

Diploma of Nursing

STUDENT HANDBOOK



PARTNERS TRAINING

Australia

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Welcome - we're excited to have you here!

By choosing to study with us, you're joining a training organisation with **20 years of experience** supporting students to build skills, confidence and meaningful careers. Our focus is on providing practical, industry-relevant training that prepares you for real workplaces and opportunities. For over two decades, we have supported thousands of students by delivering high-quality accredited and non-accredited training.

We understand that every student's journey is different. That's why we offer flexible study options, supportive trainers and personalised guidance to help you balance study with work, family and life commitments. Whether you're studying on campus, online, or through a blended approach, you'll be supported every step of the way. Our experienced trainers are passionate about what they teach and committed to helping you succeed. They bring current industry knowledge into the classroom and are here to encourage, guide and challenge you to reach your goals.

We specialise in training that is designed around industry needs, ensuring our courses remain current, responsive and job ready. Our areas of expertise include Community Services, Aged Care and Disability, Early Childhood Education, and Nursing. We are proud to offer government-subsidised training opportunities through a range of State and Federal funding programs, including VET Student Loans.

We're proud to support students from regional and metro communities across Victoria and to offer access to government funded training where eligible. Your success is our priority, and we look forward to supporting you throughout your studies and beyond.

With flexible study options, you can choose the learning style that best suits your lifestyle!

Flexible Ways to Study

We understand that students balance study with work, family and other commitments. That's why we offer the Diploma of Nursing (Part-time) course using a blended approach, combining:

- Face-to-face (classroom and skills lab) sessions at our Shepparton and Sale campuses
- Live online trainer-led sessions via Zoom
- Workplace-based training (Professional Experience Placement) across Victoria.

Quality, Personalised Learning

Quality

You'll learn from qualified trainers with real-world industry experience who explain concepts in a practical, relatable way. Our training environments are modern and well-equipped, including access to facilities such as clinical simulation labs. We continuously update our courses to meet industry standards and employer expectations.

Personalised

We recognise that every student is different. Our team takes the time to get to know you, understand your goals, and guide you into the course that best suits your needs. This personalised approach helps keep you engaged and focused on achieving your desired outcome.

Learning for Real Careers

We believe that gaining employment requires more than just a certificate. Our training prepares you for the realities of the workplace, builds confidence, and develops the skills employers are looking for. We aim to inspire our students to feel passionate about their chosen industry and confident in their future career path.

Our registration details

RTO 21837 - [See our details on Training.gov.au](https://www.training.gov.au)

1. CAMPUS LOCATIONS, PARKING, MAPS & PHONE NUMBERS

Phone 1300 664 601 | Mon – Fri | 8:30am – 5pm

[Google Map directions](#)

Head Office / Shepparton Campus

7 Telford Drive, Shepparton Vic 3630

Phone: **(03) 5821-4877**

Monday – Friday: 8:30am – 5pm

Campus & Street parking free of charge



[Google Map directions](#)

Sale Campus

Level 2 / 89 Raymond St, Sale Vic 3850

Phone: **(03) 5144-5112**

Monday – Friday: 8:30am – 5pm

Timed Street parking free of charge

All day free parking within walking distance



[Google Map directions](#)

Morwell Campus

Ground Floor

59 Church St, Morwell Vic 3840

Phone our Sale campus: **(03) 5144-5112**

Monday – Friday: 8:30am – 5pm

2hr Timed Street parking free of charge

All day free parking within walking distance



2. STUDENT SERVICE STANDARDS – OUR SERVICE GUARANTEE

We are committed to **QUALITY – PERSONALISED - LEARNING.**

We value our students and are committed to delivering the following Student Service Standards.

1. We treat you as an individual.
2. We respond to your enquiries in a timely manner.
3. We provide you with accurate, transparent and current information about our courses and fees.
4. We offer flexible training options.
5. We provide training that helps you achieve your learning and/or career goals.
6. We employ trainers that bring a wealth of industry experience for you to learn from.
7. We provide a safe and supportive learning environment.
8. We give you the best opportunity to graduate job ready.
9. We provide you with access to your personal information and training records upon request.
10. We issue your certificate to you within 30 days of your trainer submitting your final course work.
11. We manage and respond to complaints in a fair, courteous and timely manner.
12. We welcome your feedback at any point to help us to continuously improve our services.
13. We provide Student Wellbeing Officers that you can talk to where all discussions remain private and confidential.

3. OUR ROLES AND RESPONSIBILITIES

We are solely responsible for all training services we provide you with, from marketing all the way through to issuing you with your qualification certificate.

Nursing Trainers/Assessors

Your Trainer/Assessor is a qualified industry practitioner who will create a learning environment that will assist you in acquiring the skills and knowledge you need to be job ready. You will be notified who your Trainer is at the information/enrolment session, and on your Timetable and Training Plan.



Head of Discipline, Nursing (Training Coordinator)

The Head of Discipline, Nursing, is your Training Coordinator and has the responsibility to coordinate and manage your full training cycle to ensure your studies run smoothly. You will meet your Training Coordinator at either the information session, the enrolment session, or the orientation session, and their name will also be noted on your Timetable and Training Plan.



4. STUDENT CODE OF BEHAVIOUR & RESPONSIBILITIES

Adult learning recognises that you, as the student, are an adult in the learning process. It centres on you taking responsibility for your own learning. You are responsible for acquiring the skills, knowledge and attitude to become a competent professional. We provide you with the framework for your success. Learning this way may be different from your past experiences of education. Learning is a partnership between the Trainer and you where you work together to achieve your desired learning outcomes.

Code of Behaviour

We provide you with a forum to study, learn and develop skills in a friendly, safe, respectful and supportive environment.

Our Student Code of Behaviour requires you to respect and adhere to the following rights of others at all times:

1. The right to be treated with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status.
2. The right to be free from all forms of intimidation.
3. The right to work and learn in a safe, clean, orderly and cooperative environment.
4. The right to have personal property (including computer files and student work) and Partners in Training property protected from damage or other misuses.
5. The right to have any disputes settled in a fair, transparent and rational manner in accordance with our **Complaints and Appeals Policy and Procedure** located on our website.
6. The right to work and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated politely and courteously at all times.

Responsibilities - General

1. Dress appropriately for all classes you attend.
2. Commit to attend all training sessions and make positive contributions to the training sessions.
3. Complete all required assessments and submit those assessments by the due date.
4. Not engage in plagiarism or cheating, which includes the use of AI.
5. Undertake research, evaluation and projects as required, independently of scheduled training sessions.
6. Uphold the health, safety, wellbeing and privacy of other students, staff and stakeholders.
7. Treat others with respect, courtesy and consideration.
8. Be free from the influence of alcohol or drugs at all times when participating in any training activities. *(If you take prescription medication/s that may affect your ability to learn and/or participate cohesively, please discuss with your Training Coordinator)*
9. Not smoke OR vape when attending classes or whilst on placement.
10. Not use a mobile phone or other device that leads to the interruption of training sessions.
11. You are strictly prohibited from using a mobile phone or ANY other electronic device (including the use of speech to text) to record other staff and students, conversations or class content.
12. Follow all required health and safety practices to ensure the safety of yourself and others.

Additional responsibilities - Online Zoom Classes

1. Your camera must remain ON during class (unless your trainer asks you to turn it off) so that we can see that you are engaging in your learning and are present for the entire class.
2. Set up an intentional space for the class that will keep you focused during class.
3. Be mindful of what is in your camera's view and make sure no personal information is visible.
4. Let your family members know that you are in a "live Zoom class" so they are aware that their voice/image might appear and/or be recorded.
5. Make sure you are muted when not talking.
6. Think before you give a response out loud or in the chat feature.
7. Ask clarifying questions.
8. Recording of classes using any device a student may have, is strictly prohibited.

Additional Responsibilities - On Placement

1. Attend work placement punctually on the days and for the hours required and obtain permission before leaving.
2. Attend work placement with appropriate personal presentation (e.g., dress code (mandatory scrub tops), student ID, and personal grooming).
3. Act in a professional manner and with enthusiasm.
4. Demonstrate respect for people and property.
5. Seek out, understand, and comply with the work placement provider's rules, policies, and procedures.
6. Keep your supervisor informed of your actions.
7. Maintain the confidentiality and privacy of all information.

Student Discipline Procedure

Misconduct is any action or behaviour that is deemed to be inappropriate or unacceptable and contrary to the professional standards.

Types of misconduct:

- Minor misconduct refers to behaviour or actions that breach the Code of Conduct and Professional standards, but where the extent, seriousness or impact of the breach is not substantial.
- Major misconduct refers to behaviour or actions that breach the Code of Conduct and Professional standards, but where the extent, seriousness or impact of the breach is substantial. E.g. harassment, bullying, abusive or aggressive behaviour.

If you engage in any of the following conduct, you will be subject to disciplinary action for misconduct and/or have your enrolment terminated.

1. Assaulting, attempting to assault, intentionally intimidating, bullying or threatening another person.
2. Discriminating against another person.
3. Acting inappropriately towards another person.
4. Performing any type of criminal conduct.
5. Wilfully disobeying or disregarding any lawful direction given by a PTA staff member or showing disregard to the *Code of Behaviour* and *Student Responsibilities* as listed in this handbook.
6. Acting dishonestly or unfairly in connection with your enrolment, while completing an assessment tool, or in general communications with Partners in Training (including cheating and plagiarising).
7. Wilfully obstructing any teaching activity, assessment or meeting conducted by us or another student.
8. Wilfully obstructing or attempting to deter any Partners in Training staff members in the performance of their duties.
9. Unauthorised entering into any training location or location related to your training.
10. Failing to leave any training location or location related to your training when directed to do so by any PTA staff member.
11. Wilfully damaging or wrongfully dealing with any PTA properties, including the Student Wi-Fi and our computers.
12. Attending Partners in Training whilst under the influence of alcohol or drugs, or possessing, or using or trafficking a drug of addiction or drug of dependence within the meaning of the *Crimes Act 1958 (Vic)* or the *Drugs Poisons and Controlled Substances Act 1981 (Vic)* or any other relevant Act.
13. Carrying or using a weapon such as but not limited to a firearm, knife or syringe.
14. Failing to comply with health and safety requirements.
15. Wilfully placing another person in a position of risk or danger.
16. Breaching the **Social Media Policy** available on our website, found in the Student Info tab.
17. Constantly interrupting any training session.
18. Being repeatedly absent from training sessions or repeatedly attending them late or leaving early.
19. Repeatedly failing to submit assessments or repeatedly submitting them late.
20. Using profanities.

