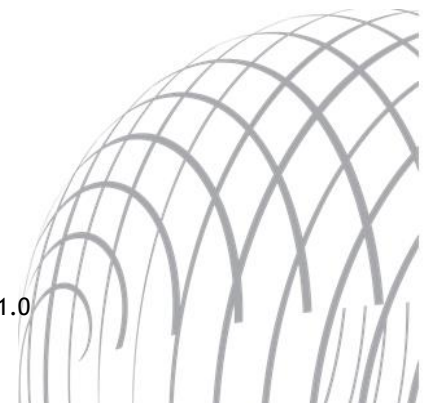


Student Information Guide
HLT47315
CIV in Health Admin



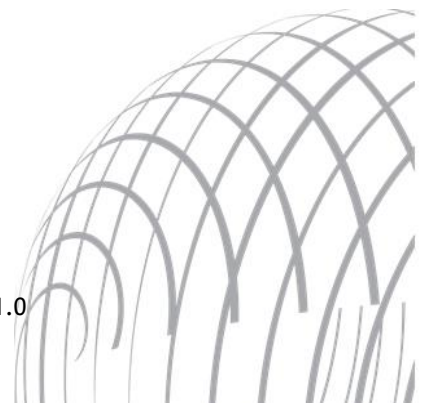
Introduction	4
AIHE values	5
Qualification description	6
Learning model	6
Units of Study	7
Time Table	7
Certificates	8
Apply to enrol in the course	8
Pathways to course entry	10
Literacy, language and numeracy	10
Exiting prior to completion of the course & articulation	10
Core texts and activity guides / workbooks	10
Assessment requirements	11
Where to find help	12
Student support at AIHE	13
Academic progress	14
Access, Equity, LLN, Fairness	14
Bullying, EEO, Discrimination & Harassment Policy	15
Complaints and Appeals	15
Certificates & Records	16
Computer - (Bring your own device) policy	Error! Bookmark not defined.
Fees & Refunds	16
Internet Usage Policy	17
Privacy	22
Recognition of Prior Learning (RPL)	22
Student & Teacher code of conduct	23
Student Welfare	23
Useful Links	23



All individuals conducting work or studying at, or on behalf of the Australian Institute of Healthcare Education (AIHE) must comply with all laws and regulations which apply to the company's operation. This includes adhering to all AIHE policies, protocols and procedures. It is the responsibility of all individuals to meet this obligation, know what the law requires and understand the importance of compliance. This policy/document may be altered, withdrawn or substituted at any time. Abidance with the policy/document is mandatory of all students and individuals undertaking work/study, for on behalf of, AIHE.

Version Control

Version	Date	By Who	Approval
1.0	June 2017	Cathy Wagner	CEO
1.1	May 2018	Cathy Wagner	



Section 1 - About the course

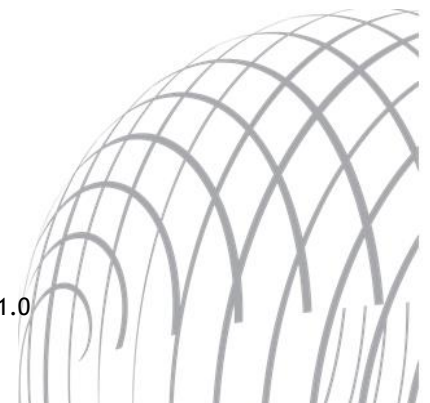
Introduction

The HLT47315 Certificate IV in Health Administration is a one year, level 4 competency based qualification that will be delivered by the Australian Institute of Healthcare Education (AIHE) under the Vocational Education and Training Sector (VET) of the Australian Qualifications Framework (AQF).

Under the AQF guidelines the course is structured and delivered as units of competency which enables you to undertake training and assessment. Upon graduation you will be able to actively work in the general Allied Health Clinic profession as an Assistant

Throughout this course you will focus on academic learning of the various units of competency as well as the development of the necessary clinical skills to become a competent Practice Manager that is work ready.

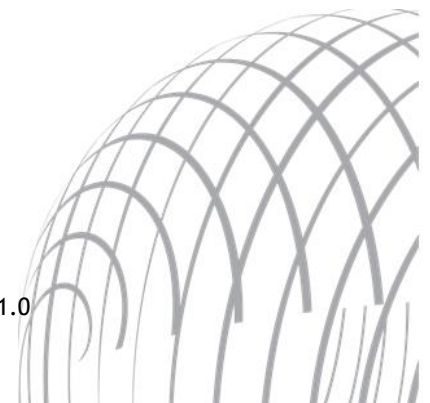
Evidence based learning and practice, as well as critical thinking, are vital components of the approach to learning in this course.



The HLT47315 Certificate IV in Allied Health Administration is an Australian Qualifications Framework (AQF) level 4 course and the Australian Institute of Healthcare Education (AIHE) has a primary focus of producing high quality graduates that are employable in the demanding field of health.

