



Policy summary document
For students v 2.1

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Introduction

Note these policies may change from time to time and should be reviewed and updated as appropriate.

There is no excuse for ignorance in the eyes of the law.

This document is a summary guide only and the actual policy document should be reviewed when working with areas.

Version Control

V1.0 2019

V2.0 2020

V2.1 2020- updated to reflect Scanning without supervision and also extenuating circumstances for exams

Absentee policy

Whilst on campus

Hours of attendance are compulsory.

If you fail to attend a class, miss an assessment or formative task, you will be expected to provide an explanation and may be required to make up the missing class and / or clinical time to satisfy academic requirements.

If a student attendance is 80% or less for timetabled classes on campus, they may not meet required learning outcomes and could receive a not yet satisfactory result on their transcript. If attendance is at or below 80% then a formal letter will be sent to the student to inform of their attendance record and if attendance is not immediately improved, they may not be allowed to continue with the course.

An email to the appropriate AIHE Year Coordinator is expected if you are not able to attend a teaching or clinical practice session before 8am on the day of scheduled classes.

If you are out on clinical placement the following is to take place:

Hours of attendance at clinical site are compulsory. If you have too many hours absent, not only will clinical site be potentially not willing to have you return for placement, but you may be required to make up the missing hours to ensure you fulfil ASAR mandatory clinical practice hours. If less than 80% of the clinical placement hours are not met in Year 1, the student will not be permitted to enter Year 2 of the course. All clinical placement hours (and minimum case numbers) need to be met in order to gain a SATISFACTORY grade.

1. If one day absent
 - a. Before 8am on the day of work email your supervising sonographer **and** copy the following personnel to inform them of your absence

admin@aihe.edu.au;

amandad@aihe.edu.au

lucy@aihe.edu.au

2. If you are absent for two consecutive days in a week (or a Friday and then the following Monday)
 - a. email about your absence on each day as above (or anticipated length of absence if known)
 - b. on your return to work complete the student absentee form
 - c. Provide a medical certificate or relevant documentation to support you being absent
 - d. have your clinical supervisor sign the absentee form
 - e. submit via email a copy of the absentee form and supporting documentation to admin@aihe.edu.au with cc Lucy@aihe.edu.au

- f. Provide the original copy to the clinical supervisor for their files.
- g. If you have too many hours absent you may be required to make up hours outside of academic terms to ensure you achieve the required number of ASAR hours.

Scheduling of holidays during academic term.

1. Do not schedule holidays during the academic term.
2. You have embarked on this career path and full commitment must be given to complete this course in the required time frame.
3. Exceptional circumstances will be dealt with on a case by case basis.

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.

Assessments

Students will be required to complete several 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

The following assessments will be required for the 10680NAT Graduate Diploma in Medical Ultrasound: Time will be allocated to complete each and supporting information given.

- AT1 Clinical Procedures Record
- AT2 Written Questions Exam- Clinical Scanning Techniques
- AT3 Portfolio
- AT4 Clinical practical
- AT5 Case Study
- AT6 Major project
- AT7 Supervisor Record
- AT8 Clinical examination
- AT9 Presentation.

Please ask your tutor if you are unsure about any of the assessments.

Other AIHE qualifications have portfolios, quizzes, written questions and case studies.

Submitting assessments and exams-conditions

- Students work must be their own for both assessments and exams.
- You cannot receive external support or advice when submitting assessments, completing scans submissions or online exams. You will be required to sign a paper, saying you have not had any outside support, or plagiarised your work in any way from any other source. If you are found to have breached these conditions, your work will not be accepted.

(See Plagiarism and Collusion section)

Marking

1. Assessments must be handed in by the allocated time. Late submissions will not be tolerated.

2. Special circumstances for late assessments *may* be given. It is not guaranteed. If you need to ask for a special circumstance, it must be before the due date, and/or be supported by a Doctor's certificate.
3. Students will be given either Satisfactory or Not Yet Satisfactory result, based on a rubric for each assessment, where the pass mark has been pre-determined.
4. A grade of SATISFACTORY must be achieved in every assessment in order to meet the requirements of the course.
5. Where students receive a mark of NOT YET SATISFACTORY, the student will give the opportunity to resubmit their work once, or sit a supplementary assessment.
6. In the event of a NOT YET SATISFACTORY result in a supplementary assessment or resubmission, the student will be deemed NOT SATISFACTORY in that assessment and will be excluded from the course due to lack of sufficient academic progress. They may apply to be considered for future intakes of the course. If readmitted the student will need to redo that entire Year of the course at their own expense. If they are in Year 1, they cannot proceed to Year 2 of the course.

Late assessments

7. In the event an assessment is submitted after the due date, the student will receive a NOT SATISFACTORY grade.
8. Three instances of late submissions will result in the student being placed on Academic Review and an official warning will be given.