If we determine in our reasonable opinion that you have engaged in misconduct, we will:

1. Issue you a verbal warning if the misconduct is minor.
2. Issue you a written warning if the misconduct is major, if minor misconduct recurs or if major misconduct occurs after a verbal warning for minor misconduct.
3. Issue you with a written notice immediately terminating your enrolment at Partners in Training if major misconduct recurs (it does not have to be the same conduct that constitutes major misconduct).

If we determine in our reasonable opinion that your conduct amounts to serious misconduct, your enrolment will be **terminated immediately** by written notice.

Any fees and charges you have paid us up to that point, will not be refunded to you in these circumstances.

You may appeal in accordance with our **Complaints and Appeals Policy and Procedure** available on our website if you feel you have been wrongly accused of misconduct.

5. PROFESSIONAL CODES OF PRACTICE - NURSING

Several regulatory policies and standards govern nursing practice. As a student, you have a responsibility to read these documents thoroughly and always adhere to the enrolled nurse guidelines and responsibilities when in the classroom, skills labs, and on clinical placement.

Failure to do so can jeopardise your completion of the course and/or registration with AHPRA.

The following documents, summarised in the Clinical Placement Handbook, are available on the NMBA website www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements.aspx.

Professional standards define the practice and behaviour of nurses and midwives and include:

- Enrolled nurse standards for practice
- Decision-making framework
- Nursing practice decisions summary guide
- Nursing practice decision flowchart
- Codes of conduct for nurses
- Codes of ethics for nurses

The EN standards are clinically focused, and they reflect the EN's capability to:

- Provide direct and indirect care
- Engage in reflective and analytical practice
- Demonstrate professional and collaborative practice. ENs, where appropriate, educate and support other (unregulated) health care workers (however titled) related to the provision of care.

6. COURSE LEARNING OUTCOME, STUDY & EMPLOYMENT PATHWAYS

This qualification covers the application of nursing skills and knowledge required to be eligible for registration with the Australian Health Practitioner Regulation Agency (AHPRA) in accordance with the Nursing and Midwifery Board of Australia (NMBA). Upon completion of this course, graduates can apply for registration as an Enrolled Nurse.

Study pathways

Graduates of the Diploma of Nursing can pursue further studies in the Advanced Diploma of Nursing and Bachelor of Nursing.

Employment pathways

Enrolled Nurses are an integral part of the nursing profession, delivering nursing care across the health sector. Enrolled nurses work in a range of settings under the direct or indirect supervision of a Registered Nurse, Midwife, or Nurse Practitioner and retain responsibility for their nursing actions and are accountable for the provision of delegated nursing care. Contemporary enrolled nursing practice, in some contexts, may include supervision of other workers, provision of direct consumer care, and instruction of students.

7. AHPRA REGISTRATION – HOW WE HELP YOU

Once you have completed all the requirements of the course, you can apply for registration with AHPRA and are required to meet the AHPRA registration standards.

Your Training Coordinator will provide information on how to apply for registration, and you can also refer to www.ahpra.gov.au/Registration/Registration-Standards.aspx

When the certificate or statement of results is issued, the Head of Discipline, Nursing (Training Coordinator) will send a recommendation to AHPRA, which is required to get your registration with AHPRA as an Enrolled Nurse.

8. DOCUMENTS ON OUR WEBSITE STUDENTS SHOULD READ

Our website has loads of important information including some extremely important Policies and Procedures that you need access to if you're going to study with us! When you're invited to attend an information session about the course you're interested in, we provide you with a list of documents you should read so you're fully informed. Go to www.partnersintraining.edu.au/student/ and take the time to read these **prior to attending your information session with us!**

9. INFORMATION SESSION, PRE-TRAINING REVIEW & ENROLMENT

Prior to your enrolment, we will hold an information session or one-on-one interview which you are required to attend. It is important that you attend this session because we provide you with all the information you need to make an informed choice about your training.

The Course Information Sheet related to the course you're interested in will be discussed at the information session. We'll cover:

- ✓ Course overview, including possible further study and employment pathways
- ✓ Entry requirements and course suitability information
- ✓ Course currency information listed on the National Register
- ✓ Course structure (core and elective units, delivery mode, location and duration)
- ✓ Assessment requirements
- ✓ Workplace experience or practical placement requirements
- ✓ Fees, charges, concessions, payment plans and refund information
- ✓ Any materials or equipment you are required to provide
- ✓ Government-subsidised training details
- ✓ Key policies and procedures to read before enrolment

After the Information Session, if you choose to enrol, you will complete a **Pre-Training Review**. This helps us make sure the course you are enrolling in is the most suitable and appropriate training option for you.

As part of this process, you will complete a **Language, Literacy and Numeracy (LLN&D) assessment**, which also includes a **digital skills assessment**. This helps us understand your current reading, writing, maths and communication skills. It tells us whether the course level is suitable for you, what learning or study support you may need and how we can best support you during your training. The LLN assessment is **not a pass or fail test**. It is used to make sure you are enrolling in the right course and have the support you need to succeed. All qualifications require reading, writing, basic maths and the use of online learning tools, so it's important we confirm you are prepared for these requirements.

The results of your LLN&D allow us to:

- Make sure the course level is right for you
- Identify any learning or digital support you may benefit from
- Put reasonable adjustments or support strategies in place if needed
- Help set you up for success from the very beginning

Our goal is to support you throughout your studies and ensure you have the best possible chance to complete your course with confidence.

In addition to the LLN&D assessment, you'll also be required to sit a **BKSB test** and satisfy an **English Language Requirement**.

What Is BKSB? *Basic Key Skills Builder* is an approved on-line assessment tool we use to review your Literacy and Numeracy (English and Maths skills). After you complete this test, a level is given to your result which is matched to the Australian Core Skills Framework (ACSF). This level is used to inform our teaching staff how to better support you as a student. You'll need to achieve a test result of Exit Level 3 on your BKSB test for entry into our Nursing program. *If you've completed a BSKB test elsewhere within the last 6 months, please advise us of this.*

English Language Requirement: you must also demonstrate your competency in the English language prior to enrolment.

- a) A *Statutory Declaration* can be provided declaring that English is your primary language and that you attended at least 6 years of primary and secondary education taught/assessed in English in a recognised country, including two of those years occurring between Years 7 and 12; **OR**
- b) you have completed at least 3.5 years (full-time equivalent) of continuous education taught/assessed solely in English in a recognised country (includes vocational qualifications in the relevant professional discipline) which you are relying on to support your eligibility, which makes a total of 5 years (full-time equivalent); **OR**
- c) Provide us with official results showing you achieved the required minimum scores in ONE of the following English language tests: the **Cambridge** (C1 Advanced or C2 Proficiency) *OR IELTS* academic module *OR* the **OET** *OR* the **PTE Academic** *OR* the **TOEFL iBT**. Test results will only be accepted if they were obtained within 12 months before you begin the Diploma of Nursing course.

If you successfully pass our PTR, the BKSB test and meet the English language requirement, we allow you to apply to enrol. During this phase, we will also determine whether you are eligible for **Victorian Skills First government funding** to study the course. This then allows us to confirm the course fees to you.

To ensure we can accurately determine your eligibility for government funding, you must have some identification documents on hand on this day for us to sight and keep a copy of.

Read our **Government Funding Fact Sheet** at www.partnersintraining.edu.au/student/ to view the list of identification documents that we can accept, including information about concession cards.

Your enrolment is not finalised until you have paid the non-refundable Administration fee to reserve your spot in the course.

Once we've enrolled you, we'll send you a confirmation email to keep for your records.

10. UNIQUE STUDENT IDENTIFIER (USI)

What Is a USI and why do I need one?

A **Unique Student Identifier (USI)** is a free reference number made up of letters and numbers. It is used to record your nationally recognised training and qualifications in Australia. You need a USI to:

- Enrol in a nationally recognised course
- Receive your qualification or Statement of Attainment
- Access your training records and results online

Your USI keeps all your training history in one place, even if you study with different training providers over time. Creating a USI is quick and free, and you'll keep the same number for life.

Go to <https://www.usi.gov.au/> to create your USI now. If you already have a USI, you can use the same one for all future study. We can help you create or locate your USI if you need support.

Any qualifications or Statements of Attainment before 2015 will not appear on your USI record - only training you completed with a registered training organisation from 2015 onwards is included.

11. FEES AND CHARGES

Student Fees & Charges Policy

This policy can be found at www.partnersintraining.edu.au/student/. It discusses the fees and charges we levy, including other fees we may charge you in certain circumstances as well further important information you need to know – **make sure you read it prior to enrolment.**

Paying your Course Fees

The **Student Fees and Charges Policy** details the different payment methods we accept.

12. REFUNDS

Our **Refund Information located on our website**, is designed to be fair and easy to understand. We encourage you to read it so you understand your options before you enrol. If you have any questions, our team is here to help, simply give us a call.

Read our **Refund Information** at www.partnersintraining.edu.au/student/.

13. RPL, CREDIT TRANSFER & HOW TO APPLY

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process (not a training process) that determines how much of a course or qualification you are already competent in.

It assesses the skills and knowledge you have gained through work, study, or life experience against the requirements of a qualification, skill set, unit of competency, or VET accredited course.

RPL can be applied for an entire qualification, a skill set, or individual units of competency. Please note that charges apply for RPL processing. These fees are detailed in our **Student Fees and Charges Policy** on our website.

To learn more about how to apply, speak to our friendly staff at the information session. They'll provide you with our RPL Guide, which explains the process in detail and helps you understand what evidence you need to provide.

Situations may arise where RPL may not be practical or appropriate and you will be advised if this is the case after you have enquired. These include:

- The course is short or low-cost, meaning the RPL process may take more time and/or is more expensive than simply completing the course itself;
- We have limited trainer resources on hand to assess prior learning, making RPL inefficient or impractical for us.

Credit Transfer

Credit transfer recognises your previous nationally recognised training and allows it to count towards a new qualification in Australia. This means you don't have to repeat units you've already successfully completed.

