



Student Information Handbook

2020

Table of Contents

INTRODUCTION	4
LOCATION	5
STAFF CONTACTS	6
PRE-ENROLMENT	7
RECOGNITION OF PRIOR LEARNING (RPL).....	7
NATIONAL RECOGNITION (NR) OR CREDIT TRANSFER (CT)	7
HOW DO I APPLY FOR RPL OR NR?	7
VICTORIAN TRAINING GUARANTEE SKILLS FIRST PROGRAM 2020	8
ENROLMENT PROCESS	9
THE PRE-TRAINING REVIEW	9
LEARNING STYLE	10
TRAINING AND ASSESSMENT	10
TRAINING GUARANTEE.....	10
FEES INFORMATION	10
REFUND PROCEDURE	10
STUDENT ORIENTATION	11
TRAINING	11
TRAINING PLANS.....	12
ASSESSMENT AND OUTCOMES.....	12
REASONABLE ADJUSTMENT.....	12
CERTIFICATION	12
SUPPORT SERVICES.....	13
COURSE PROGRESS.....	13
ACADEMIC SUPPORT (INCLUDING LANGUAGE, LITERACY AND NUMERACY)	13
WELFARE SUPPORT	13
STUDENT LIBRARY	13
ADMINISTRATION SERVICES	13
CAREER AND FURTHER STUDY COUNSELLING	13
STUDENT FEEDBACK	13
CERTIFICATES/STATEMENTS OF ATTAINMENT	14
RE-ISSUANCE OF CERTIFICATES OR STATEMENTS OF ATTAINMENT	14
COURSE INFORMATION	14
CODE OF CONDUCT	15
ACCESS AND EQUITY.....	15
MANAGEMENT	15
ADMINISTRATION MANAGEMENT	16
TRAINING AND ASSESSMENT	16
STAFF	17
MARKETING AND ENROLMENT	17
STUDENT SUPPORT SERVICES	18
STUDENT CODE OF CONDUCT	18
STUDENT IDENTIFIERS.....	19
VSN.....	19
USI	19
GENERAL INFORMATION	20

SUPPORT SERVICE CONTACTS.....	20
WORKPLACE HEALTH AND SAFETY.....	20
STUDENT SAFETY.....	20
ATTENDING MEDIQUEST.....	21
SAFETY TIPS.....	21
ATTENDANCE.....	22
ATTENDANCE AND PARTICIPATION.....	22
PRIVACY.....	22
ACCESS TO RECORDS.....	23
ACADEMIC MISCONDUCT.....	23
CHEATING AND PLAGIARISM.....	23
COMPLAINTS AND APPEALS.....	24
<i>National Training Complaints Hotline.....</i>	<i>25</i>

Introduction

Welcome to MediQuest

Established in 1997, MediQuest provides training and assessment to fee for service and 2018 Skills First funded students. Located in Yarraville, we deliver services to students throughout the local community.

Our principle purpose is to provide high quality training and assessment to satisfy our student's requirements. This is in accordance with the main purpose of the Victorian Education and Training Reform Act 2006. This Act reformed the law relating to education and training in Victoria and its main purpose is to provide a high standard of education and training for all Victorians.

Our training courses are nationally recognised under the Australian Qualifications Framework and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations.

Quality is maintained in compliance with the Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration, Victorian Registration and Qualifications Authority Guidelines for VET Providers and through our continuous improvement system.

We plan to achieve our aims by developing our reputation as a quality provider of Vocational Education and Training at competitive prices. We will achieve this through the careful planning and implementation of our marketing strategies and ensuring consistent quality delivery of all services to all stakeholders.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/ learning and assessment process.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you, our student, feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the support they deserve to ensure they engage in the learning they need to achieve their goals.

The purpose of this Student Information Handbook is to introduce you to the services available to you at MediQuest.