The main goals at AIHE are:

1. To ensure curriculum and training and assessment strategies are informed by research, current, relevant and rigorous, reflect innovation, inclusion, engagement and graduate attributes.
2. To demonstrate best practice in teaching and learning informed by research and demonstrated through strong academic leadership, sustained staff development, action research, recognition and reward.
3. To ensure learning is practice-oriented, industry integrated and contextualised through focus on transferability and employability.
4. To enhance learner engagement through accessible, supportive and effective learning environments.
5. To grow and develop strong learning communities within and across colleges, campuses and divisions.
6. To provide quality teaching learning environments supporting high levels of student satisfaction across the learner life cycle informed by stakeholder feedback.
7. To implement quality management processes and planning, supporting sustainable growth and enhanced academic outcomes based on accountability, transparent processes and continuous review cycles.



Qualification description

This qualification reflects the role of individuals who work in a senior operational or team leading role in the health industry.

Depending on the setting, work may include team leader, management or operational roles.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Learning model

This is achieved by utilising a continuous curriculum model of teaching which allows you to slowly build your theory and practical skills. You can revisit topics throughout the course at a deeper and more complex level with each successive encounter. There are also additional learning materials which have been sourced to support your learning.

Timeframe

The course has been designed to be completed in twelve months, with the completion of learning and assessment of 1-2 units per month.

Modules

In this course you will be engaged in theoretical and practical subjects to include Health Practice in terms of assisting within the business as a professional.

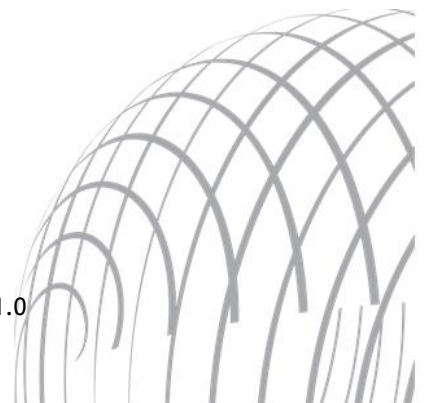
These subjects will be integrated in tutorials online, plus application in your own workplace where you will practice performing activities as well as ensuring you have access to information.

Assessments (see separate section for more information)

Once you obtain the necessary skills you will then enter the assessment component and complete these. Assessments should be completed within the month where possible, or at a minimum by the end of the following month. You will receive notification of being in danger of losing your place in the course if you do not complete your assessment in the timeframe suggested.

Workplace experience

The amount of work experience will be dependent upon your own needs, however it is recommended that you practice your learning in the work place and have access to work place documentation.



Units of Study

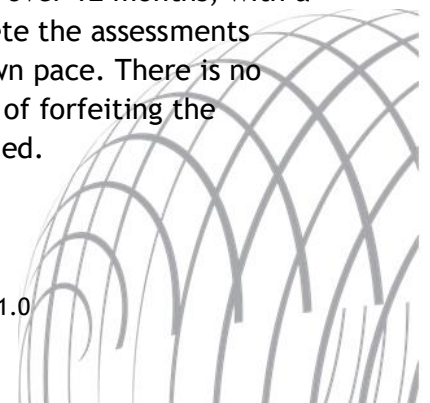
There are 14 Units of Competency which must be completed.

6 Core Units which have already been pre-established by the National Vocational Centre for Educational Research (NCVER) and 8 Units which have been chosen by AIHE to support your learning. These are as follows:

CORE 6	
CHCLEG001	Work legally and ethically
HLTWHS003	Maintain work health and safety
CHCDIV001	Work with diverse people
BSBLDR402	Lead effective workplace relationships
BSBMED301	Interpret and apply medical terminology appropriately
BSBMGT403	Implement continuous improvement
ELECTIVES 8	
BSBLDR501	Develop and Use emotional intelligence
HLTAID003	Provide First Aid
HLTADM004	Manage health billing and accounting system
BSBMED401	Manage patient record keeping system
BSBRISK501	Manage risk
BSBWOR502	Lead and manage team effectiveness
CHCPRP003	Reflect and improve upon own professional practice
BSBCUS401	Coordinate implementation of customer service strategies

Time Table

The Units have been timetabled so that 1-2 units per month is completed over 12 months, with a break in between as well as a Christmas break. You can choose to complete the assessments during your break if you haven't caught up beforehand or work at your own pace. There is no pressure to complete these in this timeframe, however you are in danger of forfeiting the uncompleted units if you take longer than the twelve months recommended.



At the conclusion of the course, once you have completed all assessments and are deemed competent, you will receive a transcript with all of the Units of Competency as well as a formal Certificate IV in Health Administration.

Please note: if you only complete certain units of competency, you will receive a Statement of Attainment for the units successfully completed.

Apply to enrol in the course

You can enrol by making an inquiry to the AIHE Administration.

Course pre-requisites

The pre-requisites to the course are:

1. Minimum of 18 years of age plus ability to complete work place experience working within an Allied Health Clinic.
2. A USI (see below).

It is essential to have all items completed prior to commencement of the course and keep them current throughout the duration of the course.

Unique Student Identifier (USI)

If you don't have one already, you will need to obtain a Unique Student Identifier (USI) online and bring this to your enrolment. See <https://www.usi.gov.au/students/create-your-usi> for more information. If you do not already have a Unique Student Identifier (USI) and you want AIHE to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, AIHE will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the

identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask AIHE to make an application for a student identifier on your behalf, AIHE will have to declare that you have complied with certain terms and conditions to be able to attend the course.