Submitting assessments - referencing

- The Harvard system of referencing is to be used throughout the course when submitting assessments.
- 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>

Assignment submission style guide

- FONT: Assignments are to be typed in 11 or 12 fonts with 1.15 - 1.5 spacing.
- SUBMISSION: AIHE's method of assignment submission is electronic via our online Learning Management System (CANVAS). Students will be given training on this system during the course.
- FORMAT: Assignments are submitted in PDF format, signed and agreed that it is their own work and they have not received support.
- IMAGES: All images must have all patient personal details removed from them (i.e. DE identified) and submitted electronically via CANVAS. Printed images are not recommended due to the loss of image detail, however if this is unavoidable please discuss with your teacher.

SPECIAL NOTICE-EXTENUATING CIRCUMSTANCES FOR EXAMS

During the Covid or under other extenuating circumstances, many clinics either refuse or reduce the number of students they have onsite. This can have the effect of making it difficult for AIHE to place students.

Students will need to be patient during this time, continue to study and practice and will be expected to maintain their last assessed scanning ability and time through regular practice.

EXAMS ONSITE

Students will be expected to undertake exams onsite. These are conducted by the AIHE supervisor, however under these extenuating circumstances, a Supervisor may be asked to assist with exams under strict conditions. Both student and supervisor will be notified and permission sought from the Academic Committee or ASAR for this to occur.

Bullying, EEO, Discrimination & Harassment Policy

It is against the law to bully, intimidate, harass, abuse or communicate in an offensive way to any staff member, student or supervisor either onsite or to AIHE staff in any way and will not be tolerated.

- AIHE is committed to supporting those who work within AIHE by providing a safe place of work for all and is committed, to taking all reasonable steps to prevent any form of discrimination, bullying or harassment within the Society.
- It is expected that all students and staff within AIHE will conduct themselves professionally, consistent with the ethos and values of AIHE and act in a manner consistent with the mission shared by AIHE to ensure the implementation of this policy.
- Workplace discrimination is contrary to AIHE's expectations about student conduct, which are outlined in the Code of Conduct.
- It is expected that reasonable management action may be necessary as part of the implementation of this policy.
- AIHE will make every reasonable effort to promptly and completely address and correct any harassment, bullying or discrimination that may occur through an investigation process.
- Staff and students have the right to exercise their rights in raising a concern related to their work or study, and/or accessing grievance procedures. This policy addresses expectations and procedures for managing grievances, as well as discrimination, harassment and bullying, and expectations about conduct. These resources are available on the web.
- No student or staff member will be retaliated against for reporting harassment
- Every incident reported will be treated with respect and without fear for reporting.
- Any persons accused of discrimination or harassment will be entitled to respond to the complaint and may wish to offer his/her perspective regarding the allegations and/or present a proposal for resolution.
- Where the individual does not feel the issue has been resolved they should refer to the complaint to the Fair Work Commission.
- 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 regarding discrimination, harassment, bullying or any other workplace issues; they can provide you with confidential information and support in how to best address such grievances.

Clinical Placement

The style of teaching/learning where AIHE students attend face to face classroom and simulated scanning practice before attending Clinical Placement, aims to reduce the need for the Clinical Practice Supervisor to spend time teaching the student the fundamentals of ultrasound examinations. It supports the supervisor in being able to concentrate their time by fine tuning the student's scanning skills according to the case at hand, in addition to becoming valuable members of an imaging team.



It does, however, rely heavily on the student being both proactive in their approach to scanning practice, continued study and proactive professional approach whilst on Clinical Placement. Adult Students of AIHE Level 8 are expected to have a high level of professionalism and adult behaviours and therefore the Clinical Supervisor should not be needed to support the student other than in a supervisory manner.

Prior to entering the course, and clinical placement, all students are required to have:

- a Certificate in Providing First Aid (HLTAID003 or equivalent),
- a valid working with children check
- valid police check and
- current immunisation status.

When do students go onto Clinical Placement?

Clinical Placement is compulsory.

Students complete Term 1 & 2 in the classroom. In the classroom, students complete theory and some scanning practice. By the end of the twenty weeks, Students complete a one week practice onsite. In terms three and four, students are placed in the clinical practice where they will complete scanning. During this time there are certain expectations of the student.

Site allocation

AIHE takes several factors into consideration when choosing sites for students and therefore students need to understand that not all sites are suited to them personally.

We take a holistic approach to ensuring that the site as well as the student are suited.

This includes:-

- the requirements of the clinical site,
- the student's home,
- the student needs,
- previous scanning (and whether they are doing same or need another site more suited),
- the student best suited to that site,
- culture of the site,
- the flexibility of the student in terms of whether they have refused sites (this will determine whether other students are placed ahead of them because they are more flexible).

One site does not fit all students and AIHE consider both sides-the site's needs, their need and scanning activities as well as the student's needs. We do our best to accommodate students and students need to be patient and willing to work with us.