Location

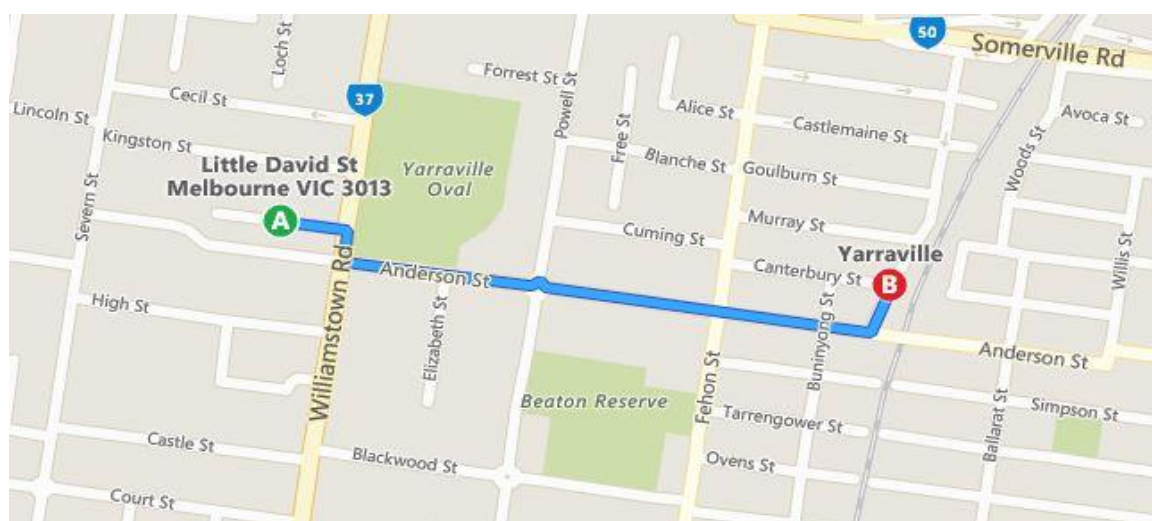
Main Campus

We are conveniently located just off Williamstown Road at David House, Little David Street, Yarraville, 3013.

There is adequate parking available at the rear of the building and along Anderson Street.

For those travelling via public transport it is a five minute walk from Yarraville railway station. Buses are quite frequent, within 7–10 minutes, you can either take the route 409 to Highpoint SC or the 432 towards Newport. These both leave from Yarraville bus terminal located right next to the railway station, platform 1.

Map



Other Training Locations

At MediQuest we understand the challenges faced by our students when travelling we deliver training at a number of locations using leased or rented premises. All of these premises meet the requirements to be a training location and we always ensure that the venues meet the needs of the students who will be attending training at them. Each of training locations is inspected and evaluated for suitability and safety prior to each course commencing.

For more information on the training locations or to contact staff located at them, staff contact details are listed on the next page of this Information Handbook.

Staff contacts

Function	Staff	Phone	Email
Director	Denise Dawson	03 9908 0190	denise@mediquest.net.au
Training Manager	Sandro Capocchi	03 9908 0190	sandro@mediquest.net.au
Compliance Manager	Barrie Campbell	03 9908 0190	barrie@mediquest.net.au
Administration	Tahleia Murdock	03 9908 0190	admin@mediquest.net.au
Student Support Services	Tahleia Murdock	03 9908 0190	admin@mediquest.net.au
Accounts	Denise Dawson	03 9908 0190	denise@mediquest.net.au
Trainers/Assessors	Tahleia Murdock	03 9908 0190	admin@mediquest.net.au

Staff can be contacted between 9:00am and 5:00pm through administration at MediQuest David House, Little David Street, Yarraville 3013.

Scope of Registration

The courses on our Scope of Registration are listed below.

22293VIC	Certificate I in Initial Adult Literacy and Numeracy
22294VIC	Course in Initial Adult Literacy and Numeracy
22301VIC	Certificate I in Transition Education
22302VIC	Certificate I in Work Education
22481VIC	Certificate II in Work Education
22510VIC	Course in Identifying and Responding to Family Violence

All training for the Foundation Skills courses will be delivered and assessed between 9:00am and 9:00 pm Monday to Friday. The training is delivered by our friendly, supportive and professional trainers. In consideration of identified student needs, MediQuest maintains low trainer to student ratios. Mainstream training will be delivered as negotiated with students.

Training will be no longer than 8 hours per day.

Students are expected to contribute to their own learning, through practising skills in their own time and by completing any assigned tasks. MediQuest outlines the expectations at the information sessions conducted prior to enrolment. The expectations align to the level of the course.

Courses at MediQuest are conducted in consideration of the student's needs. It is likely that there will be breaks or holiday periods for some courses. These breaks are clearly indicated in the course timetable.

MediQuest is closed for approximately two weeks over the Christmas and New Year period. All students affected by the closure are advised in advance of the closing date and informed of the date when the office re-opens. For urgent contact during the closure period Denise Dawson can be contacted by phone or email. Closure dates and urgent contact details are available on the website during December and January.

Pre-enrolment

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process for recognising the skills, knowledge and experience gained by a student through working, life experience and learning. It can be gained at any stage of a student's life, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.

A student's skills and knowledge are matched to current industry qualifications so an individual can gain formal recognition. Recognition of Prior Learning is ideal for people with industry relevant work skills or knowledge acquired through paid or unpaid work experience, life experience or community work.