You will need:

- A Completed Confidentiality statement
- Application declaration and agreement to the policies in this Student Information Guide.
- A half page essay: "My motivation to complete this course is..."
- Overseas/international applicants for this course may complete their work online and send assessments to AIHE for marking. All assessments must be completed in English.

Working with children check

If you attend work placement, you may be required to submit a certified copy of a working with children check relevant to the state that you will be undertaking clinical placement in.

The working with children check must remain current for the entire time of the course.

NSW: <http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/New-Working-with-Children-Check>

Police check (criminal history) records check

Prior to being allowed to enter work placement the student is required to submit a certified copy of their criminal record check. Please refer to the below websites for information relating to how to obtain this check.

<http://australia.gov.au/faq/police-criminal-history-records-check>

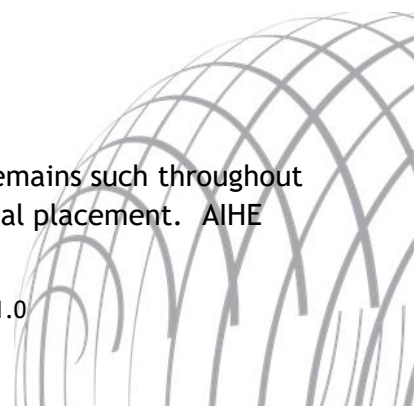
NSW:

http://www.police.nsw.gov.au/about_us/structure/specialist_operations/forensic_services/criminal_records_section

<https://npcoapr.police.nsw.gov.au/asp/dataentry/Introduction.aspx>

Immunisation status

It is a requirement of AIHE that your immunisation status is current and remains such throughout the duration of the course if you are attending a work placement or clinical placement. AIHE



guidelines are in keeping with NSW Health Department requirements for students working in the health sector: AIHE students are Category A as per NSW Health guidelines.

More detail can be obtained from:

<http://www.health.nsw.gov.au/immunisation/Pages/oasv.aspx> and

<http://www.health.nsw.gov.au/immunisation/Pages/oasv.aspx>

Pathways to course entry

There are various pathways to entry to this qualification including a Certificate III in a health related qualification.

Literacy, language and numeracy

If you believe you have any literacy, language or numeracy needs either before or during the course, please discuss with your trainer/ assessor by sending an email to info@aihe.edu.au

The aim of this is to determine learning, special needs of the student.

If the student has deficient areas of learning deemed essential to complete the course AIHE reserves the right to advise the student that they need to undertake some additional activities prior to enrolment acceptance and course commencement.

Information gathered from this process will also be used to tailor classroom activities and delivery to enhance the student learning experience.

Exiting prior to completion of the course & articulation

The course is delivered over twelve months. If you exit before this point you will be issued with a “Statement of Attainment” that will encompass your acquired skill set.

PLEASE NOTE: If you decide to exit at any stage throughout the course, and it is anticipated that you will be articulating into another Training Program, offered either through another RTO, then you will need to discuss transfer of learning with AIHE.

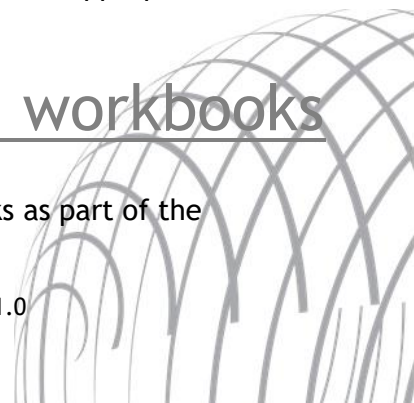
Please communicate effectively with staff in an appropriate manner and at an appropriate level

Core texts and activity guides / workbooks

AIHE will provide the core learner materials and activity guides/workbooks as part of the materials fee. These may be downloaded online.

Copyright © Australian Institute of Healthcare Education RTO 40980 ABN 40 146 336 165 v1.0

Student Information Guide HLT47315 Cert IV In health administration v1.1 review 2020



Assessment requirements

Students will be required to complete a number of assessment tasks in order that they will gain their qualification. These will be discussed in class. Some assessments will be in class, some online and some in the workplace. All assessments must be completed.

Assessment types

All assessments are located online. You will need to complete all assessments in order to graduate.

Assessment types may include any of the following:

- E- portfolio of work place evidence
- Written questions
- Case studies
- Workplace assignments.

Marking Timetable

Assessments should be completed at the end of each unit of competency learning. Once submitted, they will be marked within one month, unless your assessor specifies otherwise. You will be notified at the end of marking of your competency in that unit by email.

In the event an assessment is submitted after the expected timeframe of one month post completion of the course, they are not completed, the student will receive a NOT YET SATISFACTORY grade.

Grading

A grade of SATISFACTORY (Competent) must be achieved in every assessment in order to meet the requirements of the course. The student will still be required to submit any late assessments.

All marking will be graded and then a SATISFACTORY (S) or NOT YET SATISFACTORY (NYS) mark given for 50% pass. Where a NYS mark is given, students may be offered, after discussion with their assessor, the opportunity to resubmit their work once, or be required to sit a supplementary assessment.