Except in extenuating circumstances, a student will be required to complete their AIHE Clinical Placement (i.e. the one they began at).

Expectations of Students whilst on site

Whilst on clinical placement the student is expected to undertake and follow all policies and guidelines from AIHE, including the following:

- POLICIES - Adhere to ALL AIHE policies, especially the, assessment policy and Clinical Placement Policy.
- CODE OF CONDUCT- adherence to the Code of Conduct is compulsory.
- STUDY- Students are expected to research what they are learning whilst on placement in order that they understand when they are dealing with patients.
- CLINICAL EMPATHY, RESPECT AND SUPPORT OF CLIENT-Students need to have empathy, be courteous and respectful to the clients, act appropriately and respect their privacy.

- PORTFOLIO- Maintain Portfolio of Samples of their work *in a professional manner*, which is true and correct.
- CLINICAL CASE STUDIES - Complete clinical case studies and other activities as per their teaching and assessment schedule
- RECORD LOG- Maintain a Clinical procedures record book (or log book) of examinations they have observed, assisted with, or performed. *Please note that the numbers are only recommended and if exceeded or not met it does not necessarily indicate to AIHE that the student is a high or low performing clinical student.*
- TIME LIMIT FOR SCANNING - AIHE has stipulated a time limit to all clinical examinations. These time limits are designed for the average “normal” ASA examination and in:
 - Year 1 the limit is 45 minutes and
 - Year 2 30 minutes for all examinations except obstetrics, vascular and musculo-skeletal which is 45 minutes.
 - If the student cannot complete the typical “normal” examination in the time limits set, AIHE may request that the student undertake additional clinical practice hours and undertake a supplementary clinical assessment.
- PROFESSIONALISM - It is imperative that on graduation, if not before, that the student is able to be a contributing and productive member of the sonographic team.
- All students will be enrolled in the CPD course on professionalism and are expected to complete this in their own time.
- WILLING PROACTIVE APPROACH - A willingness to learn and being proactive will assist the student with settling into the work environment. Ask questions after seeing a client and show enthusiasm. Often sites may ask a student back where they have shown enthusiasm and a professional approach to their work.
- RESPECT - and treat clinical supervisors and AIHE staff with respect.
- PUNCTUALITY- Be punctual and observe organisational opening and closing timeframes, lunch breaks etc.
- ORGANISATION PROTOCOL - Observe organisational protocol and be aware of organisational policy.
- WEAR AIHE UNIFORM - Adhere to the AIHE uniform code.
- REGULATORY REQUIREMENTS - Observe and be aware of regulatory requirements under legislations for the state they are in and ASAR guidelines.
- ASA STANDARDS - Be aware of all requirements and Scope of Practice under ASA Standards of Practice at Level 1.
- INDUSTRY SCANNING PROTOCOL- Adhere to industry accepted scanning protocols for each body region / examination and are assessed on such. The student undertakes numerous clinical examination assessments and it is expected that the student performs a broad range of examinations at each subsequent assessment.
- WHS- Be aware of and practice health and safety regulations for Sonographers.
- COMMUNICATION- Communicate with supervisors as appropriate.

Learning Contracts

Students are placed on a learning contract to support them where the AIHE supervisor feels they need additional assistance or believe they may be at risk of not passing. This learning contract is to support the student and they are expected to discuss this learning contract with their supervisor. It will include milestones which must be adhered to. Students will need to agree to and sign the contract after discussion and negotiation. If they choose not to go ahead with the learning contract, they may be given an unsatisfactory result and may fail the course.

Notification of Clinical Placement

1. Whilst AIHE strives to ensure students are placed close to their primary residence, due to the limited availability of quality sites this may not always be possible.
2. Students will be given one week's notice before accepting clinical placement.
 - a. Students MUST BE FLEXIBLE, when they are offered a position.
 - b. The placements may include a clinic outside of your own area and may be interstate.
 - c. Sometimes students will need to move away from their home and family for the period of time they are on clinical placement. (See refusal of placement if a student refuses their offer)

Refusal of placement offered

If a student refuses a placement which has been offered to them for any reason, they will be required to find their own clinical placement site. (*unless there have been extenuating circumstances and students have completed a Special Consideration Form*)

Students waiting for an allocation-must maintain scanning through practice

Students who are waiting to be allocated a placement, will be still required to maintain their last assessed standard through continued practice and discussion with AIHE. *Note that this may take a significant amount of time as clinics do not allocate numerous times and students may need to wait for another student to complete their location. It also may mean that graduation from the course may be delayed.*

Progression of hours

The amount of clinical placement will increase as you progress through the course to ensure you obtain enough real clinical experience on the full range of examinations undertaken in most general imaging practices. *For example, in year 1, students need 800 hours, in Year 2, students need 1400 hours.*

Support

If a student requires advice or support about their placement, they should contact their AIHE (Placement Facilitator). Lucy@aihe.edu.au

Dismissal or resignation from Placement

Note:

Where a student is dismissed or retrenched from a Clinical Placement for any reason by a Clinical Supervisor or organisation, it may result in cancellation of enrolment.

