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**RTO provider number**  
90991

## **Adept Training Pty Ltd**

### **Student Handbook 2012**

**Please read this document carefully and bring with you to all classes with  
Adept Training**

**Office:** 69 Harris St Harris Park  
**Postal:** 69 Harris St Harris Park NSW 2150  
**Hours:** Monday – Friday 9.00am – 5.00pm  
**Email:** [info@adepttraining.com.au](mailto:info@adepttraining.com.au)  
**Website:** [www.adepttraining.com.au](http://www.adepttraining.com.au)

**Phone:** 1300 366 044  
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The purpose of this handbook is to outline the terms and conditions and other information students studying with Adept Training need to know and understand prior to enrolment. Please take the time to read through this information and keep it as a reference should you have any concerns throughout your study. Information specific to the program you are studying will be made available in separate documents. Should you have any concerns, or problems, please contact us.

Adept Training is a Registered Training Organisation delivering specialised education for the pathology, medical and healthcare sectors. We deliver nationally recognised Vocational Education and Training (VET) qualifications and statements of attainment to students across Australia. Adept also offers customised training to suit corporation requirements.

### Code of Practice

Adept Training has a Code of Practice which provides the basis for good practice and quality control in the delivery, marketing, operation, financing and administration of its training and assessment services and is available on our website for public viewing – the document is available in downloadable format for printing.

### Application for courses

All information relating to Adept Training's courses and how to apply are available through our website. Opportunities for students to undertake the training are advertised on our website and through local papers. Outlined below is information that students may require for training – please read this document as it provides you with information about your rights and responsibilities about attending training with us.

### Entry Requirements

Some qualifications and courses may have specific entry requirements such as Language Literacy and Numeracy skills and or a specific level of education, pre-requisite course or unit of competency. Students should check the requirements of their course before enrolling.

### Registration

Once you have received your registration form you need to fill in your personal details, sign the declaration section and return to us with your payment. All students when enrolling or shortly thereafter, **must provide** Adept Training with **proof of identity (POI)** to verify your legal name as noted on either: your birth certificate, driver's licence or passport. This is a contractual requirement by our auditing bodies for the issuing of AQF certification. "RTO's must verify the person's identity on enrolment and when issuing or re-issuing any certification to them. (ie qualification, Statement of Attainment or transcript of results)".

Your details will be entered onto our database, should you change your name, address or any other details during the time you are undertaking your training you must notify us of these changes. Fees apply for re-printing Qualifications or Statement of Attainment where the mistake is not by Adept Training.

### Fees

Payments may be made by:

- Mail:** Money order or personal cheque (Drivers Licence no. on the back for personal cheque)  
**In Person:** EFTPOS or CASH This option is only available in NSW at Adept Office, 69 Harris Street Harris Park NSW. (No fees may be paid to trainers or at any other course location)  
**Over the Phone:** Credit card payment by Visa, MasterCard or Amex  
**Dishonour fee:** A \$30 dishonour fee applies if your cheque is dishonoured

A 10% discount applies to selected courses when fees are paid IN FULL at least 7 days prior to course commencing. You cannot commence your training until full fees have been paid.

Students MUST pay by the agreed due date or a further 10% of the balance will apply and students may be denied access to their class.

### Protection of Fees

Adept Training collects student fees in advance and in doing so, has student fee protection measures in place that meet compliance requirements of our auditing body. These measures have been incorporated into our policies and procedures for training and assessment services.

### Concessions

Concession price is only available to those that have a Government *Centrelink Pensioner Concession Card* (Health Care Cards will not be accepted for concession price).

*Centrelink* - Adept Training is a Registered Training Organisation and many of our courses are on the approved course list with Centrelink. Should you wish for assistance in paying your course fees please see Centrelink **before** enrolling in your course. Due to privacy reasons Adept is unable to contact Centrelink on a student's behalf. Students will have to pay the balance of fees themselves before commencing the course if authorisation has not been granted by Centrelink or the organisation paying.