Referencing for assessments

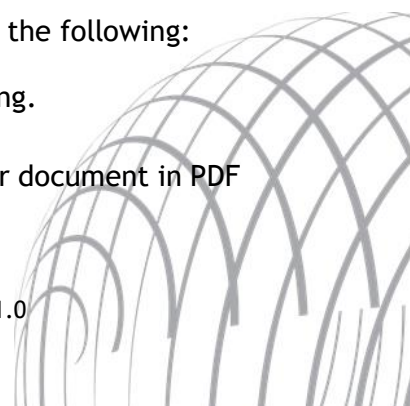
The Harvard system of referencing is to be used throughout the course. There are many references on the internet to inform you how to use the Harvard system. A particularly good site is the University of Southern Queensland site which can be found at:

<http://www.usq.edu.au/library/help/referencing/harvard.htm>

Requirements for Assignment submission

Where assessments are not completed online, they will need to adhere to the following:

1. Assignments are to be typed in 11 or 12 fonts with 1.15 - 1.5 spacing.
2. All references must be noted.
3. When electronically submitting your assignment please submit your document in PDF format.



Please note that AIHE's method of assignment submission is electronic via our online LMS. (CANVAS)

All images are to have all patient personal details removed from them (i.e. DE identified). You may submit the images electronically via our online learning platform. Printed images are not recommended due to the loss of image detail, however if this is unavoidable please discuss with your teacher.

Plagiarism & collusion

Plagiarism is the act of representing as one's own original work the creative works of another, without appropriate acknowledgement of the author or source. To avoid plagiarism it is required that you write your answers in your own words, but also reference any sources of information using the Harvard Referencing system.

Collusion or the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct and as such both parties are subject to disciplinary action. Collusion or copying from other students is not permitted and will result in a NYS grade.

Plagiarism and collusion constitute cheating. Disciplinary action will be taken against students who engage in either.

Checks

Copying will not be tolerated, nor will assessments in any other language than English.

Regular adhoc checks will be completed to ensure that students are not plagiarising work through questioning by the tutor. Where there is sufficient cause to determine that the student has plagiarised or not completed their own work, they will be deemed not yet satisfactory.

Where to find help

Textbooks and journal articles

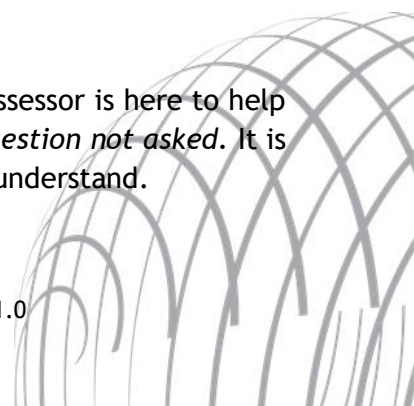
The books that have been selected for your learning have been chosen due to the manner in which they cover the area practice. You are encouraged to look beyond the set texts for additional information, opinions and tips related to the area. If you require any assistance in locating particular journals, texts or information the AIHE staff are available to assist.

Fellow students

One of the best ways of learning is by discussion with fellow students. This course aims to incorporate discussions, as well other situations to promote such learning and assistance.

Academic staff

It is acceptable at this level of study to ask questions of AIHE staff. The assessor is here to help you understand all aspects of the course. *The only silly question is the question not asked.* It is highly likely if you do not understand a concept that others may also not understand.



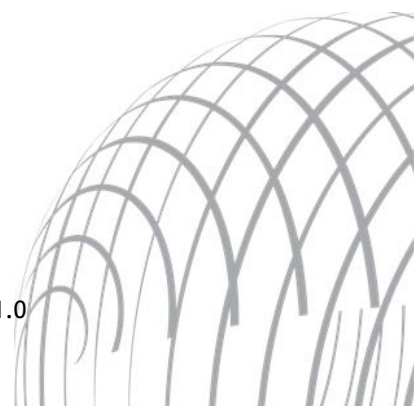
AIHE staff want you to actively participate in your learning and will encourage discussion and reflection throughout your learning. This encourages you to become a discerning health professional that looks at the “big picture” of allied health.

Student support at AIHE

Whilst a student at AIHE if you at any time have an concerns and need to find support for any range of matters to include, but not be exclusive to, study skills, time management, financial concerns, clinical placement concerns and personal concerns that may, or may not, be affecting your performance at AIHE you are encouraged to seek initial support, in a confidential environment, from the CEO or staff who will then seek the appropriate channels for you to resolve the matter at hand.

The aim of the process is twofold. Firstly, to ensure we promptly address the student’s immediate concerns and secondly, to offer the student appropriate support mechanisms to ensure the matter of concern is sensitively dealt with in the short and long term. The appropriate senior staff member will be assigned by the CEO to assist the student and appropriate external support will also be sourced and made available to the student.

Any discussions with respect to student support will be treated with the upmost confidentiality at all times.



Section 2 - Important Information & Policies

Please read all information in this section and refer to it as necessary.

Please note that there will be areas that are not required for online courses.

These policies cover all of our face to face and online courses.

Academic progress

At any time if you require access to your academic results please contact the administrative assistant who will respond to your request within 7 days.

Access, Equity, LLN, Fairness

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.

Any issues or questions raised regarding access and equity can be directed to the CEO or Year Coordinators.