Resignation from a Placement without prior approval from AIHE will result in the cancellation of enrolment.

Students are expected to adhere to the requirements outlined previously, if they do not, it is expected that the Clinical Supervisor will report them to AIHE and make note of reasons why they cannot return or are dismissed.

- Depending on the circumstances of dismissal or retrenchment, the student may be required to meet with AIHE Academic board.
- If dismissed on grounds of misconduct, illegal behaviour, or non-performance, and AIHE have assessed that the grounds are sound and just, the student will be required to find their own Clinical Placement and will still be required to complete Industry Training in the same term.
- Depending on the reason for the dismissal, a student may be dismissed from the college based on unsatisfactory academic progress.
- If the dismissal is not due to any fault of the students, or circumstances prevailed beyond their control to perform their duties, AIHE will assist the student in finding an alternative position and if necessary, make recommendations.

Scanning whilst in the AIHE office without supervision

Students have access to the AIHE scanning labs 24/7 under the following strict regulations:

1. Only a family member or friend that they know can be scanned
2. That all persons need to be well and follow WHS for COVID as per the requirements set out for onsite.
3. All students and models must follow and adhere to practicing distancing requirements where possible of 1.5 metres from other students.
4. Scanning can only occur as per the scanning lab timetable
5. Students are working in a simulated, not real environment and can only act accordingly.
6. Cleaning of scanning labs must occur by the students before and after use-wiping down of call contact points including door handles and amenities which have been touched by students or their models.
7. PPE masks to be worn in the office where required
8. Students **MUST NOT** provide diagnostic information to any family members or friends
9. Students are practising only and cannot provide information as a professional. If abnormal pathology is found, students must complete the document below and give to their supervising teacher.
10. That if pathology is found by the student that this is written up by the student to take to their GP

Pathology identified whilst in clinical applications laboratory

Version 2: Updated: 22/10/2018

This form is to be used in the event of pathology being inadvertently identified on a model or student in the clinical applications laboratory. AIHE does not perform scans that are reported by a Radiologist as we are a teaching facility.

Part A is to be completed by the supervising staff member as well as the person pathology has been identified on.

The form is then to be sent to the Academic Manager / CEO for immediate review and follow up.

Part B will be completed by the Academic Manager / CEO.

Part A: person with pathology and staff member to complete

Complaints and Appeals

Form located <http://www.aihe.edu.au/policies-procedures--forms.html>

1. Confidentiality

- In accordance with the institute privacy policy, all parties involved in the grievance procedure will maintain complete confidentiality –unless approval to disclose is granted – and respect for the policy of others.

2. Complaints Procedures Relating to Academic Matters

- AIHE believe that it is advantageous for complaints to be resolved wherever possible and appropriate, at the local level with a minimum of formal procedures.
- Any students who feel they have been unfairly dealt with in relation to an academic matter should commit to paper the exact reason for concern, making a note of instances and when they occurred. Such complaints and grievances from students will be directed to the Director of Studies. AIHE has the rights to prescribe Academic Rules and disciplinary measures.
- The following complaints procedure will be used in dealing with complaints made by AIHE students relating to academic matters:
 - a) The student and the Director of Studies meet and confer on the matter (within 5 working days of the initial receipt of the complaint); and
 - b) If the matter is not resolved at such a meeting, the parties shall arrange for further discussion between the student and their nominated representative, if any, and more senior levels of management (within 5 working days of meeting (a));
 - c) If the matter cannot be resolved, it may be referred to Principal of AIHE (Within 5 working days of the meeting (b));
 - d) If the matter cannot be resolved, it may be referred to a mediator through AIHE independent grievance handling/dispute resolution process (within 10 working days of meeting).
- While the parties attempt to resolve the matter, the student will continue to attend classes as normal unless the student has a reasonable concern about an imminent risk to his or her health and safety.
- AIHE will deal with reported complaints as expeditiously as the circumstances of the complaints allow. This dispute resolution process does not circumscribe a student's rights to pursue other legal remedies.

3. Complaints Procedures Relating to Non-Academic Matters

- AIHE believes that it is advantageous for complaints to be resolved, wherever possible and appropriate, at the local level with a minimum of formal procedures.
- Students, or persons who seek to enrol in a course of study at AIHE, who feel they have been unfairly dealt with in relation to a non-academic matter should write to the Principal outlining the exact reason for concern, making a note of instances and when they are entitled to access this grievance procedure. Such complaints and grievances will be directed initially to a Student Liaison Officer.