National Recognition (NR) or Credit Transfer (CT)

Qualifications and statements of attainment issued by any RTO are accepted and recognised by MediQuest. All qualifications and statements of attainment will be verified with the issuing RTO prior to applications being processed. The successful outcome of a National Recognition application is Credit Transfer. National Recognition can be granted only for full units of competence.

Note RPL and NR applications can only be considered for whole units of competency/ accredited units.

How do I apply for RPL or NR?

If you would like to apply for RPL or NR, you should firstly speak to one of the MediQuest staff who will discuss your options with you. If you decide to go ahead with the application, you will be given the application form and the units of competence for the units you wish to apply for. The staff member will help you identify relevant evidence for your application.

You attach the evidence to your application and submit it to MediQuest. An assessor will be allocated to discuss the form and the evidence you supplied, provide advice to you and to make an appointment with you for a competency conversation. If you would like access to the Policy and Procedure you can request a copy from any MediQuest staff member.

Victorian Training Guarantee Skills First Program 2020

The Victorian Training Guarantee makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher-level qualification than they already hold.

MediQuest offers Skills First Program funded places on all our courses. Under the Skills First Program, training is provided to eligible individuals with funds made available by the Victorian and Commonwealth governments. The funds pay all or the majority of course tuition fees for eligible individuals. Students who are applying for a funded place must provide proof of eligibility for the funding. Proof of age, citizenship, Victorian residency, qualifications held and employment status are normally required.

There are conditions that apply to the number of funded training places anyone can access. For more information on your eligibility, you should speak to your trainer or any member of MediQuest staff. You will also be advised of your future eligibility when you attend an information session or when you attend a pre-enrolment session.

Persons with disabilities are encouraged to access training subsidised through the Skills First Program.

Further information on Skills First funding eligibility can be found at <http://www.education.vic.gov.au/training/learners/fees/Pages/funding.aspx>

Enrolment Process

To enrol for a course please follow the steps outlined below:

1. Contact MediQuest to make an enquiry
2. Attend an information session
3. Participate in the Pre-Training Review
4. Complete the Evidence of student eligibility and student declaration form to determine eligibility for a Skills First Program funded place in the course.
5. A MediQuest Trainer will evaluate your application. If for any reason your enrolment cannot progress, you will be notified within 5 working days.
6. Based on the Pre-Training Review, an individual learning plan will be developed if any special needs or other support is as being required and is outside the standard student support provided by MediQuest.
7. Attend an enrolment session to complete the Enrolment Form.
8. Sign the Enrolment Form to declare that you understand all of the information provided and agree to the terms and conditions.
9. Submit Enrolment Form to a MediQuest staff member.
10. You will receive confirmation of the course start time and date. You will receive a copy of your training plan within 4 weeks of the start of the course.

The Pre-Training Review

To ensure that we are enrolling students in the appropriate course and are able to cater for their individual learning needs we evaluate students Core Skills of Language, Literacy and Numeracy (LLN) prior to enrolment in accordance with regulatory guidelines.

At MediQuest we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate students with LLN needs where feasible.

We welcome students with LLN needs and encourage potential or current students to contact the Training Manager or Director for further information. We are able to refer students who have LLN needs that cannot be accommodated by our training staff to agencies that can assist.

All delivery, assessment and instructions are carried out in English unless otherwise stated. There may be the opportunity available to you for “reasonable adjustment” concerning the assessment process, depending on the level of support you may require.

Some examples of the type of support that we can offer include:

- | | |
|-----------------|---------------------------------------------------------------------------------------------|
| Literacy | Providing examples and models of completed tasks. |
| Language | Presenting information in small chunks and speaking clearly, concisely and not too quickly. |
| Numeracy | Providing students with calculators. |

Learning Style

We recognise that the MediQuest students are predominately concrete learners, with visual and kinaesthetic preferences. We ensure our courses are delivered with appropriate examples and opportunities to practice to facilitate learning and achievement, leading to the best outcomes for students. MediQuest ensures that trainer to student ratios meet the guidance in the curriculum so that students can receive the one on one training they need to achieve.

Training and Assessment

Training Guarantee

MediQuest will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of MediQuest being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund of fees payed or re-schedule the course. Students must complete the Refund Application Form (available upon request and on the website). More information is available in the Refund Procedure found on the website, in the Refund section of this handbook or by asking any member of MediQuest staff.

MediQuest takes a collaborative approach with students and provides support to facilitate the successful completion of their course within the agreed timeframe.

MediQuest implements effective policies and procedures to ensure that it delivers training in line with current training packages and accredited courses. The Transition Policy and Procedure (available upon request) ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements. No student will be disadvantaged due to a training package or accredited course changing. The student's needs and welfare will be our first consideration. Wherever possible, there will be no additional fees or charges, in the event that MediQuest needs to charge additional fees, all students will be contacted with a clear explanation and payment options.