Key points about credit transfer:

- ✓ **Nationally recognised training only:** To be eligible, your previous units or qualifications must come from a Registered Training Organisation (RTO) in Australia and be listed on the Australian Qualifications Framework (AQF).
- ✓ **Proof is required:** You need to provide official evidence, such as your USI VET Transcript in the first instance. If your study does not show up on your USI, then you'll need to provide us with a certified copy of your Statement of Attainment or qualification certificate, showing the exact units you completed.
- ✓ **Units that match** (are equivalent) are approved for credit transfer.
- ✓ **Reduces your study load:** Approved units are exempted from study and assessment, so you may complete your course faster and focus on new learning.
- ✓ **Supports flexible learning:** Credit transfer allows you to tailor your study pathway, saving time and avoiding unnecessary repetition.

Some training providers may charge an administration fee to verify the authenticity of your certificate. For more information about your responsibility to pay this fee, please refer to our **Student Fees and Charges Policy** on our website.

To apply for Credit Transfer, go to www.partnersintraining.edu.au/student/ and download the **Credit Transfer Application form**. You will be able to type straight into the document. Bring your completed form and supporting documents to your enrolment session or email them to our enrolment officer on the day you enrol. Alternatively, you can complete the application at the time of enrolment with assistance from our enrolment officer should you require it.

Refusal of Credit Transfer

We reserve the right to refuse credit transfer where:

1. You are unable to provide appropriate or adequate evidence that can be authenticated; or
2. There are licensing restrictions in place for the particular training product; or
3. You are seeking to receive a full qualification through credit transfer only; or
4. Your qualification was cancelled.

Multiple credit transfers may impact enrolment with government funding

If you have multiple credit transfers in the course you want to enrol in, this may impact your eligibility for a Skills First government-subsidised training place at our organisation. We first undertake an internal approval process to assess your case. Based on the outcome of our review, we reserve the right to offer you enrolment on a fee-for-service basis instead. More information about this can be found in our **Student Fees and Charges Policy** on our website.

Please note that from 1st January 2026, Government-funded students will not receive a reduction to their tuition fee for credit transfers. Fee for Service students do receive a reduction to their tuition fee.

Every course information sheet details how many units you can receive credit transfer for, before an internal review is needed, so you should also check this prior to enrolling.

14. YOUR TIMETABLE & TRAINING PLAN

Timetable

Your Training Coordinator will provide you with a timetable detailing the location, dates, and times for every session in your course that you are required to attend.

You will have an Orientation session on the first day of the course detailing the course requirements and an induction to Cloud Assess and OneDrive. You will meet your Trainer and Head of Discipline (Training Coordinator) at the Orientation.

Where the timetable indicates that a session is “**MANDATORY**”, this means that this session has a mandatory **practical component** that you’ll need to perform on that date. You must attend ALL mandatory sessions to be observed and assessed by your Trainer.

If you do not attend a mandatory session, you will be charged for reassessment in accordance with our **Student Fees and Charges Policy**.

Training plan

Your Training Coordinator will provide you with a training plan detailing all of your course details, including each unit in which you are enrolled and the commencement date, completion date, delivery methods and assessment details for each of those units.

Training plans will be emailed to you no later than 4 weeks after your training commencement. If you do not have an email, a hard copy will be provided.

If you are undertaking a traineeship program, you and your employer must sign your training plan, return it to your Training Coordinator and make a copy for your records.

Training plan changes

We will provide you with an updated training plan if there are any substantial changes to your course. These can include but are not limited to: changes to unit selection, changes to assessment methods, and changes to the delivery mode.

However, we will not issue an updated training plan if your course runs slightly ahead of OR behind the training schedule.

15. ATTENDANCE, PUNCTUALITY & ABSENCES

We believe that quality learning outcomes are achieved through interactive learning. Interactive (classroom or Zoom) training sessions are where you interact with your peers and the trainer - discussing, challenging ideas and practising skills in a supportive and constructive environment. It is a key component of achieving your learning outcomes. Our belief in the value of interactive learning means that your course requires you to attend every training session on your timetable.

What to bring to your training sessions

You are expected to bring basic stationery to all your classes, including but not limited to a notepad, pens etc. As your course has the learning and assessment resources you need online in Cloud Assess, you should bring your own device (laptop preferred) to all onsite classes and connect it to the free Student Wi-Fi.

Punctuality

Being punctual is essential in the workplace. You are expected to be punctual to training sessions for the same reason.

- You must arrive at all scheduled face-to-face training sessions at least 10 to 15 minutes before class starts to be ready to commence training on time.
- In the case of ZOOM sessions, you are expected to join the ZOOM sessions at least 5 minutes before commencement.

If your Trainer deems that your late arrival has the potential to disrupt the group's learning, presentations or guest speakers or create a potentially unsafe situation such as in a practical session, you will not be admitted to the training session.

You are also expected to remain at the training session for its entire scheduled duration. Leaving early without a valid reason is not acceptable and not tolerated. Being late to or leaving a training session early, does result in you missing an important part of your course.

It is your responsibility to catch up on any work not completed. If you leave early or arrive late, it will be noted by the Trainer on the student register and if consistent, can result in implementing disciplinary action.

What to do if you're going to miss a training session

Let us know

If you are unable to attend a training session, you must:

- a) Email your Trainer and Training Coordinator before the session to let them know you cannot attend, including the reason.
- b) In that same email, request your Training Coordinator that you need to arrange a catch-up session. Note: You may be required to attend the review/catch-up session scheduled in the timetable and/or an additional catch-up session. Your Trainer/Training coordinator determines the catch-up sessions that you are required to attend. Additional catch-up sessions are offered at our discretion, including the time, date, format, duration and are also subject to trainer availability.

If you miss a session where assessment was conducted, you may incur an additional fee for assessment at a catch-up session (refer to fees in Section 13 of our **Student Fees and Charges Policy**).

Consequences of missing two or more training sessions

- If you miss **two (2) training sessions** in a row, your Training Coordinator will contact you to discuss your absences.
- If you miss **three (3) training sessions** (regardless of whether these were in a row OR occurred on separate occasions in the course), your Training Coordinator will contact you to discuss possible withdrawal from the course.

Identified patterns of absence

- Repeated or patterned absences, such as regularly missing the same sessions or training days, will be monitored and treated as a non-attendance concern.
- Where a pattern is identified, your Training Coordinator will contact you to discuss your participation, progress, and continued enrolment.

- If attendance does not improve, continued patterned absences can result in you being withdrawn from the course.

What happens if you don't respond

- If you do not respond by email or phone after your Training Coordinator has attempted to contact you up to three times, we reserve the right to immediately withdraw you from the course. You will be notified by email that your access to Cloud Assess has been revoked and enrolment cancelled.

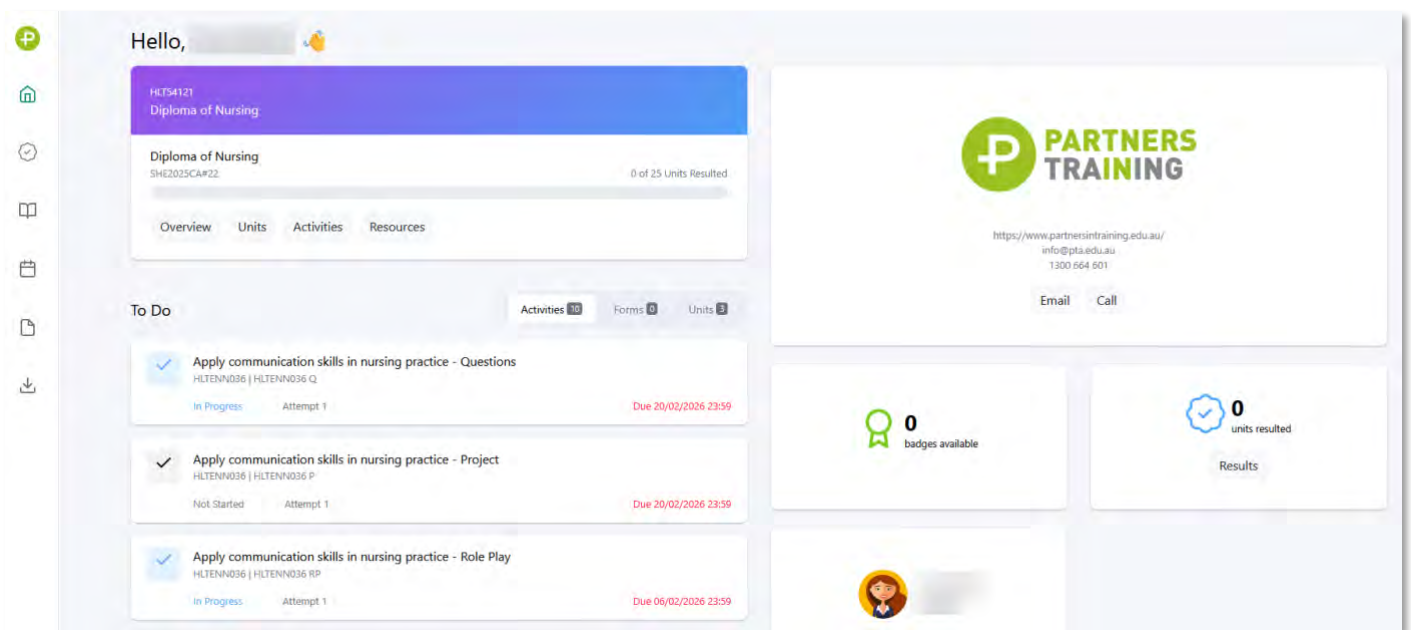
16. CLOUD ASSESS LMS – ACCESSING YOUR COURSE MATERIALS

Students access their course materials via our cloud-based online learning management system, **Cloud Assess**.

When logged into Cloud Assess, you will have access to the Student Unit Guide, PowerPoint presentations and assessment tasks for each unit in the course.

Your Trainer will give you access to all course work for each unit in accordance with unit start dates as per the course timetable.