*Insurance payments* - If an insurance organisation is paying for you, we will invoice the insurance company. Fees must be paid before the commencement of the course. Please ensure that a registration form is completed and forwarded to our office with student's details. No student will be admitted into a course until balance of fees is paid.



### **Changing or deferring courses**

Should you be unable to attend a course or unable to finish your course you will be given the opportunity to attend another course within 12 months. You may change or defer your course once with no penalties (unless course fees have changed). Should you wish to further defer your course or change to another course you will be charged \$165 re-booking fee each time you transfer into another course. Please note that if you attended part of your course we reserve the right to deduct these training days from your fees and you will not be granted attendance for these days again at another course. Students may not make up missed classes at Summer School.

### **Withdrawal**

Students are requested to notify Adept of withdrawal from a course or unit. This notification will enable an accurate Statement of Attainment to be issued.

### **Terms and Conditions of enrolment**

By enrolling into an Adept course you accept that you are responsible for any personal injuries sustained during the course and cannot hold Adept Training Pty Ltd or its associates responsible. Adept Training will not accept responsibility for theft, loss or damage of any private equipment that you happen to bring with you to training. This Student Handbook is available for public viewing on our website: [www.adepttraining.com.au](http://www.adepttraining.com.au)

By signing the student declaration section on Adept's registration form you certify

- that the information you have provided is correct,
- that you have read and understood all of Adept Training's terms and conditions
- that you *understand the information you provide on the registration form (including personal details and identification) is being collected by Adept Training under the National Vocational Educational and Training Regulator Act 2011 for AVETMISS compliance purposes. The individual answers are not available for anyone to view and forms part of data that is required to be collected for government audit, verification, research, statistical analysis, program evaluation, surveys and that no information will be given or sold to any organisation without your written consent in accordance with the Privacy Act 1988 (Cth) and The National Privacy Principles 2001.*
- that you consent to disclosure of this information to government departments and third parties for these purposes.
- *and if applicable, you have authorised us to charge your credit card for the relative course fees.*

### **Refunds and Cancellations policy**

- A full refund (*minus admin fee*) will be given if cancelled 2 weeks or more before a course starts, a 50% refund will be given if cancelled 1 week or more before a course starts. No refund will be given if cancelled within 7 days of course commencing, or if you fail to attend or complete the course. In these circumstances a place will be arranged at an appropriate future course within 12 months. If you are unable to attend the course you have registered for, you may send someone in your place, or transfer to another course of equal or greater value and pay the difference. Adept Training reserves the right to cancel a course. If we cancel a course you will be offered a place in a future course or a full refund will be issued.

Refunds attract a \$95 administration fee, except in the case of Adept Training cancelling a course. A course needs a minimum number of students to run – Adept Training reserves the right to cancel any course.

Students may appeal if they feel they are entitled to a full or partial refund. Appeals must be in writing and contain full documentation supporting their claim. A Refund request form is available in pdf downloadable format on Adept Training's website.

Approved refund requests will be processed within 14 days.

- Adept Training Pty Ltd reserves the right to dismiss any student for unacceptable or disruptive behaviour, and no refund will be given under these circumstances.

### **First Aid Course Terms, conditions and cancellation policy**

Once we have received your completed registration application and full payment, we will send you your confirmation letter. Full fee paying students only - a full refund will be given if cancelled two weeks or more before course. The discounted First Aid course fee is non-refundable.

If you fail to attend the Apply First Aid course you will forfeit all fees and will be required to pay again. If you are unable to attend the course you have registered for you may send someone in your place. We reserve the right to cancel any course. A full refund will be offered for any First Aid course cancelled by us.

### **Provision of Information:**

Adept Training

- provides access to accurate, relevant and up-to-date information to prospective students and clients;
- provides access to this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

### **Language, Literacy and Numeracy requirements**

Students should check the English requirements of their course before booking in, language requirements are clearly outlined for each course. In some cases low level support can be provided, however where extensive support is required for the student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Please ensure that you have the required level of English literacy and comprehension to attend one of our courses and meet the pre-requisite requirements for your course.