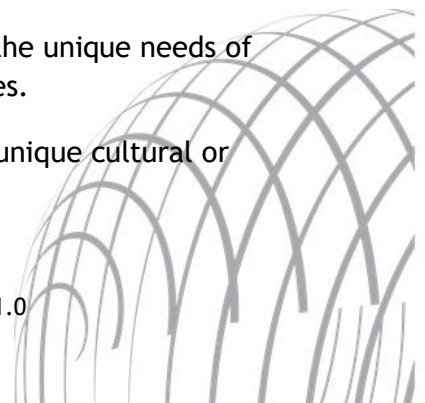
Some examples of our support include:

We are able to offer Language and Literacy support of participants who have difficulty with written or spoken English.

Equally so, we are able to support participants with numeracy issues.

As the qualifications are largely self-paced we are able to accommodate the unique needs of expectant or new parents or participants with other carer's responsibilities.

The ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants.



The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.

Bullying, EEO, Discrimination & Harassment Policy

AIHE endeavours to conduct its business in a way which encourages fair, equitable and non-discriminatory operational practices and equal opportunity for all. AIHE's reputation and success depends on the professionalism displayed by its people.

AIHE values its people and in doing so, it is AIHE's endeavour to provide an environment that maximises the talent, potential and contribution of all people and which encourages equal opportunity for all.

AIHE recognises that diversity in the workplace and learning environment adds value to our business through different perspectives and experiences. The term diversity in the workplace and environment means that people differ from each other and subsequently, they have a wide range of different attributes, needs, skills and experiences.

Furthermore, AIHE will not tolerate any form of bullying in the workplace or learning environment. Bullying is repeated unreasonable behaviour that is directed towards another person or a group of people that creates a risk to health and safety.

As such, it is essential that AIHE students understand the obligations and implications of the current legislation and comply with the letter and spirit of the law. As stated in AIHE's EEO, Discrimination, Harassment and Workplace Bullying Policy, the organisation expects all people to display appropriate behaviour at all times and unacceptable conduct will not be tolerated. There will be disciplinary consequences for any student who engages in inappropriate behaviour.

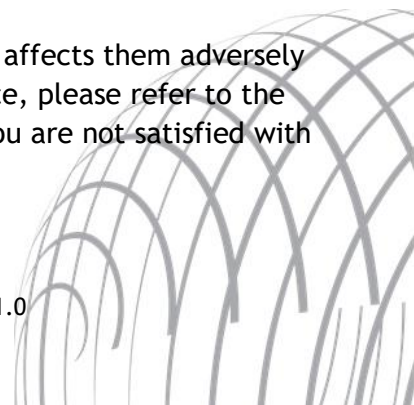
Administration staff

AIHE's staff are an important first point of referral if you believe that you have a grievance in regards to discrimination, harassment, bullying or any other workplace issues; they can provide you with confidential information and support in how to best address such grievances.

Complaints and Appeals

Resolution of Issues

From time to time, people may feel that a decision has been made which affects them adversely or about which they require clarification or appeal. If you have a grievance, please refer to the Complaints and Appeals process form (available from Administration) if you are not satisfied with the assistance your contact officer has offered you.



Certificates & Records

Certification documentation (in soft copy format) is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the AIHE have been paid. Students may access copies of their records by applying to the CEO with at least one month's notice. Copies are held for thirty years in soft copy.

Fees & Refunds

Fee are levied on all courses offered. All fees and charges must be paid in advance by the date shown on the invoice.

AIHE is not able to support you with fee assistance, however you may speak to the CEO if you wish to pay your fees in instalments.

Refunds

Refunds can only be provided under extreme circumstances. Please speak to a staff member about this if you need a refund.

- If you submit a Refund Request Form to AIHE of the intention of withdrawing from a course of study more than 28 days before the course commencement date, then 95% of fees will be refunded (less a non-refundable course administration fee of AUD \$200).
- If you submit a Refund Request Form less than 28 days but more than 7 days before course commencement for a conditional offer where the conditions of the offer have not been met, 80% of fees will be refunded (less a non-refundable course administration fee of AUD \$200).
- If you submit a Refund Request Form within 7 days of course commencement for a conditional offer where the conditions of the offer have not been met 50% off fees will be refunded (less a non-refundable course administration fee of AUD \$200).
- If you wish to withdraw from a course of study after four weeks from commencement of the semester or if your enrolment is terminated, then all fees for the full semester remain payable and are not refundable except in circumstances of justifiable hardship. Your enrolment may be terminated by the Institution because of a failure to comply with the Institutions' policy, bad behaviour, unsatisfactory progress, failure at examinations, or unsatisfactory attendance (refer to the Suspension and Expulsion Policy and Procedure).
- Where you withdraw 28 days or less before course commencement, and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees, you must fill in a Refund Request Form (available on our website) and submit it within 20 working days of the date of your withdrawal/deferral from the course. Approval of special circumstances will only be given for extenuating circumstances (please provide these in writing with supporting evidence to AIHE).
- If you withdraw from the course after AIHE has provided you with a clinical placement you may be required to pay a placement fee unless you can show due cause.

- If the Institution cancels your enrolment because a course is no longer being offered, a course not being offered for a particular term or other default by the Institute, you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or you may request a full refund of your tuition fees. Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course or term is received from you in writing during this period.
- You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or RTO decision. This information is available in the Student Information Guide and the website. You should also be aware that this agreement, and the availability of a complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection law.
- Please complete a Refund Application Form available from Administration.