4. Appeals Process

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- An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognized qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.
- A fair and impartial appeals process is available to all students of AIHE. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the trainer/assessor.
- If the student would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the appeal.

5. Grounds for Appeal

An application for appeal will be considered where:

- A student claims a disadvantage because the trainer did not provide a subject outline
- A student claims disadvantage because the trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline
- A student claims disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied to him or her
- A student is of the view that a clerical error has occurred in the documenting of the assessment outcome
- A student claims that there is a discrepancy between the practical observation and the formal assessment.
- If the appeal for re-assessment is proven, AIHE will appoint an independent assessor who will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned.

6. External Complaints Process

- Students who are not satisfied with the result or conduct of AIHE's internal complaints and appeals process may access an external and independent body to hear the complaint or appeal.

7. Independent Advice

- The complainant will also be provided with the contact details listed below for the Office of Consumer and Business Affairs (OCBA). The complainant will be advised that the Office of Consumer and Business Affairs (OCBA) can provide information and advice regarding complaints and will offer prompt attention, confidentiality, respect, fairness, impartiality, recognition of rights, and free consultation.

8. Complaints relating to client information

- If clients have a complaint or concern about the way AIHE has managed or is managing client's personal information, clients should direct this in writing to the 'AIHE CEO'.
- Where more than 60 calendar days have been required to process a complaint or appeal:
 - the complainant or appellant is advised in writing of the reasons
 - the complainant or appellant is regularly updated in writing.

9. Resolution of Issues-Complaints and Appeals Process Form

- 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 online at <http://www.aihe.edu.au/policies-procedures--forms.html> or from Administration) if you are not satisfied with the assistance 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.
- Where students do not complete all the Graduate Diploma, but they complete areas of study within the course, then they are eligible to receive a Student Record of History showing work completed.
- Students are entitled to receive a Student Record of Results at the completion of Year 1. Statements of Attainment for various units may be obtained where all assessments for those units are completed only.
- Testamurs are given only where a student has completed all studies.

Computer – (Bring your own device) policy

The increased ownership of personal electronic devices requires that The Australian Institute of Healthcare Education (AIHE) learners take steps to ensure that personal electronic devices are used responsibly. This policy is designed to ensure that potential issues can be clearly identified and addressed, and that individuals' own devices can be effectively and safely used for optimal learning and productivity outcomes.

This policy has been developed in conjunction with AIHE internet usage policy.

This document sets out the conditions for Bring Your Own Device (BYOD) at AIHE for learners. These devices include smart phones, tablets or laptops with the capability of connecting to the AIHE wireless internet and/or internal network for the purposes of study and work. Once connected, you will have access to:

- The internet
- The Learning Management System
- RTO resources such as printing and PACS image archive system

Acceptable BYOD use

- The use of learners' own devices whilst connected to the AIHE network is governed by the Policy.
- Electronic devices must be switched to "silent" mode during class times and professional etiquette demonstrated at all times, with respect to phone calls, sending and receiving SMS, email or other messaging types.
- Students should not transmit or show material of an offensive nature.

Safe use and device security

- You are responsible for the maintenance and upkeep of your device. AIHE does not accept responsibility for replacing or repairing lost, stolen or damaged personal electronic devices belonging to learners.
- Personal devices should be marked clearly with your name.
- Always store your device in a protective cover and follow the manufacturer's instructions for care and maintenance.
- Do not leave your device unsupervised.
- It is strongly advised that you use a password or pin on your device to deter unauthorised use of your device. This password or pin should be kept secret.
- Keep yourself and others safe by not giving out personal details to unknown sites or individuals.

Virus protection

You are advised to:

- Protect your devices from virus attack by keeping your operating system and antivirus software up-to-date.
- Consider running virus scans regularly after accessing the internet or personal email.
- Exercise due caution when downloading files from the internet.

Power supply & battery maintenance

- You must bring your device fully charged at the beginning of the day as access to charging facilities is limited.
- You must bring your own power supply if you need to charge your device as ICT or other staff will not be able to lend you recharging facilities.

Backup and/or recovery

- You may be required to purchase and/or download and install specific software/ applications ("apps") onto your device in order to access your learning materials. This will be at your own expense.

Software and applicable updates

- You are responsible for regularly applying updates for any software or applications (“apps”) needed for the purposes of learning prior to attending scheduled classes. This may be undertaken while connected to the AIHE network, provided this is outside of class time.

Support

If a student requires advice or support about their placement, they should contact their AIHE (Placement Facilitator).

Code of Conduct for students

Students must adhere to the Code of Conduct at all time.

Breaches of the Code of Conduct may result in dismissal from the course, without refund of fees for work completed.

AIHE expectations of the student

As a student of AIHE you will be expected to adhere to high standards of professionalism whilst at the college, as well as when you visit clinical sites.

