



HEALTH SERVICES INTERNATIONAL
PTY LTD

Provider Number 90468

COMPANY PROFILE
&
STUDENT HANDBOOK
2011

Training

Consulting
Services

First Aid & Medical
Supplies

First Aid & Paramedical
Services

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"Making Business Better and Safer"

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CODE OF PRACTICE AND STATEMENT OF AQTF 2010 COMPLIANCE

This Company Profile and Student Handbook form the basis of the Australian Quality Training Framework (AQTF) 2010/Vocational Education Training (VET) Code of Practice, providing safe, responsive and efficient services in line with the AQTF 2010 standards. The aim of this handbook is to offer the highest quality service to participants and to ensure that they are informed that training occurs in line with the organisational Scope of Registration.

All Health Services International Pty Ltd staff are familiar with the contents detailed within this manual and agree to ensure that their professional conduct of training and assessment is in line with the organisations scope of registration and the Australian Quality Training Framework (AQTF) 2010. All assessments will be valid, reliable, fair and flexible. Health Services International Pty Ltd will ensure that applicants from a range of backgrounds are afforded equal opportunity (access and equity) to attend and undertake training in line with safety and training requirements.

Health Services International Pty Ltd gives an undertaking to comply with this Code of Practice under which students are trained and is committed to providing clients with the best possible training and assessment in accordance with national standards.



Ian D. Broad
Managing Director

Welcome!

Thank you for choosing Health Services International Pty Ltd to assist you in achieving you learning goals.

We understand how important it is to increase your learning and our aim is to help you achieve your goals in a relaxed, friendly learning environment.

To assist you further we have put together this Company Profile & Student Handbook. Please take the time to read this booklet as it has information about a range of processes and procedures that Health Services International Pty Ltd follows.

If you have any comments or suggestions we are happy to hear from you.

Good luck with your studies and please remember that we are here to help you in any way that we can.

Introduction

Health Services International Pty Limited

Health Services International is a professional and ethical Australian company. Since its inception Health Services International has been dedicated to improving and providing the community and corporate arenas with a superior standard of health care, occupational health and safety and first aid training.

All of our team members have:

- ✓ Experienced Personnel
- ✓ Each of the Directors has over 25 years experience in their field of expertise.
- ✓ Only highly qualified and experienced personnel are employed.

Memberships

- ✓ Member Australian Resuscitation Council (NSW)
- ✓ Foundation Member Emergency Care Providers Australia

Network of Partners

Health Services International has access to a large network of partners, which enables us to offer our clients the right expertise for each job.

Long Term Client Relationships

Health Services International has and will continue to develop long term relationships based upon mutual respect, the highest professional standards and value for money.

Focus on Outcome

Health Services International is focused on understanding and delivering appropriate goods and services relevant to the individual client and clients industry.

Mission Statement

Health Services International is an organisation committed to enhancing people's lives by way of education and training so that one day they may impact someone else's life.

Extent of Services

Health Services International has the expertise to assist you with the following:

- ✓ OHS and risk management consultancy
- ✓ First aid and paramedical services
- ✓ First aid kits and supplies
- ✓ Nationally recognised training

Consulting Services

Health Services International has significant expertise and experience in the areas of Occupational Health and Safety and Workers Compensation.

As we move into the new millennium OHS has become paramount. It is no longer a secondary consideration but an integral part of the management and quality systems within an organisation.

Health Services International is well placed to provide such specialist services. We employ experienced and well-qualified personnel most with many years' experience in their field.

Our capabilities cover the following:

- ✓ OHS Audits
- ✓ Workplace hazard audits
- ✓ Risk assessments
- ✓ Compliance audits
- ✓ OHS management system design and implementation
- ✓ Accident/Incident investigation

First Aid and Paramedical Services

Consider our Paramedical & First Aid Services for sporting fixtures, special events, personal medical escorts etc. Please discuss your specific requirements with us so we can offer you the best standard of care at competitive rates.

We ensure your event is safe and enjoyable with rapid medical intervention in the event of injury.

When you employ Health Services International all injuries and patient details are documented therefore allowing you ease of administration.

Our employees are specialists in their field. The treatment you will receive from Health Services International is the standard of treatment you would receive from any Ambulance Officer who would visit your home.

Our trained professionals are well respected in their field and come in contact with emergency situations on a daily basis.

First Aid Kits and Supplies

Health Services International can assist in the supply of all First Aid and Medical needs.

As a “value add” to clients we have positioned ourselves as a “one stop shop”.