Where the RTO or a third party closes or ceases to deliver the agreed training and/or assessment

In the event that the AIHE ceases to exist, you may be supported by another RTO. AIHE has an obligation under the ASQA guidelines to ensure that your information is passed to another RTO to deliver the remaining units or to give you RPL for units for which you have already submitted an assessment. AIHE are committed to ensuring that all students are supported no matter what happens.

Internet Usage Policy

Policy Statement

AIHE (and related parties) accepts the lawful and proper use of the internet as a valuable business tool. However, misuse or abuse of the internet can have a negative impact upon people’s productivity and the reputation of AIHE and potentially cause harm to Users and others. Subsequently AIHE does not condone any misuse or abuse of the internet.

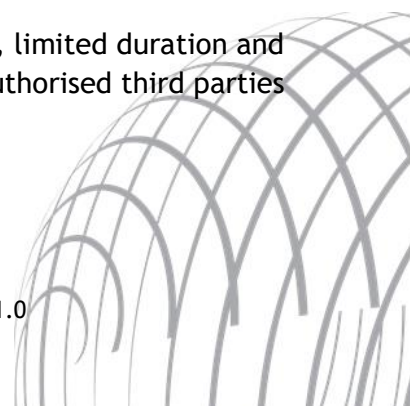
Purpose

The purpose of this Acceptable Use Policy is to:

- Guide people, who have been granted access to the internet through AIHE facilities, in the acceptable and permitted usage of those facilities;
- Provide examples of unacceptable usage so as to make it clear what is expected of Users; &
- Outline the potential consequences for breaching this Policy.

Scope

This Acceptable Use Policy applies to all employees, including permanent, limited duration and casual; agency temporaries, independent contractors; consultants; and authorised third parties (“Users”) who have been granted access through AIHE facilities.



Definition of use

Use of the internet through facilities provided by AIHE includes the transmission, retrieval or storage of any communications and images

All Users must ensure that they:

- Comply with all relevant State and Federal legislation including the Crimes Acts; the Anti-Discrimination or Race vilification legislation, and the Copyright Act (Cth);
- Only use the Internet for approved Business Purposes or Permitted Personal Purposes in the acceptable way (Acceptable Use);
- Do not use the Internet in an unacceptable way (Unacceptable Use);
- Do not create unnecessary business risk to AIHE by their use of the Internet (whether for Business Purposes or Personal Purposes);
- Do not load any software that has not been authorised in writing by the National Manager Network Services; and
- Report to any of the following if they become aware of Unacceptable Use:
 - a Director or Associate Director;

1. Acceptable use

Subject to the General Responsibilities of every User, and the constraints of Unacceptable Use, as set out in this Policy or as directed by the Chief Executive from time to time, the following are examples of ACCEPTABLE USES.

1.1 Business purposes

Academic Purposes are AIHE purposes where the Internet is an efficient tool and aid in achieving the strategies as well as academic objectives and business plans of AIHE; these can include:

- Subject-related research, communications to students or peers and related external parties, work related investigations, and all other matters pertaining to the job requirements of each User; and
- Within the scope of work allocated to a User or a specific performance requirement of the User;

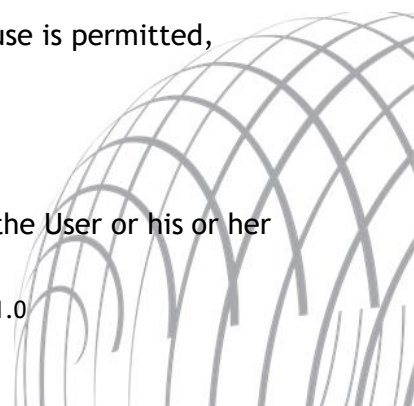
PROVIDED ALWAYS that such use complies with

- AIHE's policies and procedures in all respects (including policies on incurring expenses, authorisations, contracting, etc); and
- All the laws and regulations covering intellectual property; anti-competitive activities; misrepresentations and misleading or deceptive statements; negligence; copyright; privacy; and telecommunications laws; and does not contravene criminal, trade mark, competition, piracy, sexual, racial and other discriminatory laws.

1.2 Personal purposes

Reasonable Use for Personal Purposes - a reasonable amount of personal use is permitted, PROVIDED THAT in each cases the use:

- Is moderate in time;
- Does not incur significant or unreasonable cost for AIHE;
- Does not interfere with the employment or engagement duties of the User or his or her colleagues



- Does not promote or engage in offensive activity to any other person or User;
- Does not infringe another person's rights under any privacy, criminal, anti-discrimination, sexual, racial, ethnic, religious or political laws; and
- Does not hold out or represent (expressly or by inference) that the User is conducting the activity or use as the agent, servant, contractor or representative of AIHE.

Examples of acceptable personal use are:

- Sending and receiving personal email messages PROVIDED THAT if email messages are sent with an AIHE email address in the From: or Reply-To: header, the appropriate standard AIHE disclaimer must accompany the email to the effect that the views of the sender may not represent those of AIHE; and
- Accessing the World Wide Web for personal purposes including personal banking, accessing permitted portals such as the employee service provider for payroll Talent2, and Australian Super or the User's designated superannuation fund for superannuation guarantee or Choice matters pertaining to their salary as an AIHE employee. **Note:** AIHE will not accept any liability for any fraud or other criminal consequence resulting from a User accessing their banking details online via the AIHE internet system.