GRAPHIC – CLOUD ASSESS STUDENT DASHBOARD



17.ASSESSMENT

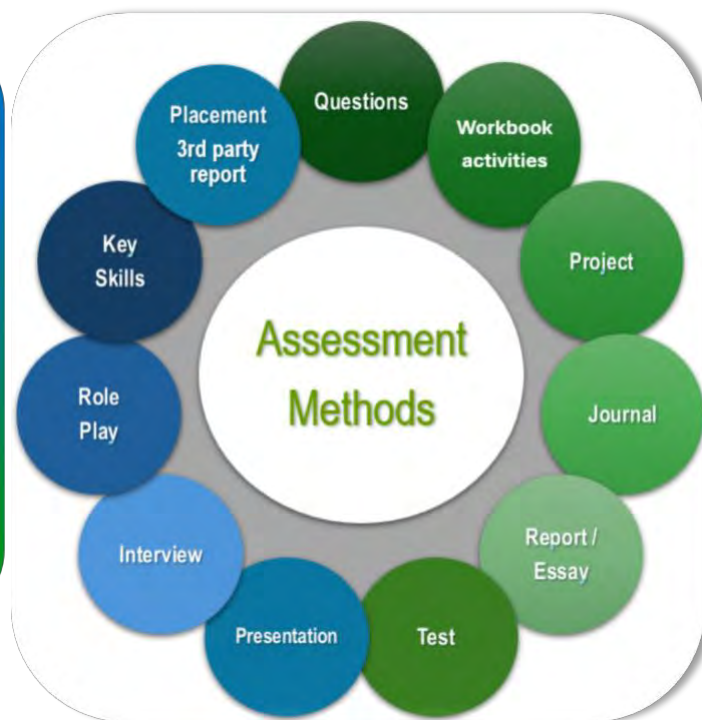
What is assessment?

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or a VET accredited course.

As you commence each unit, your Trainer will give you an outline that will describe the content, the assessment methods to be used, the number of assessment tasks to be completed, performance expectations and when you will be assessed in the unit. All assessments must be completed satisfactorily for you to be deemed Competent (C) in the unit.

Assessment approaches are varied and can be different for each unit of competency in your course.

There is most often a combination of THEORY plus PRACTICAL based assessment tasks you will need to complete.



Completing your assessments

Studying the Diploma of Nursing requires you to learn both practical and theoretical aspects. During your time with us, you will need to underpin your clinical skills with a solid grounding in the theory of Nursing. This includes referencing textbooks, scholarly articles and the latest nursing research in your assessments.

Please refer to section below, "Instructions about referencing your work & citations."

Information resources

The information you will need can be sourced from the resources that we give you (i.e. Student unit guides, PowerPoints, handouts as well as from the textbooks we've advised you to purchase).

Additionally, you will be required to source information from relevant, authentic sources to complete your written assessments and projects. Additional sources of information might include scholarly articles and online databases; textbooks and journals sourced from public and medical/hospital libraries. A minimum of 4 additional references is required for each of your assessments.

My Trainer says, 'Don't use Wikipedia!' Why don't we use Wikipedia for our assignments?

While Wikipedia is a perfectly good source of information for refreshing your memory of nursing concepts – you can quickly search for definitions of anatomy and physiology, for example - it is a poor source for your essays and assessment answers, because the information on Wikipedia is written by users. Practically anyone with an email address can write the articles, with no degree or specialist training required, so the accuracy of the information cannot be verified. Academic articles, such as those from Google Scholar, are better places to gather information.

Scholarly articles

A scholarly or peer-reviewed article is any article written by an expert in an academic or professional field, which can also then be reviewed by other experts in that field. They are excellent sources for finding out what has been studied or researched on a topic, as well as to find bibliographies that point to other relevant sources of information.

The best way to access scholarly articles is via databases and Google Scholar

Google Scholar is a Web search engine that specifically searches scholarly literature and academic resources. While regular Google searches public Web content, Google Scholar searches the same kinds of scholarly books, articles, and documents that you find in a library's catalogue and databases. The scholarly, authoritative focus of Google Scholar distinguishes it from ordinary Google.

Searching is as easy as searching on regular Google. Start from the Google homepage and search for Google Scholar. Enter a search term or phrase, such as "bird flu."

Google Scholar returns the most relevant results first, based on an item's full text, author, source, and the number of times it has been cited in other sources. Some actions are a little different from regular Google: clicking on a title may only take you to a citation or description, rather than to the full document itself. Google Scholar will not necessarily get you to the full text of every search result.

To find the full document, look for (1) a PDF or HTML link to the right of the article title, or (2) ask your Trainer. Occasionally, the articles are not free but can often be borrowed from a library. Your Trainer will help you to find the resource or suggest a suitable substitute.

Glossary of Terms – Assessment Questions

Assessment task questions will use certain terms that will guide you as to what kind of detail and what type of response is required. A list of such terms is as follows:

- Describe or explain – give a detailed account in words of
- Define – state or describe exactly the nature, scope, or meaning of
- Outline – a general description or plan that shows the essential features of something, but not the details.
- Identify – establish or indicate what something is.
- Reflect – think deeply or carefully about and summarise your thoughts.
- List – a few connected items written or printed consecutively, typically one below the other.

Assessment grading & results

You are required to satisfactorily complete **all** assessments in your course on Cloud Assess. You will be given feedback after each assessment you submit. Feedback is ongoing throughout the course. A unit of

competency requires 2 or more assessment tasks to be completed by you. To be assessed as Competent (C) in the unit overall, you must receive a (S) result in all the assessment tasks for that unit.

Each assessment task is marked by your trainer using these codes:

S = Satisfactory, meaning the required level of competency has been demonstrated on that task.

NS = Not Satisfactory, meaning the required level of competency has not been demonstrated on that task.

If an assessment task is deemed NOT SATISFACTORY you will be provided with an opportunity to submit a second attempt which may include alternative equivalent assessment tasks to prove competence. It is your responsibility to make arrangements with your Trainer or Training Coordinator to repeat a Not Satisfactory (NS) assessment.

If your second attempt is unsuccessful, you will be deemed Not Competent (NC) and be advised to re-enrol and repeat the unit the next time it is offered and pay additional fees and charges. In most circumstances, you will not be permitted to undertake multiple attempts (more than two) to achieve competency in a unit.

Assessment at a mandatory session

Some assessments, for example, practical assessments or tests, are scheduled in advance to occur on a particular day. These may be scheduled to occur in a workplace, timetabled training session or clinical laboratory session. Attendance at these training sessions is **mandatory** and will be noted on your timetable. The consequence of failing to attend a mandatory session is that you will be charged for reassessment in accordance with our **Student Fees and Charges Policy**.

Assessment submission deadlines

You are expected to submit all assessments by the deadlines provided by your Training Coordinator and set by your Trainer in Cloud Assess. If you fail to submit your assessments by the deadlines, you may be withdrawn from the relevant unit. **It is not our responsibility to chase you to submit your assessments.**

Submission deadline for placement books

You must submit your completed placement books during the placement debrief session, as scheduled on the timetable. **If you are unable to meet this strict deadline, you must contact your Trainer and Training Coordinator to apply for an extension.**

Assessment extensions

If you are unable to submit any assessment by the deadline set by your Trainer/Assessor or on your timetable, you must approach your Trainer/Assessor or Training Coordinator to request an extension at least **48 business hours before** the due date.

An extension application should be completed and uploaded to One Drive after discussion with your Trainer. If the application has not been completed by the student and then the Trainer, an extension for the assessment will not be applicable.

Extensions will only be granted under special circumstances such as illness or personal circumstances that impede your ability to complete assessment tools in the required timeframe. You may be required to provide a medical certificate. If an extension is granted, you will be notified of the revised due date for submission by your Trainer/Assessor or Training Coordinator.

A maximum of 1 week extension may be granted. You may be asked to provide evidence of how much you have already worked on the assessment.

Being locked out of Cloud Assess

Students using Cloud Assess are automatically **LOCKED OUT** of their assessment if they did not submit it by the due date.

Your Trainer will have to unlock the assessment, but only after you have contacted them for an extension. They will set a new submission due date that you will need to meet.

Special considerations and reasonable adjustments

If you experience personal difficulties of a short-term nature (e.g. illness or personal circumstances) that impede your ability to complete assessments in the required timeframe, then special consideration may be available. Please contact your Training Coordinator to discuss it.

Reasonable adjustments will be made to ensure equity in assessment for people with a disability; language, literacy or numeracy difficulties; or diagnosed medical conditions. Adjustments may include changes to the assessment process or context that meet your individual needs, including needs related to a disability and/or a diverse cultural background but do not change competency outcomes. Such adjustments are considered “reasonable” if they do not impose an unjustifiable hardship on you or Partners in Training Australia.

Unsatisfactory progress and review points

Where your course has REVIEW Day/s allocated on your timetable, you must be able to demonstrate sufficient course progress on these date/s in order to progress further with your current class group.

If unsatisfactory progress is determined by the Trainer or Training Coordinator, an interview will be organised between you, your Training Coordinator and your Trainer.

The Student at Risk process will be implemented. You may be prevented from attending more classes with your current study group. Once you catch up with all the required assessments, you will be allowed to rejoin another group which could be at another location on a different day.

Please note, we do not guarantee that the next group will be available in your preferred location and/or days.

In the case of trainees, your workplace supervisor/manager will also be consulted.

If you wish to appeal this, please refer to the **Complaints and Appeals Policy and Procedures** available on our website or at each of the campuses.

Additional support

We are committed to giving you the best possible opportunity to successfully complete your chosen course. If any of the following difficulties affect your ability to satisfactorily complete assessment tools, please contact your Training Coordinator to discuss additional support in the completion of your assessments:

- problems with language, literacy or numeracy;
- a diagnosed disability;
- a medical condition; and/or
- ongoing personal circumstances.

18. ASSESSMENT APPEALS

If you have concerns about the assessment process or an assessment result you received, you have the right to appeal.

You should refer to our **Complaints and Appeals Policy and Procedure** on our website at www.partnersintraining.edu.au/student/#documents.

19. INSTRUCTIONS ABOUT REFERENCING YOUR WORK & CITATIONS

What is referencing?

Referencing is when you make note of the external sources of information you have used to write your assignments. You list the published or unpublished source, given alongside some written information, to acknowledge the source of that information.

Referencing has several purposes, including:

- It upholds intellectual honesty and helps you to avoid plagiarism.
- It allows you to attribute your ideas to their correct sources.
- It adds professional weight to your arguments.
- It encourages you to be conscious of the scholarly standards of your work.

