the classroom. You will be required to have access to a computer/laptop/tablet to be able to access your coursework.

All of this technology will be set up to use the email address that you provided in your enrolment. If you need to change this email address - please email info@healthsciencehub.com with the updated details.

Health Science Hub (HSH)



Our classes will be held at the Health Science Hub, which is on Level 2, 139 Newcastle Street, Perth. We suggest that using public transport is the best option as we are very close to the Perth train station. From there you can catch the Blue CAT and exit at stop 6 or 7, then it's a short walk to our building. If you drive, the closest parking area is right behind us. It's a 'Secure Park' building and is \$6/hr or \$16/day.

We are surrounded by lunch bars, and a Supa IGA although we encourage you to bring your lunch.

A young woman with dark hair, wearing blue scrubs, is smiling and assisting an elderly man with a white t-shirt. She is holding his arm as he lifts a yellow dumbbell. The background is a bright, indoor setting with large windows.

Check us out!

We're excited to have you onboard, and we're looking forward to furthering your knowledge and skills in the health sciences.

In the meantime, please get in contact to ask any questions.

See you soon!

Health Science Hub