The attendance hours for you to complete the Graduate Diploma of Medical Ultrasound are:

- full time and variable as per the timetable
- 4 terms per year comprised of 10 weeks per term (i.e. 40 weeks per year)
- 2 years total duration
- You are also expected to complete a variety of learning tasks and personal study to be able to progress from being a novice student sonographer to a competent graduate

Hours of attendance are compulsory. If you fail to attend a class, miss an assessment or formative task, you will be expected to provide an explanation and may be required to make up the missing class and / or clinical time to satisfy academic requirements. If you have less than 80% attendance in class time you will be asked to attend a meeting with the Academic Manager which may result in a disciplinary warning and may result in, you not be allowed to continue with the course.

Students attending the 10680 NAT Graduate Diploma of Diagnostic Medical Ultrasound (General Discipline) are expected to undertake self-study outside of timetabled hours of attendance. Attendance on campus is 8.30 – 4.30 Monday to Thursdays and whilst on clinical placement full time 37.5 – 38 hours per week and is site dependent on days and hours of attendance.

The clinical placement hours are in keeping with Sonographer Registration requirements and whilst on clinical placement you will be expected to undertake additional set tasks and assessments as per the academic timetable.

At all times you are expected to maintain privacy and confidentiality of any models, or patients that may be presented to you for scanning practice or examinations. You will be required to complete a student confidentiality statement prior to commencing your studies with AIHE as part of the application package.

Expectations of clinical placement site & clinical supervisors

In addition to the AIHE expectations of students your clinical site may have additional guidelines and expectations. Please make it your priority to identify any such requirements and adhere to them in addition to the AIHE expectations. If at any time you feel these additional requirements are not appropriate, please contact your AIHE teaching staff.

Tea and lunch breaks are at the discretion of the clinical site you are assigned to. If you find that you are not receiving enough breaks please contact your AIHE staff. Prior to this, however, please try to identify why this may be the case so as AIHE can help to mediate the situation if required.

Any proven misconduct (including summary dismissal) may result in expulsion from the course.

Uniform

- A uniform is expected to be worn when on clinical assignment and in the clinical applications laboratory. Remember you are an allied health professional and are expected to act in accordance with the professional expectations of the allied health industry. (See previous section for overview of uniform expectations).

Personal appearance

- Fingernails must be clean and of a safe length that does not interfere with performing tasks (scratching skin). Fingernails should measure no longer than 1cm from the fingertip and nail polish / varnish/ lacquer colour must be subtle and tasteful and not chipped. Acrylic / gel nails if worn must be clean, free of infections / fungal issues and regularly maintained. Any broken nails must be covered with a band aid until repaired. Be advised that acrylics/gel nails may be unacceptable at some sites and you will be required to remove them.
- Individuals wanting to wear clothing or jewellery outside of the dress code guidelines for religious, creed or cultural reasons must discuss this request with the Academic Manager. This excludes special circumstances such as wearing a hat/beanie/cap during chemotherapy treatment.
- Please wear your uniform with respect and pride. Any infringement of dress code will be taken seriously. Individuals should avoid wearing skirts/dresses if the task to be performed may include the use of a saddle seat/chair (opt for trousers). An individual's dress/attire should not at any time cause offense, discomfort or embarrassment to patients

Mobile phones

- Mobiles phones are NOT allowed to be used during lessons, applications laboratory sessions and **not** in the examination rooms whilst on clinical placement.
- No phones are to be plugged into AIHE computers and there is no use of AIHE computers.

Food or Drink

- No food or drink is permitted in or around any scanning area; applications laboratory and clinical site alike. You can bring bottled water with you to the theoretical sessions and adequate breaks are provided for you throughout the day, however personal computers are in use during theory sessions and AIHE will not be held liable in the event of damage to such items.

Actions, professionalism, behaviour

At all times, students must behave as follows both onsite and on Clinical Placement or it will be considered a misconduct (see over)

Students must:

- Act with integrity
- Act professionally
- Act ethically
- Act as a mature adult
- Ask questions in a professional manner, at appropriate times
- Be diligent in work practices and research
- Behave responsibly and professionally
- Communicate appropriately face to face, via email or text to both onsite staff or AIHE staff whilst on placement.
- Be on time when onsite.
- Exit and enter the room quietly at an appropriate time so as not to disturb fellow students or patients onsite.
- Notify Clinical Onsite staff and AIHE if you cannot attend.
- Do NOT change clinical placement with any other student without permission from AIHE or the clinical site.
- Part of your learning is researching the scans you are observing whilst on Clinical Placement. You are expected to be up to date and understand what you are watching and learn as much as you can. If you feel you are unsure, it is your responsibility to contact AIHE and ask for guidance or completed some further research yourself on the requirements.

Drugs and Alcohol

- No drugs or alcohol are permitted on site without prior consent of AIHE management.