Fees Information

Fees and Charges information is available on the website. The student tuition fees as published on the website are subject to change given individual circumstances at enrolment.

All students are provided with a written statement of fees prior to enrolment.

MediQuest actively encourages persons with disabilities to access training subsidised through the Skills First Program.

Refund Procedure

Students may apply for a refund of fees in some circumstances. Applications for refunds are made by completing the course refund / withdrawal form.

Course Refund Application / Withdrawal Forms are found on the MediQuest website (mediquest.com.au) or may be requested from the reception at MediQuest, David House, 1 Little David Street, Yarraville 3013 or by email to admin@mediquest.com.au

Students requiring assistance with completing a course Refund Application / Withdrawal Form should contact MediQuest in person at Reception, David House, 1 Little David Street, Yarraville 3013 or by email to admin@mediquest.com.au

Course refund / withdrawal forms must be submitted to reception at MediQuest, David House, 1 Little David Street, Yarraville 3013 or by email to admin@mediquest.com.au

Refunds are made in the same manner fees were paid. If a student paid fees through a credit card, the refund amount will be credited to the credit card; and the same holds for other methods of payments.

The table following provides information on the circumstances of withdrawal from a course and the refund amounts

Circumstance	Refund Amount
Withdrawal from course more than 28 days before the start date	No charge levied, full refund of any fees paid
Withdrawal from course less than 28 days before start date	90% course fee or associated costs paid
Withdrawal after course start date	No refund of full term / course fees or associated costs paid

Student Orientation

An orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and MediQuest during the course. It is also an opportunity for students to ask any last-minute questions before their training starts.

Training

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace or community. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant training package or accredited course curriculum. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant unit of competency.

Students are provided with the opportunity to undertake part / full time modes for most courses. Please refer to course information pages for further details.

Delivery and learning methods are tailored for each particular course to develop students' knowledge and skills so they are able to confidently perform tasks in the workplace, community or ongoing education settings upon completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take

place at our campus or in the student's workplace and may involve a mixture of classroom and simulated work-based environments to develop competency through practice.

Training Plans

All students are provided with a Training Plan that outlines MediQuest contact details, the course structure, scheduled hours, program unique supervised hours (PUSH which are the face to face training hours), delivery, assessment and monitoring details. This document is an aid to managing student's studies to facilitate the successful completion of their course.

Assessment and Outcomes

Student's performance is assessed in accordance with the guidelines outlined in the relevant unit of competence and related guidelines in the training package or curriculum. This may be in the form of answering questions in writing or verbally, keeping log books or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessment tasks and after each assessment task the student's submission will be marked S – Satisfactory or U – Unsatisfactory. Written feedback will be given to each student on the assessment task. Students who receive a U outcome for a unit of competency will be given the opportunity to undertake further training and / or practice to fill any competency.

Students are encouraged to attempt assessments to demonstrate competency at each assessment.

Once all the assessment tasks for a unit of competency have been assessed, a result of "C" for Competent or "NYC" for Not Yet Competent will be recorded. For a "C" result to be recorded all assessment tasks must have been marked S (Satisfactory). If any assessment tasks have been marked as N a Not Yet Competent result will be recorded. This means that the requirements of the unit have not been met.

Students who have NYC results recorded for any unit of competence may wish to re-enroll and undertake the training again. This will incur a fee.

Reasonable Adjustment

Reasonable adjustment refers to measures or actions taken in order to provide students with disability, cultural or linguistic needs the same opportunities for assessment as any other student.

Certification

For all accredited courses, you will receive a certification detailing all the units you have successfully completed and that have a Competent result. More information on certification is on page 14.

Support Services

Course progress

MediQuest monitors students' attendance at classes in accordance with the Student Attendance and Participation Policy and Procedure. Course progress is monitored and MediQuest provides assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to appropriate support services is provided to assist students to successfully complete their course within the scheduled duration. MediQuest may refer students to external sources if MediQuest is unable to sufficiently provide support for student's learning needs. MediQuest may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

MediQuest takes all reasonable and feasible steps to assist students so they can successfully complete their course within the course schedule.

Academic Support (including Language, Literacy and Numeracy)

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances, they may refer you to external agencies for support.

Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. MediQuest has relationships with professional welfare services to ensure that our students are provided with access to services if required. Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or any other member of staff.

Student Library

MediQuest has a range of books (grammar, vocabulary, writing, reading etc) for students to borrow. Ask your trainer or the Training Manager for more details.