### **Absenteeism**

Attendance is mandatory for all courses to successfully complete the qualification and receive your certificate. If you are going to be away please contact the office and let us know prior to your course if possible. Our office is **not** open on weekends, however you may leave a message on the answering machine.

Please do not be late to your classes, attendance must be satisfactory.

Certificate III in Pathology – students need to be aware that they must wear closed shoes for OHS reasons to participate in clinical sessions. Students who are unable to attend day 1, 2, 3 or 4 of the course will be enrolled into the next available course and days 11 and 12 must be attended consecutively. Attendance is mandatory at all classes. Assignments that are not received within the requested timeframe will not be accepted and the unit will be re-assessed. First aid is a component of this course and may be undertaken with Adept Training or another course provider. Students who already have a statement of attainment for the unit *HLTFA301C Apply First Aid* from another RTO can apply for credit transfer.

Certificate IV in Pathology - students must complete an entrance test prior to being enrolled into the course. This consists of short answer and maths questions.

Certificate III in Aged Care – students must complete all units competently to be eligible for work placement. Attendance is mandatory at all classes to achieve competency.

Certificate IV in Aged Care – students must sit an enrolment assessment prior to being enrolled into the course. This consists of short answer and maths questions.

### Short courses

*Perform Blood Collection* - students will be provided with the course manual prior to the course starting- it is recommended students read the manual before attending the course to refresh theory knowledge in preparation for practical tasks. Closed shoes must be worn to participate in clinical sessions.

*Cannulation* – students must complete their pre-course work before attending the class. Closed shoes must be worn to participate in clinical sessions.

*Drug and Alcohol* – Face-to-face training can be delivered nationally on-site or at our training facility in Harris Park NSW.

*Medical administration* – students must complete assigned homework and return to Adept Training within three months of course completion or further fees will apply for re-assessment. No responsibility is taken for lost assignments; students must ensure they keep a copy of their work.

*First Aid* – As a co-provider with Allens Training Pty Ltd, Adept Training provide this course in partnership with Allens Training - First Aid is offered to all enrolled Adept Training students at a discounted price (*this is a non-refundable fee*). Bookings are essential and we strongly recommend students book at least two weeks prior to course commencing so you have time to complete the online learning.

### **Mandatory Workplace Checks**

Some courses, such as Certificate III in Aged Care require a 'Criminal Police Check' and a 'Statutory Declaration' for those people who have lived overseas in a foreign country for any period of time after the age of 16, to be eligible for workplace experience. Successful completion of the workplace component of the course is a requirement and will affect your ability to attain the qualification. Students who may have any disclosable outcomes will need to make an appointment to speak with an Adept representative to discuss the next step.

The following Adept policies are included in a summarised format, however a full copy of our policies can be made available by contacting our office.

### **Access and Equity policy:**

Adept Training is committed to ensuring that access is maximised to the diverse needs of all clients. Adept Training will comply with Commonwealth anti-discrimination legislation as well as relevant State and Territory legislation. All participants will be recruited in an ethical and responsible manner, consistent with the curriculum or National Training Package. Prospective students will have access to clear information, prior to enrolment, about their course and Adept Training services and support. Programs are open to all adult members of the community and will not be limited by age, race, gender, sexual preference, marital status or physical or intellectual impairment. We ensure that equity principles for all clients are implemented through fair allocation of resources and the right to equality of opportunity without discrimination. Language, literacy and numeracy are pre-requisites for all our courses as outlined in the training package.



### **Harassment, Victimization and Bullying**

Adept Training is an equal opportunity education and training institution, committed to freedom from discrimination, verbal, sexual and physical abuse and victimisation, all participants and staff have the right to an environment free from such abuse. Please report any incidents or concerns to your course facilitator or the administration team. We reserve the right to dismiss any student for disruptive, inappropriate or discriminatory behaviour without refund.