2. Unacceptable Use

Subject to this Policy (or as directed by the Chief Executive from time to time), the following are examples of UNACCEPTABLE USES or behaviour in relation to use of AIHE Internet facilities:

2.1 Illegal or Unlawful Purposes

Access for any illegal or unlawful purpose including

- Access to Internet sites that contain obscene, hateful, harassing or illegal material;
- Use of the Internet to perpetrate any form of fraud, misleading or deceptive conduct or advertising, or any form of misrepresentation;
- Use of the Internet to send or store offensive or harassing material or for any illegal or unlawful purpose; &
- Aiding, abetting or being a party to any criminal activity.

2.2 Business and Commercial Ventures

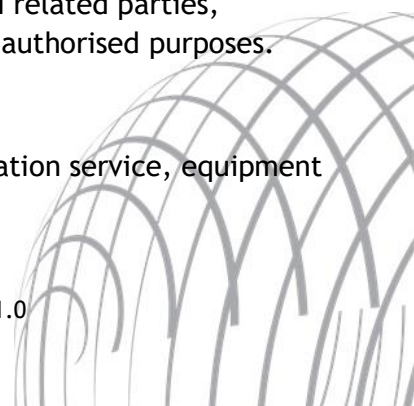
Conducting any business or commercial venture unrelated to AIHE business for the personal benefit, gain or advantage of the User (or an associate of the User) e.g. gambling, share trading, online auctioning or any other activity that may be reasonably considered to be a business or a substantial or regular commercial or private activity that has no relationship with permitted Personal Purposes or approved Business Purposes.

2.3 Confidential and Commercially Sensitive Information

Disseminating, publishing or reproducing confidential or commercially sensitive information of AIHE (including academic and financial information pertaining to AIHE and related parties, suppliers, contractors, employees, etc.) to unauthorised persons or for unauthorised purposes.

2.4 Interference and Disruption

Knowingly causing interference with or disruption to any network, information service, equipment or any user thereof, including:



- Downloading files or folders from external or foreign sources that the User should reasonably know or believe may contain a virus or may use a significant amount of bandwidth (usually evident from the number of megabytes - anything more than 20 MB is Unacceptable Use unless the prior approval is given by the CEO or Academic Manager);
- Deliberate or grossly negligent introduction of any form of computer malware (viruses, worms, Trojans key-loggers or similar) to any AIHE equipment or systems; &
- Access of streaming content other than for AIHE purposes as authorised, or in such a manner as to adversely impact upon system performance or network speed.

2.5 Unsolicited Bulk Mail

Sending unsolicited bulk email for a Personal Purpose or that has not been authorised by a Director of AIHE (and subject always to both Privacy and Spam legislation in any event).

2.6 Personal Information

Disseminating personal information about any individual whatsoever (including staff, students, clients, contacts) without that person's consent or in breach of the Privacy legislation.

2.7 Pornographic Material

Transmitting, retrieving or storing of any pornographic material which is any material of an explicitly sexual nature. As there can be no possible legitimate business use for accessing or transmitting sexually explicit materials at work, the question of whether or not such material constitutes pornography is not relevant to the use of AIHE's Internet facilities and all such material is prohibited.

2.8 Defamation

Transmitting, retrieving or storing any communications or images that are defamatory. Defamation is the publication of false or derogatory material which adversely affects the reputation of a person and tends to injure him or her in their office, profession or trade.

2.9 Copyright Materials

Using the Internet to conduct or promote the unlawful distribution of copyright materials, including the downloading, distribution and playing of music or video.

Downloading copyrighted materials belonging to third parties, unless this download is permitted under a commercial agreement or other licence.

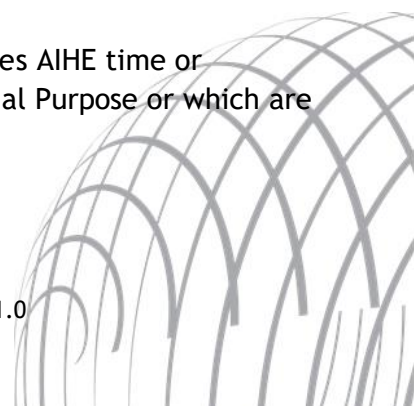
2.10 Security Breaches

Breaching security, hacking or otherwise seeking access to or avoiding authorised procedures and processes for accessing particular sites or pages of the Internet.

Circumventing user authentication or security of any host, network or account.

2.11 Wastage

Any activities relating to a Personal Purpose that either purposefully wastes AIHE time or resources or negligently use other staff time in pursuing the User's Personal Purpose or which are simply frivolous or annoying.



2.12 Network Monitoring

Executing any form of network monitoring which will intercept data not intended for the User's host, unless this activity is a legitimate and authorised part of the User's job.

3. Monitoring

AIHE's Internet-related resources and facilities are AIHE property and are supplied to Users for AIHE's business purposes. Therefore, Users should not expect the use of the internet (including the e-mail facilities) and contents of files to be private, and AIHE retains the right to read all e-mails and contents of files where it has probable cause. Furthermore, AIHE maintains the right to monitor the volume of Internet and network traffic, together with a log of the Internet sites visited by each User.