Administration Services

We offer photocopying services.

Career and Further Study Counselling

Career and further study advice is provided to students. Contact the Training Manager or Director for further details.

Student Feedback

To ensure we continually improve our training services and facilities MediQuest implements a Continuous Improvement Policy and Procedure. Students are encouraged to give feedback in informal and formal ways. Please approach any member of staff with informal feedback. You may give us feedback in writing at any time.

MediQuest surveys students during delivery of their course and uses the Learner Questionnaire for end of course evaluations. The feedback is analysed and actioned where possible to ensure that we meet our students' expectations and needs. MediQuest appreciates your feedback and the time it takes to complete the survey and Questionnaire.

Students may be invited to participate in the national NCVET Student Outcomes Survey or in the Department's annual student outcome survey. Students may be invited to participate in Department endorsed research projects. Students may also be contacted by the Department or persons authorised by the Department for audit, review or investigation purposes.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals Policy and Procedure is contained within this handbook and is available on the website.

The Victorian Registration and Qualifications Authority is the ultimate arbiter of any complaint in regard to the training and assessment services delivered by MediQuest.

Certificates/Statements of Attainment

Students who successfully complete a full certificate course will be awarded a Certificate and a Record of Results.

Students who successfully complete some but not all unit/s of competency or accredited units from a full certificate course will be awarded a Statement of Attainment.

Students who successfully complete all accredited unit or units of competency from an accredited course titled 'Course in' are issued a Statement of Attainment.

Students who successfully complete some units of competency or units of competency from an accredited course are issued a Statement of Attainment.

MediQuest issues certificates and statements as per business process and students do not have to make an application.

Re-Issuance of Certificates or Statements of Attainment

Students may request a re-issuance of Certificates. This will only be available to the student after the student has produced identification that verifies the student's identity these may include the following:

- Current Passport
- Birth Certificate
- Driver's License

Where the student records are onsite, the certificate will be re-issued at no cost, but the certificate will be clearly stamped "Re-Issue". Where student records must be recalled from storage a fee may apply.

Course Information

A detailed course outline is available at the information session. Alternatively, course outlines may be found on the MediQuest website at <http://www.mediquest.com.au/>

A timetable will be distributed prior to commencement of training and a Training Plan will be negotiated and signed by all parties within 4 weeks of training commencement.

Code of Conduct

MediQuest practices are directed by our Code of Conduct. The Code of Conduct is a guide to ensure we consistently provide the highest possible, quality services to all our stakeholders and ensure we act in a manner that respects their rights.

A copy of the MediQuest Code of Conduct is available on request.

Access and Equity

MediQuest ensures that:

- All students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin.
- We employ a systematic, fair and equitable approach to enrolling students.
- All staff will perform their duties in a fair, equitable and respectful manner.
- All training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of student body.
- All staff are aware of their responsibilities with respect to equity and access.
- Staff activities are evaluated by the Continuous Improvement Policy.
- Staff are culturally aware and sensitive to differing norms, beliefs and values.
- Systems are employed to receive feedback on its application of this policy.
- Staff and students are required to comply with access and equity requirements at all times.

Management

MediQuest ensures that:

- The provision of high quality training and assessment is its principal purpose.
- All decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided.
- Appropriate governance arrangements are adopted to guide the implementation of its Strategic and Business Plan.
- Suitable, qualified staff contribute to informed decision making in management, academic and support services.
- All staff are aware of their responsibilities to MediQuest and the student body.
- A fair and equitable, systematic approach to recruitment, induction and professional development of its staff is employed.
- A safe learning environment is provided both on, and off site, to facilitate student learning.
- All appropriate insurances are maintained.
- The regulator and the Department are advised of any significant changes to the control, senior management and scope of MediQuest.

- The regulator and the Department are provided with the required data in soft and hard copy when requested, (free of charge).
- That all staff cooperate fully with all regulators and the Department during audits.
- Courses delivered are current and in accordance with training package requirements.
- Implementation of new training packages / accredited courses occurs within 12 months of their accreditation.
- All appropriate information relating to academic and support services is communicated to students in a timely manner.

Administration Management

MediQuest ensures that:

- An AVETMISS compliant student management system is employed.
- Appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details and related correspondence are implemented.
- AVETMISS and academic records are stored for a period of 30 years.
- Personal records are treated as confidential and stored on and off site, in secure facilities.
- All records relating to the delivery of training to Skills First students are stored for a period of 7 years.
- Unique Student Identifiers (USI) are used in accordance with the Act.
- The SVTS system is used as directed by the Department.
- Statistical reports and claims are processed in compliance with the Department's guidelines.
- Staff and students are able to access their own records at no cost to the individual.
- Certificates are awarded to students who successfully complete qualifications.
- Statements of attainment are awarded to students who successfully complete a unit or units of competency or accredited units.
- Statements of Attainment are issued to students who complete accredited courses.
- Statements of attainment and certificates are provided in a timely manner.
- Statements of attainment and certificates contain the required information.
- It employs unique student identifiers.