- Smoking is banned in all public health areas and in most instances in private clinics as well as the AIHE campus.

Ethics

All AIHE research activities and teaching activities which involves patients as "subjects", must meet Ethical Standards and Conduct in the Practice of Human Research (ESCPHR). The AIHE approach to managing research ethically, is shown in Figure 1.

AIHE Research Ethics Project Management: Governing Principles				
Identify, log and manage all research projects	Apply stringent in house application procedures	Compliance with Government and regulatory requirements	Ongoing ethics review and annual reporting	Secure storage facilities and management of research data

Figure 1: AIHE Governing Principles for Research Ethics

Meeting ethical standards in research begins before the research project starts and ends long after the research project has finished. All research conducted by AIHE staff and students , except that for which “in house” approval (see below) is appropriate, requires approved by AIHE Ethics Committee.

To accomplish the required Ethical Standards and Conduct in the Practice of Human Research (ESCPHR) the Ethics Policy draws on three tools to guide, assess and approve research activity. The ESCPHR tools are:

- ESCPHR Guidelines
- The Guidelines provide specific information sources, review procedures and application forms for research activity approvals
- Ethics Approval Application Form The Application must be completed to seek and obtain approval for research activity.
- Each Application provides detailed information on the research activity, participants and ethical procedures Ethics Committee The Committee will provide guidance and feedback on and approval for individual research applications. The Ethics Committee will meet monthly to review applications

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 or students will not be able to continue to the next term and graduation will not occur.
- Students may pay their fees in instalments if they choose, however late fees will mean they cannot progress to the next term or graduate except under exceptional circumstances.
- **VSL** : Where students have a Vet Student Loan (VSL) these do not cover all of the fees and the student will be expected to pay the “gap” fee each term.
- See <http://www.aihe.edu.au/vet-student-loans.html>

Refunds

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

1. If you intend to withdraw from a course of study
 - You must submit a Refund Request Form <http://www.aihe.edu.au/policies-procedures--forms.html> for any of the following reasons for withdrawal:
 - Before course commencement and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees.
 - 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).
 - 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).
 - 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).
2. After four weeks from commencement of the semester or if your enrolment is terminated
 - All fees for the full semester remain payable and are not refundable except in circumstances of justifiable hardship.
3. Failure to comply with the Institutions’ policy, bad behaviour, unsatisfactory progress, failure at examinations, or unsatisfactory attendance
 - Your enrolment may be terminated by the Institution as a result and no refund will be given.
 - refer to the Suspension and Expulsion Policy and Procedure
4. Special circumstances
 - Approval of special circumstances will only be given for extenuating circumstances (please provide these in writing with supporting evidence to AIHE).
5. After Clinical Placement provision

- 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.
6. Where you have an upheld complaint or appeal which has gone through the full process, including mediation:
- 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 act under Australia's consumer protection law. Please complete a Refund Application Form available from <http://www.aihe.edu.au/vet-student-loans.html>
- 7. 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.

You will either be:

- be placed into an equivalent course such that:
 - the new location is suitable to the learner
 - or the learner receives the full services for which they have prepaid at no additional cost to the learner; **or**
 - you will be refunded for all fees paid in advance over \$1500 for services yet to be delivered
8. If the Institution cancels your enrolment because a course is no longer being offered
- you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or
9. 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.

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 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

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- 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 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 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.

Misconduct - Warning, Expulsion or Not Satisfactory

Misconduct may include but is not exclusive to the following matters:

- Non-adherence to the code of conduct outlined in this section.
- Non-adherence to confidentiality of any patient, student or staff member.
- Failure to attend class or clinical placement as required (on time, when expected).
- Failing to notify staff of nonattendance at Clinical placement.
- Refusal of clinical placement offered.
- Plagiarism, collusion or support by colleagues or professionals for assessment or exams.
- Bullying, harassment, abusive or intimidating behaviour or language towards AIHE staff or onsite clinical staff or another student.

All matters of misconduct will be referred to the Academic Committee and the CEO.

Any of the above may constitute an official warning, an expulsion from the course or a Not Satisfactory result.

In the event of a NOT YET SATISFACTORY (NYS) result the student will be given the opportunity to resubmit, or sit a supplementary assessment. If the student achieves a NYS in the resubmission or supplementary, the student will be deemed NOT SATISFACTORY in that assessment and will be excluded from the course due to lack of sufficient academic progress. They may apply to be considered for future intakes of the course. If readmitted the student will need to redo that entire Year of the course at their own expense. If they are in Year 1, they cannot proceed to Year 2 of the course. *(VSL Fees do not apply for this section and students may be expected to repay any VSL fees they have used to support their course to the Commonwealth. See VSL and Fees for more information on the website).*

Three official warnings will result in expulsion from the course

Plagiarism & collusion

WHAT IS PLAGIARISM?

- 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.