These logs of Internet usage may also reveal information such as which Internet services (including World Wide Web sites) have been accessed by the User, and the email addresses of those with whom they have communicated. AIHE may conduct automated scanning/filtering, and where an Unacceptable Use is identified or suspected, a more detailed confidential investigation will be conducted by AIHE Management

Where appropriate or necessary, disciplinary or legal action deemed may be undertaken in relation to the results of that investigation; please refer to **Consequences of Unacceptable Use**.

Furthermore, AIHE reserves the right to suspend access to Internet resources, or to impose such filtering or other access-blocking measures as it deems fit; this includes the right of AIHE, at its discretion, to suspend all personal use of the e-mail facilities.

4. Consequence of Unacceptable Use

This Acceptable Use Policy has been drafted in such a way to protect both AIHE and Users and any breach of this policy will be dealt with in accordance with AIHE's disciplinary action policy and procedures, as well, where applicable, the Anti-Fraud Policy.

AIHE will review any alleged breach of this Acceptable Use Policy on an individual basis.

If the alleged breach constitutes:

- Any criminal or illegal activity, the matter will be referred to the law enforcement authorities and additional legal action by AIHE may also be taken if the activity is proven.
- Serious and wilful misconduct, such as breaching the User's duty of fidelity to AIHE (for example, emailing confidential information of AIHE to a competitor), the User shall be given an opportunity to be heard in relation to the alleged breach and if it is admitted or clearly established to the satisfaction of AIHE the breach may be treated as grounds for summary dismissal.

In other cases, an alleged breach an employee shall be dealt with as follows:

- Initially, the User shall be informed of the alleged breach, given an opportunity to respond to the allegation, and if it is not satisfactorily explained, be required to desist from, or where applicable, to remedy the breach. Disciplinary action may also be taken, depending on the severity of the breach
- If the Unacceptable Use does not cease, AIHE may suspend the User's access to the Internet, provide counselling or instigate disciplinary procedures, which could lead to termination of employment.

- Any breach of this Acceptable Use Policy by a User who is not an employee of AIHE but has been granted access through the organisation's facilities will be dealt with under the relevant contract of engagement or access, which may include termination of the contract.
- In addition, AIHE may immediately withhold all access to the internet facilities and in alleged severe cases, immediately suspend the employee on full pay until the investigation is completed or if not an employee, remove the person from premises.

5. Dissemination of the Policy

A copy of this Acceptable Use policy will be included in all contracts of employment; this is the responsibility of the Human Resources Manager.

Where an Agency temporary is retained, the Hiring Manager must ensure that the person signs a copy of the Acceptable Use policy, which must then be forwarded to Human Resources.

If a third party is engaged, such as a contractor, the Engagement Manager must ensure that the person signs a copy of the Acceptable Use policy, which must then be retained with the other contractual documents

Agreement

This policy is one of the policies and procedures of AIHE to which each user has formally agreed to be bound upon his or her employment by or engagement with AIHE. However, **all Users are also required to sign the acknowledgment below confirming they have read and understood this policy and the consequences of a breach.**

Privacy

Information collected AIHE is used, stored and disposed of in accordance with the National Privacy Principles as set out in the Commonwealth Privacy Act 1988.

Information that is provided may be covered by the Freedom of Information Act 1992. This information may also be used for the purposes of confirming an applicant's details (as required). Legislative Requirements

AIHE follows all relevant Commonwealth and State laws covering OH&S, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: OH&S Act, EEO, Access & Equity and Anti-Discrimination and Harassment Acts.

Recognition of Prior Learning (RPL)

If you have already completed a similar qualification with sufficient experience in the workplace, you may be eligible for Recognition of Prior Learning. You would need to bring evidence of this to the CEO prior to submitting your application, with evidence of this; i.e.; certificates and Supervisor References etc. Discuss this with the CEO if you believe you are eligible. There is a separate form to complete and all information will be given to you upon request in regards to RPL. (See RPL Policy)

Copyright © Australian Institute of Healthcare Education RTO 40980 ABN 40 146 336 165 v1.0

Student Information Guide HLT47315 Cert IV In health administration v1.1 review 2020

Student & Teacher code of conduct

AIHE expectations of the student

As a student of AIHE you will be expected to adhere to high standards of professionalism if you attend AIHE offices as well as if you attend any clinical sites.

Students attending the HLT47315 Certificate IV in Health Administration are expected to undertake self-study outside of timetabled hours of attendance.

Student Welfare

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Staff for free advice relating to study or AIHE matters

Useful Links

Please find a list of links that may be of use whilst at AIHE.

Australian Skills Quality Authority: www.asqa.gov.au

Training.gov.au: <http://training.gov.au>

Australian government department of education: <http://education.gov.au>

Department of employment: <http://employment.gov.au>

Australasian Society for Ultrasound in Medicine: www.asum.com.au

Australian sonographers association: www.a-s-a.com.au

Australian Sonographer Accreditation Registry: www.asar.com.au

Australian Society of Medical imaging and Radiation Therapy <http://www.asmirt.org/>