Training and Assessment

MediQuest ensures that:

- All learning and assessment materials are their own or permission is obtained from publishers for use.
- Courses are delivered in accordance with training package or accredited course requirements or those prescribed for non-accredited courses.
- Training and Assessment Strategies are employed for each course in accordance with regulatory requirements.
- Suitable learning and support resources are employed to guide staff and students.

- The opportunity for Recognition of Prior Learning, National Recognition and Credit Transfer are provided to students.
- All accredited courses provided are in accordance with its Scope of Registration.
- Appropriate academic and personal support services are provided to students.
- Language, Literacy and Numeracy needs are assessed and accommodated where appropriate.
- Course delivery is no longer than 8 hours per day.
- Training occurs between the hours of 9.00am and 9.00pm
- All course learning and assessment material is systematically validated, internally and externally.
- All learning and assessment strategies are systematically validated, internally and externally.
- Course and MediQuest information is provided to students pre enrolment and reviewed at orientation.
- Appropriate training and assessment facilities are provided to facilitate achievement.
- Training and assessment facilities comply with appropriate legislation.
- Agreements and Training Plans are negotiated and implemented for all Skills First students.

Staff

MediQuest ensures that training and assessment staff:

- Possess relevant, current vocational experience for the course/s they deliver.
- Hold appropriate vocational qualifications.
- Possess a TAE40116 Certificate IV in Training and Assessment or equivalent.
- Engage in professional development activities relevant to their teaching.
- Follow MediQuest policies and procedures when training and assessing.
- Treat all students in a fair and equitable manner.
- Treat students in a non-discriminatory manner.
- Are fully informed of their roles and responsibilities.

Marketing and Enrolment

MediQuest ensures that it:

- Provides appropriate pre enrolment information to students to enable them to make an informed choice of course.
- Does not provide false or misleading information about MediQuest or its courses.
- Performs marketing activities with integrity and accuracy.
- Correctly identifies all AQF accredited and non-accredited courses in all its materials.
- Identifies MediQuest name and RTO number on all its materials.
- Only places students in courses appropriate to their needs.

- Assesses applications for funded enrolment places in compliance with the Department's guidelines.
- Systematically reviews its marketing materials to ensure currency and accuracy.
- Employs a systematic, fair and equitable approach to enrolling students.
- Prominently displays the Department information when promoting courses to potential Skills First Program funded students.

Student Support Services

MediQuest ensures that:

All students will be supplied information pre enrolment on the following:

- Course information
- Enrolment process/ requirements
- Course fees
- Assessment arrangements
- Recognition of Prior Learning, National Recognition and Credit Transfer
- Qualifications and Statements of Attainment to be issued
- Academic support
- Personal support
- Literacy and numeracy requirements
- Staff contacts
- Facilities and equipment
- Attendance requirements
- Course withdrawal / cancellation fees and terms
- Complaints and Appeals Policy and Procedure

Student Code of Conduct

All students have the right to:

- be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.
- learn in an environment free from intimidation and interference from others.
- access all services and facilities as identified in pre enrolment information.
- suitably qualified and experienced trainers.
- seek academic advice and support from their trainers.
- learn in a safe and clean environment that facilitates achievement.
- access the Complaints and Appeals Policy to resolve disputes/ complaints.

All students are expected to:

- Approach learning and assessment activities in an ethical manner.
- Not engage in cheating or plagiarism.

- Submit work when required.
- Meet the terms of enrolment.
- Pay all tuition and other fees when requested.
- Attend all classes.
- Participate in course learning and assessment activities.
- Follow all instructions during learning and assessment activities.
- Treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.

Student Identifiers

All students who enrol at MediQuest are required to have two identification numbers, the Victorian Student Number (VSN) and the Unique Student Identifier (USI).

VSN

The Victorian Student Number (VSN) is a nine-digit student identification number that will be automatically assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training (VET) institutions.

USI

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

You need a VSN and USI in order to receive your qualification or statement of attainment. If you don't have a VSN or USI you will not receive your qualification or statement of attainment. With your permission MediQuest will obtain your VSN and USI and advise you in writing of the number.