Examples of products Health Services International can supply are:

- ✓ First aid kits for all workplace applications
- ✓ First aid kits for home, boat, caravan etc
- ✓ Defibrillators and other medical equipment
- ✓ Oxygen resuscitation equipment
- ✓ Restocking service available

Training

Training and Assessment Policy

Health Services International provides a common sense and practical approach to training. All our trainers are highly qualified and have extensive practical and theoretical experience in emergency health care fields and Occupational Health and Safety. Learning Occupational Health and Safety and First Aid with Health Services International means you learn from professional people who “practice what they teach”. This enables us to bring to you the expertise and knowledge of a “real life situation” to the training room.

Courses and assessment procedures are flexible and tailored to meet the individual requirements of the student. Course content and learning outcomes will vary according to the course type and duration. If required, this information may be obtained by visiting our website: www.lifestart.com.au

We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material, and approved by AQTF 2010 standards
- Assessments will be conducted in a fair, objective and consistent manner to determine a person’s level of competency.

This means that training and assessment you receive with us is done in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

Health Services International will ensure that qualified and experienced trainers are used to conduct all training courses.

Access and Equity

Health Services International Pty Limited is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff recognises the rights of learners and provides information, advice and support that is consistent with our Core Business Values and Code of Practice.

All learners have access to all courses that we conduct irrespective of cultural background, gender, linguistic, sexuality, disability or age. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community. All learners have the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner.

Some of our courses have prerequisite standards and competencies, students wishing to undertake these courses will be advised of these requirements and guided in a learning pathway that will assist them to achieve the best outcome.

Our main objective is to ensure all staff act in accordance with our Code of Practice and all learners are made aware of their rights and responsibilities.

If, at any time, you feel that any staff member is not abiding by our Code of Practice then report your complaints or grievances to your supervisor/trainer or anyone in our organisation, by either completing our complaints and grievance form or forward in writing.

Accreditation

Health Services International is a Registered Training Organisation accredited by the NSW Vocational Education & Training Accreditation Board to provide training in the areas of Occupational Health and Safety, Massage, Aromatherapy and First Aid. In addition appropriate state approvals have been sought to conduct applicable courses.

Health Services International (Provider No. 90468) has the following qualifications and units of competency on its scope of registration:

Qualifications

Certificate III in Occupational Health & Safety	BSB30707
Certificate IV in Occupational Health & Safety	BSB41407
Diploma of Occupational Health & Safety	BSB51307
Advanced Diploma of Occupational Health & Safety	BSB60607
Certificate IV in Public Safety (Defence Safety Coordination)	PUA40906
Certificate IV in Aromatherapy	HLT42707
Certificate IV in Massage Therapy Practice	HLT40307

Diploma of Reflexology	HLT51707
Diploma of Remedial Massage	HLT50307

Units of Competency

Follow Safe Manual Handling Practices	HLTHSE204B
Perform CPR	HLTCPR201A
Provide Basic Emergency Life Support	HLTFA201A
Apply First Aid	HLTFA301B
Provide First Aid in Remote Situation	HLTFA302A
Manage First Aid in the Workplace	HLTFA403A
Apply Advanced First Aid	HLTFA402B
Apply Advanced Resuscitation Techniques	HLTFA404A

Accredited Courses

Course in OHS Consultation	90502NSW
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WorkCover Accredited Course

Introduction to Return to Work Coordination

For further information regarding specific courses please visit our website at www.lifestart.com.au or contact our office.

Advertising Policy

Our privacy policy ensures that written permission is obtained from course participants before any information about them is used in any marketing or promotional material.

Attendance

Students are required to attend all scheduled sessions and to participate in all class activities including assessment events. With consultation arrangements can be made to make up class time lost due to injury, personnel loss or illness. Students will be advised about the emergency contact details in the course joining instructions.

Client Support

We offer support in:

- ✓ RPL/RCC assessment
- ✓ Options in learning
- ✓ Guidance via our Training Officer
- ✓ One on one tutoring
- ✓ Pre-course interviews
- ✓ Training needs analysis
- ✓ Information on our web-site

Competence/Certification

Upon completion of the course, participants will be awarded with the relevant Statement of Attainment or Certificate. A WorkCover certificate, where appropriate, will be awarded.

Reprints of any lost or damaged certificates can be requested from the main office (02) 4351 3322 or email hsi@lifestart.com.au. There is an administration charge of \$27.50 (incl. gst) for this service.