You must use at least four (4) external sources of information, in addition to the Student Unit Guide, to answer all written questions in your assessments and assignments. Cite all additional references you use in the APA 7th Edition format. Cite these sources twice:

1. In the text, whenever you use them, and
2. In a reference list at the end of your answers.

For example, if you were writing an essay about palliative care, and you included an explanation of the five stages of grief from Elizabeth Kübler-Ross' book *On Death and Dying*, you would cite the book like this in the **text** of your assignment:

Kübler-Ross (1969) outlines the five stages of grief as...

And in your **reference list** at the end of your assignment, you would list the book as:

Kübler-Ross, E. (1969). *On Death and Dying*. Macmillan

What are APA style, 7th Edition citations?

'APA Style' is the required citation format described in the style guide for the American Psychological Association (APA). APA is one of the world's major styles for academic citation and is currently in its 7th edition.

TIP: To practice APA Style and get live examples based on the references you are using, visit <http://www.citethisforme.com/apa> or <https://www.mybib.com/#/projects/WoqWL1/citations>

How To Cite Any Text in APA 7th Edition Style:

In-text citations

In-text citations are how you acknowledge the source of your information within the text of your assignment. The in-text acknowledgement tends to be a shorter version of the references, to save space and maintain narrative flow. APA uses the author-date method of citation. The last name of the author and the date of publication are inserted in the text in the appropriate place. When referencing or summarising a source, provide the author and year. When quoting or summarising a passage, include the specific page or paragraph number, as well.

If a direct quote is less than 40 words, incorporate it into your text and use quotation marks.

If a direct quote is more than 40 words, make the quotation a free-standing indented block of text and **DO NOT** use quotation marks.

○ ***In-text citations - one work by one author:***

In one developmental study (Smith, 1990), children learned... OR in the study by Smith (1990), primary school children... OR In 1990, Smith's study of primary school children...

○ ***In-text citations - one work by TWO or THREE TO FIVE authors:***

When a work has 2 authors, cite both names every time you reference the work in the text. When a work has three to five authors, cite all the author names the first time the reference occurs, and then subsequently include only the first author followed by et al.

For example: First citation: Masserton, Slonowski, and Slowinski (1989) state that...

Subsequent citations: Masserton et al. (1989) state that...

○ ***In-text citations - one work by SIX OR MORE authors:***

For 6 or more authors, cite only the name of the first author followed by et al. and the year. Example:

Crisp et al. (2020) state that...

○ ***In-text citations - works by NO IDENTIFIED author:***

When a resource has no named author, cite the first few words of the reference entry (usually the title). Use double quotation marks around the title of an article, chapter, or Web page. Italicise the title of a periodical, book, brochure, or report. For example,

The site seemed to indicate support for homeopathic drugs ("Medical Miracles," 2009).

The brochure argues for homeschooling (*Education Reform*, 2007).

Treat references to legal materials such as court cases, statutes, and legislation like works with no author.

○ ***Two or more works in the same parenthetical citation:***

Citations of two or more works in the same parentheses should be listed in the order they appear in the reference list (i.e., alphabetically, then chronologically).

Several studies (Jones & Powell, 1993; Peterson, 1995, 1998; Smith, 1990) suggest that...

○ ***Specific parts of a source:***

For specific parts of a source, always give the page number for quotations or to indicate information from a specific table, chart, chapter, graph, or page. The word 'page' is abbreviated but not the word 'chapter'. For example:

The painting was assumed to be by Matisse (Powell, 1989, Chapter 6), but later analysis showed it to be a forgery (Murphy, 1999, p. 85).

- **What if no page number is visible?**

If, as in the instance of online material, the source has neither visible paragraph nor page numbers, cite the heading and the number of the paragraph following it. This allows the reader to locate the text in the source. For example:

The patient wrote that she was unimpressed by the doctor's bedside manner (Smith, 2006, "Hospital Experiences" section, para. 2).

The reference list:

A list at the end of your assignment which includes all sources (texts, webpages, scholarly articles, etc) you used in your assignment. In general, references should contain the author's name, publication date, title, and publication information. Include the issue number if the journal is paginated by issue.

- **For information obtained electronically or online, include the DOI:**

DOI (Digital Object Identifier) - a unique alphanumeric string assigned to identify content and provide a persistent link to its location on the internet. The DOI is typically located on the first page of the electronic journal article near the copyright notice. When a DOI is used in your citation, no other retrieval information is needed. Use this format for the DOI in references: doi:xxxxxxx

If no DOI has been assigned to the content, provide the home page URL of the journal or of the book or report publisher. Do not insert a hyphen if you need to break a URL across lines; do not add a period after a URL, to prevent the impression that the period is part of the URL.

In general, it is not necessary to include database information. Do not include retrieval dates unless the source material has changed over time.

- **Examples books in a reference list:**

Strunk, W., Jr., & White, E. B. (1979). *The guide to everything and then some more stuff*. New York, NY: Macmillan.

Gregory, G., & Parry, T. (2006). *Designing brain-compatible learning* (3rd ed.). Thousand Oaks, CA: Corwin.

Chapter of a Book: Bergquist, J. M. (1992). *German Americans*. In J. D. Buenker & L. A. Ratner (Eds.), *Multiculturalism in the United States: A comparative guide to acculturation and ethnicity* (pp. 53-76). New York, NY: Greenwood.

- **Example of Journal Article with DOI:**

Paivio, A. (1975). Perceptual comparisons through the mind's eye. *Memory & Cognition*, 3, 635- 647. doi:10.1037/0278-6133.24.2.225

- **Examples of Journal Article without DOI (when DOI is not available):**

Becker, L. J., & Seligman, C. (1981). Welcome to the energy crisis. *Journal of Social Issues*, 37(2), 1-7.

Hamfi, A. G. (1981). The funny nature of dogs. *E-journal of Applied Psychology*, 2(2), 38-48. Retrieved from <http://ojs.lib.swin.edu.au/index.php/fdo>

- **Examples of Online Newspaper Articles:**

Becker, E. (2001, August 27). *Prairie farmers reap conservation's rewards*. *The New York Times*. Retrieved from <http://www.nytimes.com>

○ **Examples of Encyclopaedia Articles:**

Brislin, R. W. (1984). Cross-cultural psychology. In R. J. Corsini (Ed.), *Encyclopaedia of psychology* (Vol. 1, pp. 319-327). New York, NY: Wiley.

Developmental genetics. (2005). In *Cambridge encyclopaedia of child development*. Retrieved from http://0www.credoreference.com.library.muhlenberg.edu:80/entry/cupchilddev/developmental_genetics

Technical and Research Reports (often with corporate authors) Hershey Foods Corporation. (2001, March 15). 2001 Annual Report. Retrieved from <http://www.hersheysannualreport.com/2000/index.htm>

20. PLAGIARISM AND CHEATING

Plagiarism is the "wrongful appropriation" and "stealing and publication" of another's "language, thoughts, ideas, or expressions" and the representation of them as your own original work. It also involves directly copying work from another person and from sources such as the Internet, books and handouts.

Cheating is the use of another person's work as though it were one's own, intending to gain an unfair advantage. Students who provide their work for others to copy are also subject to the same penalties as those who copy.

Plagiarism and cheating are serious offences and will be treated accordingly.

We impose strong penalties on students who are involved in cheating or plagiarism.

You may also be subject to disciplinary action as set out in this handbook.

If you are caught plagiarising or cheating, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment task.

1. You will be provided with an opportunity to make a second attempt at the assessment task to prove your competence. This can include providing you with an alternative equivalent assessment to protect the integrity of the assessment itself (for example completing the assessment task under exam conditions instead of open book assessment or providing verbal answers).
2. It is your responsibility to plan with your Trainer or Training Coordinator to repeat a Not Satisfactory (NS) assessment.
3. If the second attempt involves a practical demonstration, you may incur an additional charge of \$60 per hour to have the Trainer conduct assessment.
4. If your second attempt is unsuccessful, you will be deemed Not Competent (NC) in that unit of competency. You will be advised to re-enrol into that same unit the next time it is offered and pay additional fees and charges.
5. In most circumstances, you will not be permitted to have more than two attempts to prove competency.

Artificial intelligence (AI)

Artificial intelligence (AI) refers to the ability of computer systems to perform tasks which normally require human intelligence. AI tools can include *but are not limited to* programs such as Bing chat, Copilot, ChatGPT and the like.

You should make sure that you use AI in ethical and responsible ways.

The use of AI can be used in productive ways to assist in checking grammar, spelling or essay structure, however the use of AI tools to generate entire answers in your assessments and/or responses to whole questions without being able to cite reliable sources of information will be deemed as plagiarism.

Your Trainer will challenge the authenticity of your assessment if they believe your answers were plagiarised via the use of AI.

In this instance and if found to be true, you will receive an **automatic Not Satisfactory (NS)** for the affected assessment. **Steps 1 to 5 listed above will then be implemented.**

Appealing our decision

If you feel you have been wrongly accused of plagiarism and/or cheating, you can appeal the decision in accordance with our **Complaints and Appeals Policy and Procedure** available on our website at www.partnersintraining.edu.au/student/#documents.

21. CLINICAL PLACEMENT AND CLINICAL PLACEMENT GUIDE

Clinical placement is a mandatory part of your course. You are required to attend 400 hours (10 weeks) of clinical placement across these health sectors:

- Aged care placement (80 hours)
- Community/District Nursing Placement (40-80 hours)
- Mental Health Placement (80 hours)
- Sub-Acute/ Rehabilitation Placement (80 hours)
- Acute Placement (80-120 hours)

Your Clinical Placement Guide sets out detailed information, including:

- The process before commencing workplace experience, including clearances (e.g. Police Check and Working with Children's Check (also refer to the below)), restrictions, pre-requisites for workplace experience, and the workplace experience deed;
- Explanation of the workplace experience documentation that will be used during the workplace experience; and
- The roles and responsibilities of all parties involved in your placement.

Work Placement Deed (placement agreement)

A Work Placement Deed is essentially a placement agreement. It is to be completed and signed in full by all parties to the agreement (Student, Workplace Provider, your Trainer, and parent/guardian if you are under 18 years old) before we will allow you to start placement.

Finding placement

Your Training Coordinator will secure all placements and inform you once confirmed.

We always attempt to accommodate your availability, preference, and location when trying to source workplace experience.