General Information

Support service contacts

Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
Counsellors	Lifeline 13 11 14
Legal assistance	Law RTO of Victoria 470 Bourke St, Melbourne, VIC, 3000, Hotline: (03) 9602 5000
Victorian Legal Aid	Phone 03 9269 0120
Academic support	Phone 03 9908 0190
Access to records	Phone 03 9908 0190
Director	Phone 03 9908 0190
Training staff	Phone 03 9908 0190
Victorian Registration and Qualifications Authority	Phone (03) 9637 2806 Email vrqa@edumail.vic.gov.au

Workplace Health and Safety

MediQuest conducts regular Health and Safety Reviews covering all MediQuest operations to ensure our facilities, equipment, materials and practices comply with all WH&S legislation. Our staff will deliver training and assessment activities in a manner that removes hazards or, where it is impractical to remove hazards, controls the related risk.

Students must also act in a manner that safeguards their own health and safety and that of their fellow classmates. When MediQuest staff are providing WH&S information it is important that this is understood, and instructions are followed. If a student identifies a potential hazard this should be reported to a member of staff and they will take the appropriate action.

Further information on OH&S can be found at the following websites:

<https://www.worksafe.vic.gov.au/>

Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

MediQuest has introduced the Safe Student Card to ensure that we are able to provide a safe and considerate learning environment for all students. A form will be provided to every student to collect relevant information. This information will be provided to MediQuest staff on an 'at need' basis to ensure that each student is treated in an appropriate manner and that all steps are taken to limit exposure to behaviour or health triggers.

Please contact MediQuest reception for more information.

Attending MediQuest

- MediQuest will be staffed at all times during day and evening time classes and all persons entering MediQuest premises will be asked for identification.
- Please contact the nearest member of staff if you:
 - Feel threatened or unsafe at any time.
 - Have concerns about someone else's behaviour.
 - Are worried about someone harming themselves or someone else.
 - Receive unwanted attention or communications.
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

Safety Tips

- When travelling to MediQuest be vigilant when travelling as roads can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Do not leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else that you know in the building.
- Walk confidently, with a purpose, and at a steady pace.
- Know the telephone numbers of MediQuest and the police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to car parks.

For further information on public safety and advice on how to make your time at MediQuest as enjoyable and safe as possible please refer to Victorian Police Community safety website:

http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109

In an emergency, you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge, but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and report the incident. If you require non-urgent advice or

information or need to report a non-urgent matter, like lost property, you should attend or call the local Police station.

Attendance

MediQuest staff record student attendance at each session and this will be recorded in accordance with the policy and procedure. Students must attend all scheduled classes at the times indicated if they have enrolled for face to face training. MediQuest recognises that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all or part of a planned session, they are to contact their trainers. All students are supplied their trainer's e-mail contact at enrolment.

MediQuest will monitor student's attendance and provide appropriate support to facilitate successful completion within the scheduled period.

Attendance and Participation

Skills First Program funded students studying by face to face delivery mode, are required to attend and participate in scheduled learning and assessment activities as indicated in their Training Plan. MediQuest staff record student attendance and this is processed in accordance with MediQuest policies and procedures. MediQuest recognises that sometimes students may be unable to attend or participate due to unforeseen circumstances. If, for any reason, a student is unable to attend planned learning and assessment they are to contact their trainer.

If students are unable to participate in learning or assessment activities, they must contact their trainer or the Training Manager. Student absences that negatively impact the ability of the student to successfully complete their training, may result in a suspension of enrolment and training or withdrawal from enrolment and training.

If a student wishes to withdraw from a course or needs to take some time away from training, they should speak to their trainer or any of the MediQuest staff.

MediQuest offers Educational Support Worker assistance to all students to maximise participation.

The Department requires evidence of participation to verify learning and assessment activities have taken place to fund a student's studies. To provide this evidence students must sign the attendance roll every day that they attend classes. Trainers will regularly collect evidence of activities completed to be held on student's files.

Privacy

MediQuest will treat all students' personal information confidentially and will not disclose any details to a third party without the student's prior written consent. **

MediQuest complies with the National Privacy Principles, the Information Privacy Principles contained in the Commonwealth Privacy Amendment Act (2000), Data Privacy Act and the Victorian Information Privacy Act (2000).

When collecting personal and sensitive information, MediQuest ensures that students are made aware of:

- a) MediQuest's identity and how to contact us.
- b) Their right to access their personal information.
- c) The purpose for collection.

- d) The organisation/s we disclose their personal information to.
- e) Any law that requires the particular information to be collected.
- f) The consequences, if any, for the student if they do not provide the information required.

MediQuest makes every effort to collect personal information directly from the individual student.

The MediQuest Privacy Policy is available on the website or upon request.