### **Occupational Health and Safety (OHS)**

Adept Training is committed to providing a safe and healthy environment for all staff, students and visitors to premises used by Adept. We regularly check, evaluate and review the facilities for our students to ensure they conform to the relevant Federal and State/Territory OH&S legislation requirements. Staff and participants should conduct themselves in a manner that does not contribute to the manifestation of hazards or likely injuries of themselves or others.

Staff are responsible for creating an environment that is safe and free from potential hazards. If you see anything you feel may be a hazard it is your duty to report it to your facilitator or Adept administration.

Your trainer will talk to you about emergency evacuation procedures during the first lesson. In the event of a fire you should follow the instructions of the trainer and walk to the nearest exit and assemble outside.

### **Alcohol and other Drugs**

Consumption of alcohol and/or drugs is not permitted at Adept Training facilities. Students who are suspected of being under the influence of alcohol or drugs will not be permitted to attend class. Further information can be found in Adept Training's Policies and Procedures manual should you require clarification.

### **Smoking**

Adept Training is dedicated to improving health outcomes for all, including our students. Smoking contributes to many diseases and passive smoking can cause disease in non-smokers. Therefore, smoking is not permitted in any classroom or Adept Training facility.

### **Complaints, Grievances and Appeals**

If you have a complaint, please put this in writing either through our website or mail to our office. You may remain anonymous, however we take every complaint seriously and will endeavor to provide an appropriate solution. Each student has the right to register a formal complaint, grievance or appeal. Adept Training regards each complaint, grievance and/or appeal as strictly private and confidential. Adept's Grievance and Complaints is available to download from our website.

All complaints, grievances and appeals are processed as received without bias. Complaints, Grievances and Appeals are documented in writing and the set procedure for each is followed at all times, in a constructive and timely manner.

- Complaints, Grievances and Appeals will be dealt with in a professional manner at all times.
- Complaints, Grievances and Appeals are confidential and will only be discussed with management and the party or parties involved.
- Students can lodge a complaint, grievance or appeal verbally and they will be provided with the appropriate form to lodge the complaint, grievance or appeal in writing.
- If you wish to lodge an anonymous complaint or you do not wish to ask your facilitator you may send correspondence to 69 Harris St Harris Park NSW 2150.
- Complaints, Grievances and Appeals will be addressed immediately following the set procedure for each.
- The Director will be made aware of each Complaint, Grievance or Appeal within 48 hours.
- Each Complaint, Grievance and Appeal will be dealt with by an independent person.
- The appellant will be given the opportunity to present his or her case before an outcome/decision is made.
- A written statement of the outcome will be given to the student that lodged the Complaint, Grievance or Appeal within 14 working days, and a final outcome will be given in writing within 28 days of the appeal being lodged.

Complaints made against the RTO may be lodged with the registering body eg: Australian Skills Quality Authority (ASQA). Email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) or call the ASQA info line on 1300 701 801.

### **Credit Transfer**

Adept Training recognises AQF qualifications and statement of attainments by other Registered Training Organisations (RTOs). This is known as Mutual Recognition, and other RTOs will also recognise your Certificates and Statements of Attainment from Adept Training. You will need to provide the original or a certified copy of your statement of attainment or certificate from the RTO that provided you with the training and/or assessment – Adept's Credit Transfer Application form is available on our website or contact our office. Students are welcome and encouraged to attend the class or competency they have gained a credit for. If you feel you would like to apply for credit transfer please download the Credit Transfer Application form from our website. There are no fees for credit transfer.



### Recognition of Prior Learning (RPL)

RPL means that skills and knowledge you have achieved through previous training, work or life experience are acknowledged. Please note that RPL will not be granted for partial units of competency. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency. You must lodge your RPL application form prior to the course commencing.

We recommend at least 2 weeks before, as the process can take up to 2 to 4 weeks. You may be asked to attend an interview with an RPL assessor, you will be notified of where to go, what to bring and what time.

Students are welcome and encouraged to attend the class or competency they have gained a RPL for.