However, you should be aware that this is not always possible. **It is ultimately your responsibility to accommodate the workplace experience arrangements provided by us.**

Any travel or accommodation costs you incur to complete workplace experience are at your own cost.

Consequences of not attending or completing placement

If you are unable to attend/complete the facilitated workplace experience or if you are deemed not satisfactory on the facilitated workplace experience component, your Training Coordinator may source an alternate workplace experience to make it possible for you to meet the competency requirements of the qualification,

and you will be liable for the cost. This may affect your progression in the course and may require you to defer or withdraw from the course.

Pre-placement Requirements/Clearances

Before we allow you to commence workplace experience, you will need to obtain satisfactory clearances. You will need to organise the below clearances at your own cost before placement.

Placement providers may have different prerequisite information you need to provide them with, before they will allow you to start any workplace experience with them. As such, you may also be required to obtain at your own cost.

You will be provided with a Pre-clinical Record detailing the placement requirements. This needs to be completed by your GP or Immunisation Nurse.

Students must submit the completed Pre-clinical Record and all placement documents to OneDrive before placement.

In addition, they should present their original police certificate on their first day of any clinical placement.

Placement documents include:

1. A current and satisfactory Police Check (3-year validity for most placements. Some placements require a Police Check issued within 12 months). Your Training Coordinator will advise you of the requirement.
2. A current Victorian Working with Children Check (volunteer) WWCC.
3. Hand Hygiene certificate - (required annually). Students are referred to <http://www.hha.org.au> to complete the certificate.
4. Satisfactory medical checks.
5. Satisfactory Immunisation status - evidence required includes vaccination of and/or immunity for the following:
 - a. Hepatitis B
 - b. Pertussis (Whooping Cough)
 - c. Measles,
 - d. Mumps,
 - e. Rubella
 - f. Varicella (Chicken Pox)
 - g. T.B. (Tuberculosis)
 - h. Flu (required annually)
 - i. COVID-19 (3 doses)
 - j. Information on vaccinations can be found on the Victorian Department of Health website: <https://immunisationhandbook.health.gov.au/contents/vaccination-for-special-risk-groups/vaccination-for-people-at-occupational-risk>
6. Mask Fit Test - evidence is required as per the placement provider's policy.
7. NDIS worker screening check – volunteer (if required).
8. Workplace Deed.

Criminal Record/Disclosures on your Police Check?

If you know you have a criminal history, you should first bring this to the attention of the enrolment officer before enrolling in the course so that a conversation can be held in private with you.

If any of your clearances disclose a criminal record or if you are unable to obtain the required clearances, you may not be able to continue in the course as many Workplace Providers will NOT accept a student for placement that has a criminal record.

If you have a criminal record, you will be required to give us written consent to disclose your criminal record to workplace providers (where applicable) to enable them to determine whether they will accept you as a student for placement. If you are unwilling to do this, we will not be able to facilitate a workplace experience for you, and you will be immediately withdrawn from the course.

We will do our best to facilitate a workplace experience for you if you have a criminal record; however, we take no responsibility if you are unable to complete work experience as a result of your criminal record.

22. TIME FRAME TO COMPLETE YOUR COURSE

You have **up to 12 months** to complete your course.

- The 12-month period begins when you start the last unit in the course (refer to timetable).
- This is the maximum time allowed to complete any placement and submit all assessments.
- We encourage you to actively progress through your course to stay on track. You may be required to attend the refresher sessions as organised by your Training Coordinator.
- If you are not making progress, we will discuss your situation with your Training Coordinator to see how we can support you. If progress is not maintained, we reserve the right to withdraw you from the course.

Note: exceptions may be made for **extenuating circumstances**, which must be approved by us.

23. COURSE DEFERRAL AND HOW TO APPLY

If you need to take time off from your studies during your course, this is known as deferment.

We will consider your request to defer on a case-by-case basis and do not guarantee approval for you request.

- You can defer from the same course for no more than 2 occasions, with the period of deferral for each occasion being no longer than 6 consecutive months in duration.
- You must first apply to have your deferral considered and approved. We reserve the right to cancel you from the course if you stop attending scheduled training sessions and/or submitting course work without having been first approved to do so.
- Should you exhaust your 2 deferments or defer your training for more than 12 consecutive months after approval, you must re-enrol in the course and pay all applicable fees and charges if you wish to return to your studies.

Applying to defer from your course.

1. Your application must be emailed to defer@pta.edu.au
2. You can ask your Training Coordinator to help you complete your application.
3. Your email must include all information as outlined:
 - a) your full legal name
 - b) your date of birth

- c) your current address
- d) your best contact phone number
- e) the course code and name of course you want to defer from
- f) the reason or reasons why you want to defer
- g) a date indicating when you intend to return to your studies in the course

What happens next?

1. You must pay a \$100 processing fee for your deferment as set out in our **Student Fees and Charges Policy** on our website at www.partnersintraining.edu.au/student/#documents
2. Your application to defer will be considered and processed within 4 weeks of receipt of your email.
3. We will notify you of the outcome of your application via reply email.
4. If your application is approved, we will also confirm the exact date you are expected to return to your studies with us.
5. If your application is not approved, you may apply for a refund (if applicable) in accordance with the *Student-Initiated Withdrawal* refund procedure as set out in our **Student Fees and Charges Policy**.
6. All records relating to deferrals will be kept on your student file.

What to do when your deferral period ends

Please contact your Training Coordinator to advise you are ready to return to your studies OR if any of your circumstance have changed.

If you are unable to recommence your course after 6 months of the deferral date, we reserve the right to withdraw you from the course.

Further considerations about deferring

Qualification Superseded While on Deferral

If your qualification is superseded during your deferral period, we will issue you with a Statement of Attainment for the units you completed prior to deferral (providing you have no outstanding course fees). Your Training Coordinator will consult with you about commencing the most current version of the qualification.

24. REASONS WE INITIATE YOUR DEFERMENT IN THE COURSE

We may initiate deferment in any of the following situations **without your consent**.

Poor attendance

Our belief in the value of interactive learning means that your course requires you to attend every scheduled training session. When you **miss more than 3 training sessions** (regardless of whether they were in a row or collectively throughout the course) we may elect to defer you from the course, subject first to discussions with your Training Coordinator and/or Trainer.

Insufficient course progress and/or assessment submission

You must demonstrate sufficient progress (assessment completion) throughout your course in order to continue and progress further with your current class group.

If your Trainer or Training Coordinator advise us that you are not sufficiently progressing through your course work, an interview will be organised between you, your Training Coordinator and your Trainer. You may be withdrawn from the course if you fail to demonstrate your commitment to engage in classes and/or complete

and submit your course work. You may also be prevented from attending any further classes with your current group.

Once you catch up with all the required assessments, you may be allowed to rejoin another group. However, this could be at another location and on a different day. We do NOT guarantee that the next group will be available in your preferred location and/or days.

25. HOW TO WITHDRAW FROM THE COURSE

If you wish to withdraw from your course, you must notify us in writing by emailing:

The Withdrawals Officer withdraw@pta.edu.au

When emailing your notice to withdraw, you need to provide the following information in the email:

- Your full name;
- Your date of birth; and
- The qualification name or course name you want to withdraw your enrolment in.

You may be eligible to re-enrol in the same course at any time. However, you will need to undertake another Pre-Training Review, Enrolment Session and an Administration Fee will apply.

26. REASONS WE WITHDRAW YOU FROM THE COURSE

We reserve the right to withdraw your enrolment in the course **without your consent**. Confirmation that we have withdrawn you will be emailed to you and your access to Cloud Assess LMS will be revoked.

Poor class attendance

Our belief in the value of interactive learning means that your course requires you to attend every scheduled training session.

When you miss more than **3** training sessions (regardless of whether they were in a row or collectively throughout the course), we may elect to withdraw you from the course.

You are uncontactable

Where we are unable to make contact with you to confirm your continuing participation in the course because you stopped attending classes, we may elect to withdraw you from the course.

You are not progressing in the course and/or submitting assessments

You must demonstrate sufficient course progress including assessment completion to progress further with your current class group.

If you are not sufficiently progressing through your course, an interview will be arranged with you, your Training Coordinator and/or your Trainer. You may be withdrawn from the course if you fail to demonstrate your commitment to engage in classes and/or complete and submit your course work.

Placement clearance requirements have not been met

Where you are **unable** to meet clearance requirements for your placement, you may be withdrawn from the course.

You are unable to return to study after deferment

If you are unable to recommence training after the agreed return date OR fail to contact us to advise you are returning to your studies, we may elect to withdraw you from your course.

27. SURVEYS

All students

You will be asked to complete an AQTF Learner Questionnaire as part of our obligations to collect and report Quality Indicator Data to the Australian Skills Quality Authority (ASQA).

You may also be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey.

ASQA may also contact you to survey you about your satisfaction levels.

If you are a student in Victoria accessing a government subsidised training entitlement, the Department of Jobs, Skills, Industry and Regions may contact you to participate in a Department endorsed project, audit or review.

Nursing students

As per ANMAC enrolled nurse Accreditation Standards requirements (*Standard 9: Quality improvement and risk management*), Partners in Training Australia must be able to assess and address risks to the program, its outcomes and students, and have a primary focus on continually improving the quality of the teaching and learning experience for students and the competence of graduates. As such, all nursing students are required to participate in course and clinical placement surveys. The Student Course Evaluation will be conducted as a blind evaluation at the first session held in both Semester 2 and 3.

At the completion of all clinical placements, you will be required to complete a Placement Evaluation that will be conducted at the debrief session with your Nursing Trainer / Head of Discipline.

28. CERTIFICATES, RESULTS AND REISSUE FEES

Once you complete your training and assessment, you will receive official documentation that recognises your achievement. The type of document issued depends on whether you complete a full qualification or individual units. The information below explains the different certification types, the timeframe for receiving them, and what to do if documents need to be reissued.

Certificate and Record of Results

A qualification Certificate plus Record of Results is issued if you are deemed competent in all units leading to award of the full qualification.

Statement of Attainment

A Statement of Attainment is an official document that shows you have successfully completed one or more units of competency from a nationally recognised course. It is issued when you complete **individual units**, but not the full qualification, or you withdraw from a course after completing some units, or you complete a **skill set or short course** made up of specific units.

Timeframe

We issue AQF certification documentation within 30 calendar days from the completion of the assessment provided a student has completed or withdrawn from the training product. We do this only if all fees you owe have been paid to us in full.

