

Student Information Guide

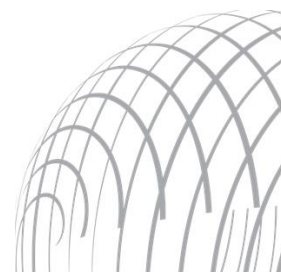
CLINICAL SUPERVISORS CERTIFICATE(S)



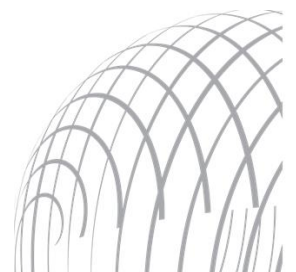
Introduction	4
AIHE values	5
Two levels	6
Why complete a certificate?	6
Apply to enrol in the course	7
Literacy, language and numeracy	8
Exiting prior to completion of the course & articulation	8
Core texts and activity guides / workbooks	9
Assessment requirements	9
Student support at AIHE	10
Academic progress	11
Access, Equity, LLN, Fairness	11
Bullying, EEO, Discrimination & Harassment Policy	12
Complaints and Appeals	13
Certificates & Records	13
Fees & Refunds	13
Privacy	14
Recognition of Prior Learning (RPL)	15
Student Welfare	15
Useful Links	15

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 This policy/document may be altered, withdrawn or substituted at any time.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	May 2018	Cathy Wagner	



Section 1 – About the course

Introduction

The Clinical Supervisor's Certificate(s) have been created to support those who may be already be mentoring, coaching or supervising others in the workplace.

For the workforce it increases staff morale, job satisfaction, staff proficiency and retention of a more highly skilled workforce.

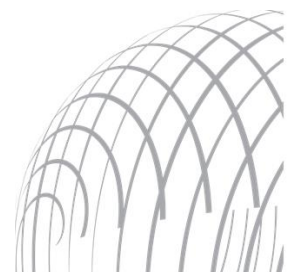
Studies also show that the positive impact that clinical supervision has is most likely a result of the training that supervisors receive, the quality of supervision they provide and the culture and managerial attitudes within the organisation. (White & Winstanley 2010).

There are two levels of Certificates we provide. Both are based on Nationally Accredited Qualification Units of Competency. Therefore, if you choose to complete all assessments related to each certificate, you will receive a Testamur and Nationally Accredited Statement of Attainment 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 a supervisor.

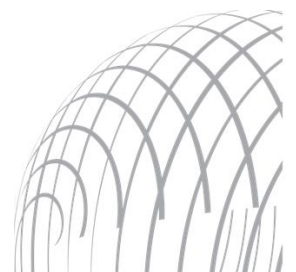
Throughout this course you will focus on academic learning of the various units of competency as well as the development of the necessary clinical skills to become a competent supervisor that is work ready.

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



The 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.



The Clinical Supervisor's Certificate reflects the role of someone in a clinical supervision role in terms of the provision of monitoring, guidance and feedback on matters of personal, professional and educational development in the context of the care of patients or clients.

For this certificate, there is one Unit of Competency:

1. PSPGEN048 Support workplace coaching and mentoring

The Clinical Supervisor's Advanced Certificate reflects the role of someone who is more experienced in the supervision role in terms of the provision of monitoring, guidance and feedback on matters of personal, professional and educational development in the context of the care of patients or clients, where leadership, management and emotional intelligence factors are utilised to support staff and patients.

For this certificate, there are four Units of Competency:

- CHCPRP007 Work within a Clinical Supervision Framework
- CHCPRP003 Reflect on and improve own professional practice
- PSPGEN048 Support workplace coaching and mentoring
- BSBLDR501 Develop and use emotional intelligence

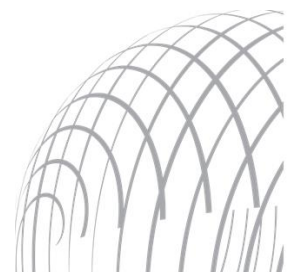
Why complete a certificate?

For the workforce it increases staff morale, job satisfaction, staff proficiency and retention of a more highly skilled workforce.

Studies also show that the positive impact that clinical supervision has is most likely a result of the training that supervisors receive, the quality of supervision they provide and the culture and managerial attitudes within the organisation. (White & Winstanley 2010).

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.

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 Certificates 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).
3. You must be working within, or are going to be working in a supervisory role.