Complaints and grievance procedures

Wherever possible we encourage students, clients and staff to resolve concerns or difficulties directly with the person concerned. There are trainers, administration staff and management available to assist in resolving issues at this level.

The procedure to follow is:

- Discuss the grievance with the Trainer
- If the resolution is unsatisfactory or requires further action:
 - Send the grievance, in writing, to the Managing Director or Executive Director
 - If the matter is unresolved it can be referred to an independent mediator.

All grievances/complaints are attended to through our Quality System for Continual Improvement. Notification of the outcome will be given.

Appeals

Customers have the right to seek redress if they feel they have cause for complaint or have been unfairly treated by Health Services International.

It is possible that you may wish to challenge an assessment outcome. If this is the case then the following procedure should be followed:

- Speak with your trainer/assessor, if unresolved
- Present a request in writing to the Managing Director or Executive Director, if unresolved
- In a case where independence may be difficult we will employ the services of a consultant – John Cachia HRM Consulting

Appeals will be dealt with and a written report provided to the complainant within a 10 day period.

Course Hours

Participants will be advised in writing or via electronic media of course attendance times. Participants should be in the training room prior to the scheduled starting time. Appropriate rest and meal breaks will be scheduled during the course delivery times.

Course Information

Trainers will present approved course material that meet the appropriate standards. Assessments will be conducted in a fair, objective and consistent manner to determine a person's level of competency. Students have the ability to discuss their assessment results at any time with the Assessor.

Course content and learning outcomes will vary according to the course type and duration. If required, this information may be obtained by contacting our office.

Specific course information has been developed for all of the courses within our current scope of registration. Information for each of these courses and its content are provided on our website: www.lifestart.com.au

Course Materials

All participants are supplied with printed course notes and learning materials. Participants should bring their own paper and pens/pencils.

Disciplinary procedure

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person(s) whom displays dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Enrolment Conditions

Access to all courses is subject to:

- Availability of classes
- Sufficient enrolments in the class
- Course entry requirements being met
- Course fee payment

Enrolment & induction / orientation procedures

We provide clear information on the qualifications / courses that we offer. This includes the location of training, any required skills or knowledge and any additional training pathways.

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs. All information collected is kept confidential and subject to our Privacy Policy in this Company Profile & Student Handbook.

Enrolments can be made by contacting the national office on (02) 4351 3322 or email: hsi@lifestart.com.au to obtain an enrolment form or download from our website www.lifestart.com.au

Fees & Charges

Information on fees and charges is available by contacting our office. Course fees are payable prior to the commencement of the course, providing that the course fee is under \$1,000.00. Any course fee over \$1,000.00 may be paid in instalments with the first payment being not more than \$1,000.00.

All monies received from students are held in a working bank account. This account is only accessible by the Executive Director and the Managing Director.

Guarantee to complete training / assessment

Health Services International guarantees to complete all training and/or assessment once a student has commenced study in their chosen qualification or course.

Legislation

Health Services International is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- **Occupational Health and Safety**
Health Services International has a responsibility to provide a safe and healthy environment for their employees, customers and visitors.

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- Under the Occupational Health and Safety Act 2000 course participants also have certain responsibilities. These include:
 - Undertaking activities in a safe manner
 - Following instructions provided for safety
 - Not putting themselves or anyone else at risk
 - Reporting an injury/illness or "near miss" to an appropriate person
 - **Anti-Discrimination, Human Rights and Equal Opportunity and Disability Discrimination**
Health Services International does not discriminate against the admission of any person who seeks to enroll in its courses. Procedures are in place to handle any student complaint of discrimination or harassment.

- **Vocational Education and Training Act 2005**

The objects of this Act are as follows:

- (a) to establish a registration and accreditation framework for vocational education and training, in particular by applying nationally agreed standards,
- (b) to ensure the quality and integrity of vocational education and training in this State,
- (c) to [provide](#) for the approval by the [Board](#) of persons (other than official universities) to [provide courses for overseas students](#) (such approval forming the basis for registration under the *Education Services for Overseas Students Act 2000* of the Commonwealth),
- (d) to promote consistency of standards in vocational education and training,
- (e) to encourage the recognition of [vocational courses](#) that are [accredited](#) under this Act

- **Privacy Act 1988 (Commonwealth)**

- Health Services International respects your privacy.
- Information provided will be kept confidential and only used to enhance your learning process.
- It is a requirement of Health Services International's RTO status that all student records be maintained for 30 years.
- Students may seek access to personal information about them. This information may be available on written request. However, there may be occasions when access is denied. Such occasions would include where access would have an unreasonable impact to the privacy of others, where Health Services International's duty of care is to the student.
- Health Service International does not usually disclose information to third parties. Emergency personnel such as fire, police or ambulance would be the exception.
- Your training file cannot be accessed by a third party unless you give written permission that identifies those sections of the file to be made available.