The advantages of RPL are:

- being able to reduce your study load
- being able to finish your course earlier

There is an Initial RPL Application fee of \$150 (*This is a non-refundable fee, regardless of being successful or unsuccessful in your initial application*). If you are successful in your application a further \$50.00 per unit fee will apply for each unit approved for RPL. Note that this is a self directed assessment process where you are asked to provide evidence that you can successfully achieve competency in each of the units. However students should be aware that Recognition is not a learning process, it is an assessment process. We make no guarantee that students will receive the full qualification through Recognition, however every effort will be taken to provide further learning outcomes and/or appropriate and flexible assessment models.

Depending on the number of units RPL is granted for, will determine the final fees owing for enrolment into remaining units of competency within each course. Units not approved for Credit Transfer or RPL will incur a fee of \$170 per unit for Certificate III level or \$250 per unit for Certificate IV level.

If you feel you would like to apply for RPL please download the relevant Course RPL application form from our website, complete the form and lodge with your payment and Registration Form to arrange an RPL interview.

Students who have completed qualifications overseas may find it easier to attend the training as the Australian Qualification Framework that our accredited courses operate under may involve different learning outcomes and students may not be eligible for RPL.

### Assessment

At the beginning of your course, your trainer you will explain to you the assessment process. Adept Training follows the assessment guidelines as set out by the AQTF and in accordance with the relevant Training Package to ensure assessments are reliable, flexible, fair and valid.

A variety of methods are utilised to assess students competency. These include but not limited to: written and verbal assessment, Research/Project/Homework tasks, classroom and or workplace/simulated observation and demonstration, third party reports.

Assessment Results – Candidates undertaking a Vocational Educational and Training (VET) course will receive a result of:

C	Competent
NYC	Not yet competent

Please note that – credit and distinction terminology is not used in competency based Training Packages.

If deemed "not yet competent" participants are invited to provide additional evidence of competency and opportunities are given to students throughout the course to be reassessed as you progress. Should you not reach competency for one or several of the topics by the end of the course you may be asked to attend a re-assessment workshop with one of our assessors or attend another day's training. Re assessment is not a punishment, it is an opportunity for you to demonstrate that you have the skills and knowledge against the criteria and can be awarded your qualification. A \$200 re-assessment fee applies.

Accredited courses are units of competency from a certificate qualification. You will be issued either

- a Statement of Attainment for units of competency you have completed OR
- a Qualification for the course you have completed

Non Accredited Courses: you will receive a Certificate of Achievement.

Qualifications and or Statements of Attainment are NOT issued on the day and may take 4 – 6 weeks from completion of your course.

### Reasonable adjustments

Reasonable adjustment will be provided for individuals with a disability according to the nature of the disability. Reasonable adjustments may include the use of alternative methods of assessment such as verbal assessment, and individual assessment conditions such as additional time in the examination period. Individuals should inform Adept of the nature of their disability at the time of enrolment so that suitable adjustments may be made.

### Access to records

Upon application in writing to Adept Training, students have the right to access their training records to:

- View marked assessments
- View summary of all their progress results

Students requiring access to their records or information are required to email their request to:

[admin@adepttraining.com.au](mailto:admin@adepttraining.com.au) or mail their request to: Adept Training, 69 Harris Street Harris Park NSW 2150

### Student misconduct & disciplinary procedures

Adept Training will not tolerate misconduct under any circumstance and a student may be asked to leave the premises, (or the course) with no refund or recognition of competencies already achieved for the following;

- cheating or lying about marks or assessments
- impairing others freedom to pursue their study
- any conduct that brings Adept Training into disrepute or slander of Adept, participants or staff
- plagiarising material – plagiarism is the reproduction without acknowledgement of another person's words, work or expressed thoughts from any source.
- failure to comply with reasonable instruction or supervision
- any conduct that places another at risk
- assault to any member of Adept staff or participants including verbal, physical or threatening comments or gestures
- discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour
- destruction or damage to Adept property or premises used by Adept Training
- stealing any property or equipment belonging to a student, Adept Training or venue Adept uses
- persistent lateness or unacceptable disruption of classroom
- the use of profanities, crass or obscene language, drunkenness or influenced by illegal substances
- failure to undertake assessments as set out by Adept Training and the AQTF
- any behaviour that breaches the Privacy Act 1988
- any criminal or anti-social behaviour

Students should at all times respect each other and endeavour to work as a team, respect, cooperation and team work is a vital characteristic for anyone wishing to work in health care.