Unique Student Identifier (USI)

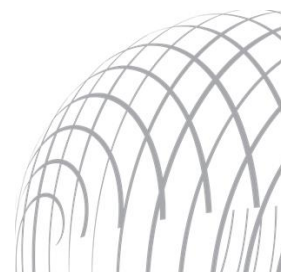
If you don't have one already, you will need to obtain a Unique Student Identifier (USI) online and bring this to your enrolment. See <https://www.usi.gov.au/students/create-your-usi> for more information. If you do not already have a Unique Student Identifier (USI) and you want AIHE to apply for a USI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

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>

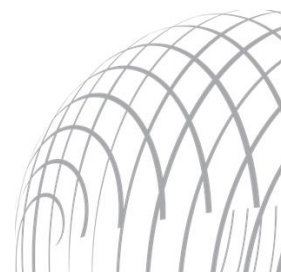
Literacy, language and numeracy

The aim is to support students with any special needs. 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

If you exit before completion you will be issued with a "Statement of Attainment" that will encompass your acquired skill set. Or a Certificate of Completion.



PLEASE NOTE: If you decide to exit at any stage throughout the course, 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.

The appropriate guides are updated regularly in keeping with modern practice and will be updated online at the commencement of the new year where necessary. Other texts may be provided on loan to the student for the duration of the course and will be required to be returned in good condition with no writing/marking on them to AIHE on completion of the course. Failure to do so or books returned in an unsatisfactory condition may result in an additional charge being incurred by the student. (Books are subject to change at the discretion of the Academic Manager and teaching team at AIHE)

Assessment requirements

Students will be required to complete a number of assessment tasks in order that they will gain their qualification. Assessments will be 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.

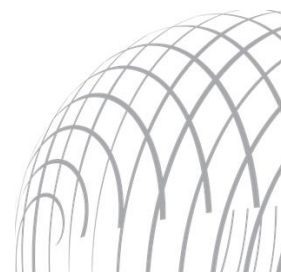
Marking Timetable

Assessments must be handed by the allocated time and marked within one month.

In the event an assessment is submitted late, the student will receive a notification. If they are not submitted one month after the twelve months, they are in danger of receiving 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 teacher, the opportunity to resubmit their work once, or be required to sit a supplementary assessment.

Referencing for assessments

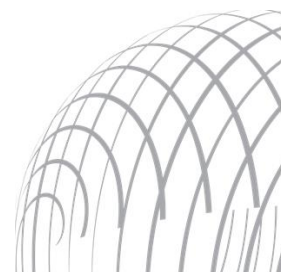
The Harvard system of referencing is to be used throughout the course. There are many references on the internet to inform you how to use the Harvard system. A particularly good site is the University of Southern Queensland site which can be found at: <http://www.usq.edu.au/library/help/referencing/harvard.htm>

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 Academic Managers 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 / Academic Manager 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.

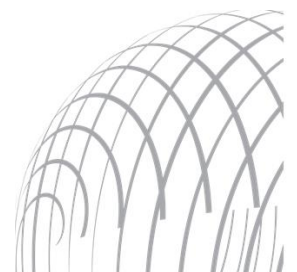
Any issues or questions raised regarding access and equity can be directed to the CEO or Year Coordinators.

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.

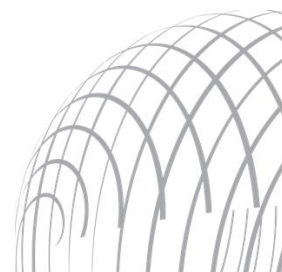
AIHE recognises that diversity in the workplace and learning environment adds value to our business through different perspectives and experiences. The term diversity in the workplace and environment means that people differ from each other and subsequently, they have a wide range of different attributes,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

Contact Officers

AIHE's Contact Officers 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. Graduates are invited to a formal ceremony to issue hard copy certificates. 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

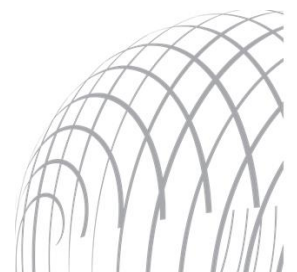
Fee are levied on all courses offered. All fees and charges must be paid in advance by the date shown on the invoice.

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 \$20 000 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.

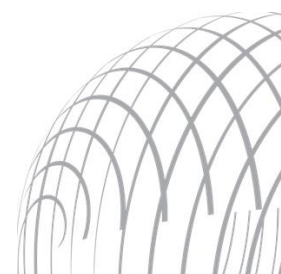
Where the RTO or a third party closes or ceases to deliver the agreed training and/or assessment

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.

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)

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>