If you withdrew from the course and there was no assessment completed within the last 30 calendar days from the date you withdrew, it is acceptable for us to issue you with a Statement of Attainment within 30 calendar days of the date you requested the withdrawal OR the date we withdrew you if we initiated your withdrawal.

Providing a copy to someone else other than you?

We can provide a **copy** of your Certificate or Statement of Attainment to a third party (such as an employer) **only with your prior written consent**. Verbal requests and requests made directly by third parties will not be accepted under any circumstance. We will only provide a scanned copy OR digital copy to your nominated recipient.

To request a copy be provided to a third party, please email your Training Coordinator directly. You will need to include in your request, the recipients' full name, job title, phone number, email address and the name of the organisation they work for. A copy of your email request will be kept on your student file.

A move to digital certification!

In 2026, we are transitioning from hard copy to digital certification. This change helps us provide a faster, more secure, and environmentally friendly way to issue your certification.

Benefits of digital certificates:

- Instant delivery: receive your certificate faster once you've completed your course.
- Secure and tamper-proof: digital certificates are protected against loss, damage, or fraud.
- Easy to share: you can quickly send your own verified copy to employers, other training providers, or other organisations.
- Environmentally friendly: no printing or postage is required, reducing paper use and waste.
- Easily stored and accessed: your digital certificate can be safely saved on your computer, phone, or cloud storage.

Will I get a hard copy or digital certificate and is there a fee?

The issuance of a Certificate or Statement of Attainment (SOA) is factored into your course fees.

As we transition across to digital certificates in 2026, we have implemented the below arrangements for current students and new students.

1. We will issue a printed certificate or SOA if you commenced the course prior to 1st January 2026. You can request a digital copy at no extra cost.
2. We will issue a digital certificate or SOA if you commenced the course after 1st January 2026. You can request a printed copy for a fee (refer to Section 13 in our **Student Fees and Charges Policy**)

Fees for reissuing Certificates

If the contact details you provided on your Enrolment Form were incorrect or unclear and this resulted in you not receiving your certificate, you need to notify us and provide your correct details. We can reissue your certification documents, however fees will apply in this instance.

Section 13 of our **Student Fees and Charges Policy** explains the fees for a replacement Certificate & Record of Results or Statement of Attainment. Fees depend on whether you want a printed or digital copy.

29. STUDENT FACILITIES

We provide a range of facilities to support you during your studies.

- Tea, coffee, kitchen and refrigeration facilities are available at each campus. We ask that you clean up after yourself by washing and drying your dishes as these areas are shared with others.
- Toilets and washrooms are located at all training locations. We ask that you leave these facilities clean for other users and use the bins provided.
- Photocopying is available at our campuses at an additional charge – refer to our **Student Fees and Charges Policy** for these fees.
- Access to computers for additional research are available at each campus. Computers are not to be used to access sites that are unrelated to your studies, including social media and entertainment sites; stream data or download or install any software. Student computers are remotely monitored and are able to be tracked.
- Wi-Fi access at all campuses. This service must not be used to access any material which is unrelated to your studies, including social media and entertainment sites; stream data or download or install any software. All use of Student Wi-Fi is remotely monitored and is able to be tracked.
- A library of resources is available at each campus, with textbooks on topics including anatomy and physiology, medical and surgical nursing, law and health, nursing fundamentals, mental health nursing, nursing dictionaries, and annuals. Resources can be borrowed in certain circumstances. Speak to the Campus receptionist about borrowing resources.

30. EXTERNAL LIBRARIES

There are many external public libraries that you may access to look up databases and borrow books. Most libraries also offer free internet access, PC access, and study desks.

Goulburn Valley Health Library and Central Gippsland Health Library:

Once commenced in the course, your Training Coordinator or Trainer will organise and provide you with onsite and online access to the **GV Health Library (for Shepparton students)** and **CGHS Library (for Sale students)**. You will be required to complete the library registration form for access and attend the Orientation session. On-site Library access will be available only during the opening hours.

Once registration has been completed, you can access the following:

E-Library access (E-Book Collection = 11000+ titles; E-Journal Collection = 3500+ titles; Online Databases: MEDLINE, CINAHL Plus, EMBASE, Cochrane Library, JBI, Informit Health; Online “Point of Care” Resources: Up to Date Anywhere, BMJ Best Practice, OVID Clinical Edge; Clinical Key; Online Drug Guides: MIMS, AMH, AusDI, Therapeutic Guidelines and MIMS Mobile / e-TG).

State Library Victoria:

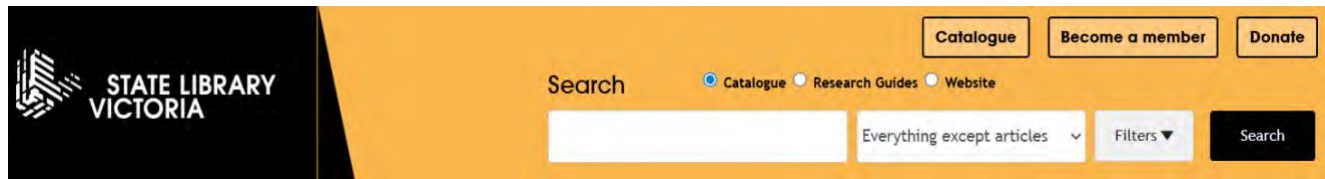
Address: 328 Swanston Street, Melbourne. Phone 03 8664 7000.

Open daily 10 am to 6 pm. Closed on New Year’s Day, Good Friday, Christmas Day and Boxing Day. Open all other public holidays.

You can use www.slv.vic.gov.au/ for a free access membership with the State Library Victoria. Victorian

Access members receive free access from home to the library's e-resources, including eBooks, e-newspapers, e-journals, and streaming services. Access to e-resources is provided for users' private research or study purposes only and not for users' business, commercial or work-related purposes.

Once registered, use the Catalogue sign-in area from the top menu.



Then click on A-Z Databases – Select Subject type: Health & Medicine under Filter results. It will then show you the most relevant databases.

Shepparton Public Libraries:

[Shepparton Library](#) - 41-42 Marungi St, Shepparton

Open Mon-Thurs 10 am-6 pm / Fri 10 am – 8 pm / Sat 9 am-12 pm / Sun 1 pm-4 pm

[LaTrobe University Campus Library](#) - 210 Fryers St, Shepparton

Open Mon-Thurs 8.30 am-6 pm / Fri 8.30 am-5 pm / Sun 1 pm-5 pm

Semester break (November to March) - Mon-Fri 8.30 am-5 pm

Sale Public Libraries:

[Sale Library](#) - 70 Foster St, Sale

Open Mon-Fri 9 am-5:30 pm / Sat-Sun 10 am-4 pm

STUDENT

SUPPORT

&

WELLBEING

HELP



Our Student support services

If you require assistance during your course, please speak directly to your Training Coordinator if you have any special needs that affect your ability to learn and progress through your course. These can include but are not limited to:

- language, literacy and numeracy needs;
- welfare and guidance;
- a disability, including mobility, visual impairment or hearing;
- a diagnosed medical condition.

Your Training Coordinator will liaise directly with your Trainer to ensure that we can continue to support you during the course.

Student Wellbeing Services – Support when you need it!

Studying can be exciting and rewarding, but it can also bring challenges. We know that your wellbeing and your learning are closely connected. Wellbeing isn't just about physical health, it includes your emotional, mental, and social health, as well as how you feel about yourself and your life. Maintaining your wellbeing can help you learn better, make good choices, and manage stress.

Our dedicated Student Wellbeing Team is here to support our students. They can discuss your needs safely and confidentially with you and advise you about **external wellbeing services** that might help your situation. Wellbeing Officers do not provide counselling but will ask questions to understand your challenges in order to direct you to the right support services. Our Wellbeing Team are ready to help you navigate challenges so you can succeed in your studies.

Please reach out to your Trainer or Training Coordinator if you would like to book some time to have a confidential discussion with one of our Wellbeing Officers. They will contact the Team on your behalf so that a Wellbeing Officer can contact you to arrange a date and time for a confidential, relaxed and private discussion.

We do not have any direct affiliations with the agencies we've listed below. Please know that you can contact any of these services direct if you prefer not to speak with a member of our Wellbeing Team.

IF YOU'RE IN CRISIS OR FEELING UNSAFE, PLEASE CALL 000 or LIFELINE 13 11 14

Service Provider	Contact Details	Services	Fees
GIPPSLAND			
Berry Street Gippsland	37 Elgin Street, Morwell 3840 Phone 03 5134 5971 or visit http://www.berrystreet.org.au/	Community (bushfire relief, financial counselling), education, training and employment, family services, foster and kinship care, residential care and youth services	Free of charge
E.W. Tipping Foundation	58-60 Commercial Road, Morwell 3840 Phone 03 5135 4300 or visit http://www.tipping.org.au/	Disability and youth	Free of charge
Gippsland and East Gippsland Aboriginal Cooperative (GEGAC)	9 Maryvale Crescent, Morwell 3840 Phone 03 5134 3816 37-53 Dalmahoy Street, Bairnsdale 3875 Phone 03 5150 0700 or visit http://www.gegac.org.au/	Alcohol and drug counselling and support for Aboriginal clients with Alcohol and Other Drug issues	Free of charge
Gippsland Women's Health	56B Cunninghame Street, Sale 3850	Women's Health	Free of charge