*** Note: except where required to provide details under its commitment to provide details to the regulatory body, the Department or by Law.*

Access to Records

All Student records are held at the MediQuest premises at 1 Little David Street, Yarraville. Students may access their personal records free of charge, at any time between 9am and 4pm, Monday to Friday, by contacting the MediQuest head office on 03 9908 0190 or by completing the Student Records Access Form (available on the website or upon request). An appointment will be made within 5 working days to view the records. The student must bring confirmation of identity. Identity is best confirmed by bring a driver's license, passport and/or birth certificate.

Academic Misconduct

Students are also required to adhere to MediQuest Student Code of Conduct. If a student is found to have acted in a way that MediQuest deems to be misconduct, it may impact their successful completion of the course.

As outlined in the MediQuest Student Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At MediQuest our students almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are.

The following information is intended to provide guidance.

Cheating and Plagiarism

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but is not limited too) copying a friend's answers, using mobile phones or other electronic devices during closed book assessments, bringing in, and referring to, pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the student's assessment submission being invalid.

Plagiarism is the wrongful close imitation, or copying and publication, of another person's language, thoughts, ideas, or expressions, and the representation of them as one's own work. This includes copying all or pieces of another students work and representing it as your own. Plagiarism will also lead to the student's submission being invalid.

If students are including other people's work in submissions, such as passages from books or websites, then a reference should be made to the source.

For further information on what constitutes plagiarism please refer to:

<http://www.plagiarism.org/>

Cheating and / or plagiarism during assessments will be treated as a breach of the MediQuest Student Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course. No refund is available to the student in such circumstances.

All students have access to the MediQuest Student Code of Conduct and Academic Misconduct Policy and Procedure. They are available on request to any MediQuest staff member and are available on the website (www.mediquest.com.au).

Students are reminded to follow simple steps during training to avoid any allegations of cheating or plagiarism:

- Be sure you understand the assessment. If you have ANY questions, do not hesitate to ask the instructor.
- Be sure you understand the definition of Cheating and Plagiarism (as detailed above).
- Be sure you understand the consequences of cheating and / or plagiarism. If you are unsure review the MediQuest Student Code of Conduct and the Academic Misconduct Policy or refer to your trainer or any other MediQuest staff member for further information.
- If you know of someone who is cheating or plagiarising, inform your trainer or the Training Manager immediately. Allegations of cheating and plagiarism are serious and can result in units being deemed Not Yet Competent or removal from the training program. It is in your best interest if everyone does his or her own work.
- Always sign your own work and identify your work with your name and / or student number.
- When working in pairs or groups, ensure that all students record answers in their own words. If a joint project is to be submitted ensure that the each student's role is clearly identified and acknowledged.
- If in doubt speak to your trainer.

Complaints and Appeals

If students have an issue with any aspect of their training course, they should bring this to the attention of their trainer or another MediQuest staff member. MediQuest staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint, they may lodge a formal complaint by completing the formal complaints and appeals form (available upon request or from the website). This will be dealt with in accordance with the Complaints and Appeals Policy (available upon request or from the website).

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by requesting a Complaints and Appeals Form from any member of MediQuest staff, completing the form and submitting it to any member of MediQuest staff. Forms can be lodged with Reception or with administration. The appeal will be dealt with in accordance with the Complaints and Appeals Policy and Procedure.

If submitting a formal Complaint or Appeal Form, students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal, they have the right to the external complaints or appeals process.

An external party to MediQuest will review the case to identify if MediQuest has followed the correct process as stated in the Complaints and Appeals Policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students have the right to seek advice from, and be represented by, external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

As the MediQuest registering body, the Victorian Registration and Qualifications Authority (VRQA) is the final arbiter of all complaints or appeals lodged with MediQuest. The VRQA are physically located at Level 4, Casselden, 2 Lonsdale Street, Melbourne, VIC, 3000 and can be contacted by post at GPO Box 2317, Melbourne, VIC, 3001. General phone contact is 9637 2806 (from 9:00 am to 5:00 pm Monday to Friday) and email can be sent to vrqa@edumail.vic.gov.au. The web address is www.vrqa.vic.gov.au

National Training Complaints Hotline

Vocational education and training (VET) students and employers now have a simple new complaints hotline to report rogue training providers. The former Assistant Minister for Education and Training Senator Simon Birmingham said that while the vast majority of providers were doing the right thing, a minority were ripping off students, employers and taxpayers.

To contact the National Training Complaints Hotline phone 13 38 73 and follow the prompts.

Thank you for taking the time to read this Handbook. If you require further information or clarification of the content in this handbook you can do so by speaking with any MediQuest staff member at your information or enrolment sessions, your trainer or contacting MediQuest on 03 9908 0190.