### General Information

- In the unfortunate event that your trainer is ill or absent from a class, we will endeavour to find a substitute trainer or it will be rescheduled for another time.
- Adept Training does not guarantee to place any student into immediate employment, however we endeavour to assist our students find work
- Adept Training DO NOT provide references (*verbal or written*) for students, however we do not object to trainers providing a personal reference (*verbal reference*) for any of their students who require one, no written reference is available.
- Adept provide flexible learning and assessment options such as: face to face lectures, self paced learning activities, distance education, practical hands-on learning techniques, workplace / classroom assessment tasks
- Participation for blood collections is encouraged during the Pathology course & you will be asked to sign a waiver indicating your commitment to participation and safety
- Strict infection control procedures are adhered to during your course & you must obey the instruction of your facilitator at all times
- Should you change your address while attending the course you must notify our administration so we may update our records – (*you can also do this via our website*)
- Smart casual clothing should be worn in class and the appropriate footwear
- Students must reach competency in all units in order to receive their qualification
- If you wish to defer or withdraw from a course you must notify our office as soon as you know you are not continuing so we can arrange for you to be placed in another course. You must attend another course with Adept within 12 months. Should fees change in this time you will need to pay the difference
- If you lose, damage or misplace your qualification or statement of attainment, you may request another, however a \$40 fee will apply if the request is made later than 21 days after original qualification was generated.
- Students who have not finalised their payments at commencement of their course will not be allowed to attend the course and will be placed into a future course.
- Should a student desire or require further training or practice; fees will apply

### Student Support

We aim to provide support to all our students, if you feel you are having difficulty or need assistance; please see your course facilitator discuss your individual learning needs. If you do not feel comfortable speaking to this person you may contact our office in person, by phone, email or in writing where all information will be treated with respect, confidentiality and privacy. All staff have a responsibility to ensure equality of opportunity in order to maximise the learning experience of Adept's participant.



### **Parking**

Availability of parking varies at Adept's Training Facilities and venues, and charges may apply. Your course confirmation letter will outline parking charges and a map of the area. For NSW students there is no student parking at the Harris Park Kendall Street Training Facility.

### **Child minding**

Unfortunately Adept Training does not provide child minding services and children are NOT allowed to attend classes. You will need to make arrangements for children to be minded during the hours of your course. Children or anyone not enrolled in the course will not be permitted access to the training venue or course. Standard absenteeism applies should you miss classes due to family matters.

### **Other fees**

Fees apply for the following

-re-print receipt	\$35.00 (when requested 21 days or more after original was issued)
-re-print qualification	\$40.00 (when requested 21 days or more after original was issued)
-Adept manual	\$55.00 (if yours is lost, misplaced or damaged)
-Text book	current cost of the text book
-medical dictionary	\$25.00
-tourniquet	\$25.00
-re-assessment	\$200.00 (may be asked to attend workshop or another course)
-re-booking	\$165.00 (you may change or defer your course once, further deferment incurs charges)
-administration	\$95.00 (refund of fees within time limit, minus admin fee)
-Criminal Record Check	\$99.00 (should students misplace or damage theirs)
-First Aid Books	\$20.00 Combined First Aid Manual and Workbook
-attending a course day again	\$165.00 per day that you wish to attend again
-dishonour fee	\$30.00 fee applies if your cheque is dishonoured

**Note:** A 15% additional surcharge on total course fee applies if fees are **not** paid on or before course commencement.