PLAGIARISM WILL NOT BE TOLERATED

- Disciplinary action will be taken against students who engage in either collusion or plagiarism.
- Write answers in your own words.
- Reference any sources of information using the Harvard Referencing system.

COLLUSION

- Collusion is 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 and is prohibited.
- 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 collusion or plagiarism.

Privacy Policy

- AIHE, including its operation as a Registered Training Organisation, has made its Privacy Policy clearer to reflect recent changes to Australian Privacy Laws and to ensure we are committed to and compliant with the Australian Privacy Principles (APPs) which came into effect on 12 March 2014.
- AIHE complies with the Privacy Act 1988 (Commonwealth) and subsequently in accordance with the thirteen APP's outlined in Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which prescribe and mandate the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information.
- AIHE is committed to protecting the privacy of client's personal information and we treat any information collected and retained with the respect and importance it deserves. AIHE will be honest and transparent in relation to the way we manage client's information.
- Our Privacy Policy explains how we handle client's personal information, including how it is used and potentially disclosed, importantly how it is stored and secured and additionally how clients can access and update client's personal information.
- This policy only applies to our databases and files and does not cover any State, Territory or Commonwealth Government database or file. Clients are advised to contact the relevant government agency for a copy of their privacy policy.

Why we collect personal information?

- We collect personal information in order to provide the client, with access to our training and associated services, and so we can better understand how we can improve our provision of services now and into the future. Additionally, a large component of what we do as an RTO, requires us to collect personal information for mandatory statistical data as prescribed by government regulators.
- AIHE will only collect personal information that is required for the purposes of employment or education, or in meeting government reporting requirements and it will only be used for the specific purposes for which it was collected.

What types of information do we collect in general?

- So, we can provide our range of services to clients, we may have to collect personal information deemed necessary for us to supply clients with the service clients have requested.
- The information we collect is defined under the current legislation as **personal** and **sensitive**, and information collected by AIHE may fall into both categories. The following specific guidelines as defined in the Privacy Act are as follows:
 1. *Personal information*: “information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.”
 2. *Sensitive information*: “(a) information or an opinion about an individual’s: (i) racial or ethnic origin, or (ii) political opinions, or (iii) membership of a political association, or (iv) religious beliefs or affiliations, or (v) philosophical beliefs, or (vi) membership of a professional or trade association, or (vii) membership of a trade union, or (viii) sexual preferences or practices, or (ix) criminal record, that is also personal information; or (b) health information about an individual; or (c) genetic information about an individual that is not otherwise health information; or (d) biometric information that is to be used for the purposes of automated biometric verification or biometric identification; or (e) biometric templates”.
- In general terms, information collected will include:
 3. Solicited information: contact information such as name, organisation, position, address, telephone, and email, employment and educational histories, referees’ reports, date of birth and marital status.
 4. Information collected by AIHE which may be regarded as sensitive:
 - ‘Disability’ and ‘long-term impairment status’ (health); and ‘indigenous status’, ‘language spoken at home’, ‘proficiency in spoken English’, ‘country of birth’ (implies ethnic/racial origin). This information is specified in NCVER statistical data elements and is collected for national data reporting requirements.
 - ‘Dietary requirements’ (health-related) are collected for event catering purposes only.
 - Biographical information, which may contain information on ‘affiliations’ and ‘membership of a professional or trade association’ are obtained from key note speakers for event marketing purposes and for training consultants involved with service delivery for the AIHE.

- 'Health and work injury information' relating to the impact for clients as a client using AIHE services and our ability to provide a service to clients without breaching a Duty of Care.

No sensitive information will be collected without express consent.

1. 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.
2. 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
3. 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 enough 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 regarding 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

Teacher code of conduct

Student expectations of AIHE teachers & clinical site supervisors

Not only does AIHE expect a lot from its students, you as students should expect a lot from your teachers and clinical site supervisors. Such expectations should include integrity, confidentiality,

compassion and understanding of special circumstances and not to demonstrate any bias towards / against any particular student/s.

Your AIHE teachers are also expected to follow the set curriculum and learning outcomes of the subject and course as an entirety. They are also expected to return assessments and tasks in an appropriate time frame so as not to disadvantage you in any way for learning.

If you find this is not happening please contact the Academic Manager to discuss your concerns.

Other useful information

Compliance

AIHE is responsible for complying with ASQA regulations in relation to the Standards 2015. This includes compliance with all training and assessment practices as well as issuances of Certificates.

Learners Rights in relation to cessation of training/assessment

If it occurs that AIHE ceases to deliver the agreed training and/ or assessment, then students will be supported by applying through the Australian Council for Private Education and Training (ACPET) to have their course transferred and completed by another RTO.

Contact them for more information

<http://www.acpet.edu.au/>

Agreement and acceptance of the policy document

Students are required to sign the acknowledgment confirming they have read and understood this policy and the consequences of a breach.