Service Provider	Contact Details	Services	Fees
	Phone 03 5143 1600 or 1800 805 448 or visit http://www.gwhealth.asn.au/		
Headspace Morwell	99 Buckley Street, Morwell 3840 Phone 03 5136 8300 or visit http://www.headspace.org.au/	General physical health, nutrition and diet, mental health, drinking or drug use, sexual health, housing, unemployment, education, relationships and friendships	Free of charge
Latrobe Community Health	81-87 Buckley Street, Morwell 3840 52 MacArthur Street, Sale 3850 Phone 1800 242 696 or visit http://www.lchs.com.au/	Aged care, deaf or hearing impaired, carer support, counselling, chronic disease management, dementia services, disability, family violence, gambling support services, general physical health, Koorie care, palliative care, and Migrant and refugee support	Sessions can range from gold coin donation or can attract a higher fee if you do not have a valid Health Care Card or Concession Card
Ramahyuck District Aboriginal Corporation Central Gippsland Aboriginal Health Service (Nindedana Quarenook)	117 Foster Street, Sale 3850 Phone 03 5143 1644 or visit http://www.ramahyuck.org/	Primary health care, social and emotional wellbeing programs	Bulk-billed with valid Medicare Card
Uniting Care Wellington	126 Raymond Street, Sale VIC 3850 Phone 03 5144 7777	Early learning and care services	Fees vary depending on service
SHEPPARTON			
GV Connect	12 Bowenhall Street, Shepparton 3630 Phone 03 5821 2466 or visit http://www.connectgv.com.au/	Disability	Free of charge
GV Health	Graham Street, Shepparton 3630 Phone 03 5832 2322 or visit http://www.gvhealth.org.au/	Mental Health, Indigenous, aged care, and sexual assault	Dependent on services (Pensioners get discounts)
Headspace	129 High Street, Shepparton 3630 Phone 03 5823 8800 or visit http://www.headspace.org.au/	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Primary Care Connect	399 Wyndham Street, Shepparton 3630 Phone 03 5823 3200 or visit http://www.primarycareconnect.com.au/site/	Counselling, drug and alcohol services, family violence, gamblers help, financial management, Indigenous, youth outreach, chronic conditions and parent education	Bulk-billed with valid Medicare Card
Rumbalara	20 Rumbalara Road, Mooroopna 3629 Phone 03 5820 0000 or visit http://www.rumbalara.org.au/index.php	Services for Aboriginal and Torres Strait Islander people	Free of charge
Shepparton Access	227 Wyndham Street Shepparton 3630 Phone 03 5831 6180	Disability services for families and carers	Free of charge
Shepparton Adult Community Education College	130 Rowe Street, Shepparton 3630 Phone 03 5831 4029 or visit www.sheppartonace.com.au	Language and literacy support for youth and adults	Non-accredited are free of charge Accredited courses are dependent on the course and whether you

Service Provider	Contact Details	Services	Fees
			hold a valid concession card
MELBOURNE			
Adult Learning Australia	Office 1, Henderson House, 45 Moreland Street, Footscray 3011 Phone 03 9689 8623 or visit https://ala.asn.au/	Adult language and literacy support	Primarily funded
Foot Patrol	Phone 0412 155 491 or Free call 1800 700 102	Needle Syringe Program	Free of charge
Headspace	Level 1, Victoria Park (Social Club Building), Cnr Lulie and Abbott Streets, Abbotsford 3067 Phone 03 9417 0150 or visit http://www.headspace.org.au/ 319-321 Glen Huntly Road, Elsternwick 3185 Phone 03 9526 1600 or visit http://www.headspace.org.au/ Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn 3064 Phone 03 8338 0919 or visit http://www.headspace.org.au/ 196 Lonsdale Street, Dandenong 3175 Phone 1800 367 968 or visit http://www.headspace.org.au/	General physical health, mental health, drinking or drug use, sexual health, work and study services, youth reference group and youth programs	Free of charge
Job Services Australia (JSA)	Phone 13 62 68 or visit http://employment.gov.au/job-services-australia-jsa	Unemployment	Free of charge
Lifeline	Phone 13 11 14 or visit https://www.lifeline.org.au/	Counselling, disability services, financial, gambling, indigenous, mental health, personal issues, rural outreach, suicide, youth and aged care	Free of charge
The Living Room	7-9 Hosier Lane, Melbourne 3000 Phone 03 9945 2100	Youth – free healthcare and support	Free of charge
The Reading Writing Hotline	Phone 1300 655 506 or visit http://www.readingwritinghotline.edu.au/	Adult literacy and numeracy support	Free of charge
Turning Point Alcohol and Drug Centre	Phone 03 8413 8413 or visit http://www.turningpoint.org.au	Drug and alcohol	Bulk-billed with valid Medicare Card

Service Provider	Contact Details	Services	Fees
Victorian Aboriginal Health Service	Phone 03 9419 3000 or visit http://www.vahs.org.au/about/	Wellbeing services for Aboriginal and Torres Strait Islander people	Bulk-billed with valid Medicare Card

Support for Traineeship students – Victorian Government Initiative

Free health and wellbeing support for Victorian apprentices and trainees

The Victorian Government is supporting apprentices through a new Apprentice Employee Assistance Program (EAP). Apprentices and trainees employed by Victorian businesses can use the program. The EAP offers apprentices and trainees in Victoria confidential short-term counselling and coaching for a broad range of health and wellbeing matters.

THIS IS A FREE SERVICE! You don't need a doctor's referral.

The service is provided through an independent delivery service. Consultants are matched with apprentices and trainees based on their area of expertise.

The program can support apprentices and trainees with:

- difficult workplace situations
- counselling for a broad range of personal issues
- making positive lifestyle changes
- working through financial concerns
- career development and planning.

Book an appointment

Book an appointment for a free and confidential counselling session.

You can choose to have an appointment via phone, video conference, live chat, or face to face.

You will need this organisation code to register:

APPRENTV

To book an appointment:

- Call Converge [1300 687 327](tel:1300687327)
- visit convergeinternational.com.au
- Converge International app (iOS or [Android](#))



**Apprentice or trainee?
Need help with
work, finances or
relationships?**

**Get free and confidential support through the
Apprentice Employee Assistance Program.
Don't wait, make a booking now.**

Call 1300 687 327
Or scan the QR code to access the
Converge App and use live chat.
Please quote APPRENTV when booking.

If you are an apprentice or trainee in Victoria, you can access free short-term counselling or coaching for personal or work-related issues. This dedicated service is provided specifically for apprentices and trainees through an independent organisation, and a doctor's referral is not required.

For more information visit apprenticeships.vic.gov.au

APPRENTICESHIPS VICTORIA

Specialist Helplines

Specialist helplines are only available during business hours:

Aboriginal and Torres Strait Islander helpline – Call **1300 287 432**

LGBTIQ+ helpline – Call **1300 542 874**

Domestic and Family Violence helpline – Call **1300 338 465**

32. EQUAL OPPORTUNITY, FAIR TREATMENT, ACCESS AND EQUITY

We foster positive relationships in an environment of equal opportunity, free of harassment, bullying and unlawful discrimination. We aim to ensure that you have equitable access to the benefits of training and assessment irrespective of your gender, age, race, religion, culture, linguistic background, marital status, geographic location, socioeconomic background, disability, sexual preference or political conviction.

We are committed to:

- Creating a work and learning environment which is free from harassment and discrimination, where all people, regardless of position or status, are treated with dignity, courtesy and respect.
- Implementing training and awareness raising strategies to ensure that all employees and students are aware of their rights and responsibilities.
- Encouraging the reporting of behaviour which breaches equal opportunity and, where such behaviour occurs, providing a fair, effective and timely resolution process based on the principles of confidentiality and natural justice.
- Promoting and modelling appropriate standards of conduct at all times.
- Facilitating individuals to access appropriate training services in the event that we are not able to enrol individuals in our courses.

We encourage Indigenous people, people from culturally and linguistically diverse backgrounds and people with diverse academic, work and life experiences to apply.

Our **Equal Opportunity, Fair Treatment, Access and Equity Policy and Procedure** is available on our website at www.partnersintraining.edu.au/student/.

33. HEALTH AND SAFETY

We care about your health and safety when studying with us. It is important that you familiarise yourself with and follow all rules of your training location, as well as all emergency evacuation procedures, and know the location of first aid kits and emergency exits.

We strive to provide all visitors, staff and students a safe environment with minimal risk of accidents. If you see something that you think is unsafe, please inform ANY of our staff straight away!

34. CHILD SAFETY

We are committed to preventing child abuse and identifying risks early and removing and reducing these risks. We have robust human resources and recruitment practices for all employees and training and educating our employees on child abuse risks.

Reporting child abuse is a community-wide responsibility. Child abuse includes any act committed against a child involving:

- Physical violence;
- Sexual offences;
- Serious emotional or psychological abuse; and
- Serious neglect.

Call the Police on 000 if you have immediate concerns for a child's safety

We have an appointed child safety officer for our RTO operations, who is the designated person to hear or be informed about all allegations or concerns, and to provide support to other employees. Please contact our Child Safety Officer on **1300 664 601** or email Childsafety@pta.edu.au

35. SOCIAL MEDIA

We are active on the social media scene and believe it is a valuable tool in training and assessment services. If you refer to Partners in Training Australia on social media, please ensure you follow the **Social Media Policy** at all times which is available on our website. Failure to follow this policy may result in disciplinary action.

36. PRIVACY

We are committed to maintaining the privacy and confidentiality of our clients, participants, personnel, contractors and other stakeholders. We comply with the *Privacy Act 1988* and manage personal information in an open and transparent way.

You must read our **Privacy Policy and Procedures** before enrolment available on our website which sets out all the information you need in relation to your personal information and our policies and procedures to deal with your personal information.

We ensure that you have a right to request access to your personal information held and to request its correction at any time. Any request for records access should be made on our Records Access or Update Request Form available on our website. If you have any queries or concerns in relation to the Privacy, please contact the Privacy Officer via email at privacy@pta.edu.au.

37. COMPLAINTS AND APPEALS

We are committed to managing and responding to any complaint or appeal (including assessment appeals) any stakeholder may have as quickly and amicably as possible. We will manage and respond to complaints or appeals in a fair, safe, supportive and productive environment consistent with the principles of procedural fairness and natural justice.

You must read our **Complaints and Appeals Policy and Procedures** before enrolment which is available on our website. If you have any questions, please email complaints@pta.edu.au.

Treatment of students seeking review including re-crediting a VET student loan

Under no circumstances will a student be victimised or discriminated against for:

- a) seeking a review or reconsideration of a decision; or
- b) following our Complaints and Appeals procedure when dealing with grievances; or
- c) making an application for re-crediting of their student HELP balance.

38. YOUR FEEDBACK IS IMPORTANT SO LET US KNOW!

We are committed to providing you with the highest possible quality while you achieve your learning outcomes with Partners in Training. To assist with this, we will frequently ask for your feedback on different aspects of your course, either through surveys or in group discussions. We appreciate your honest and constructive comments and will ensure your privacy is protected at all times. You are encouraged to provide feedback at any time to your Trainer and/or Training Coordinator - OR you can write to us direct by sending an email to quality@pta.edu.au