Mutual Recognition Policy

Health Services International supports Qualification Recognition and recognises qualifications or certificates issued by other Registered Training Organisations (RTO) based in any State/Territory of Australia or WorkCover Authority of NSW approved training providers for the certificates remaining period of currency.

Payment Methods

Health Services International has a wide range of payment options - MasterCard, Visa, Cheque Money Order or Direct Deposit. Payments made using credits cards will incur a 2.75% processing fee. For specific details please contact the office.

Provision for language, literacy & numeracy assessment

We provide advice, support and help for any language, literacy and numeracy assistance on request. We will also monitor the needs of our learner's language, literacy and numeracy skills through our enrolment forms, and through the learning process. If at any time we feel a learner requires any language, literacy and numeracy assistance we will either provide this or tailor learning and assessment materials to match learner needs.

Recognition of Prior Learning / Recognition of Current Competency

Recognition of prior learning assessment is available to all learners who can provide evidence of their having relevant skills and knowledge acquired through prior learning. This prior learning may have been achieved either within or without the formal education and training system, such as through work and life experience. RPL may be applied for by completing the RPL documents found on our website www.lifestart.com.au.

All assessment of RPL/RCC applications are reviewed by staff that is qualified to conduct the assessment.

Refund Policy

- A full refund of fees paid will be given if Health Services International cancels a class, or a course participant gives notice in writing 14 days before the course start date.
- A 50% refund on fees paid will be given if notification is received in writing 7 days prior to course start date.
- No refund will be given after the class has commenced.
- To request a refund, a course participant must apply, in writing, to Health Services International stating the amount sought and the reason why the refund should be made.
- Evidence for the amount paid must accompany the request.
- Refunds will not be made to any party other than the person or organisation who made the original payment.
- A course participant is entitled to 1 complimentary transfer, however a 10% fee will be charged for any additional transfers.
- All applications for a refund will be assessed on an individual basis.
- The agreement for fee refund does not remove the right of the student or customer to take further action under Australian Consumer laws.

Students Rights and Responsibilities

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- Be free from all forms of intimidation
- Work in a safe, clean orderly and cooperative environment
- Have personal property (including computer files and your work) and the Registered Training Organisation property protected from damage or other misuse
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure)
- Learn in an environment that is conducive to success
- Work and learn in a supportive environment without interference from others
- Apply to have existing skills and knowledge recognised
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses)
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- Access to learning records
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation
- Express and share ideas and to ask questions

You have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Follow reasonable directions from a staff member
 - Not behaving in any way that may offend, embarrass or threaten others
 - Not harassing fellow students or staff (e.g. using offensive language or making unwanted sexual advances)
 - Taking care of facilities by not damaging, stealing or misusing property
 - Acting in a safe manner that does not place you or other at risk
- Ensure personal details are current and correct
- Participating in all assessment tasks as scheduled, honestly and to the best of your ability
- No smoking within the building or within a meter of the front door
- Not be under the influence of alcohol or illegal drugs
- Follow normal safety practices
- Advise staff of any illness you may have that would require immediate medical attention:, e.g. diabetes, heart condition, allergies, epilepsy, etc

Student Records

Student records are held for 30 years electronically as per VETAB requirements. All students have access to their learning records. This access will be granted upon written request. Please be aware that if your records show any information pertaining to other student's records access may be restricted.

Students can request a printout of their record which will be forwarded either by mail or email. Students may enter the office to view their records and discuss their outcomes by making an appointment with the Managing Director or Executive Director. Students will be accompanied at all times and may not take their records off site.

Training Venue

Training is conducted at 10/10 Pioneer Avenue, Tuggerah Business Park. There is easy access from Sydney and Newcastle via expressway and railway.

The training centre provides air conditioned rooms suited to the group size and includes a full range of audiovisual equipment. Wheelchair access and facilities are available.

Welfare and guidance services

We will endeavour to provide welfare and guidance to all learners. This includes:

- Occupational Health and Safety
- Review of payment schedules when requested
- Learning pathways and possible RPL and RCC opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs

Further details of any of the above services may be obtained by:

Visiting our website at www.lifestart.com.au

Contacting our staff – Ph: (02) 4351 3322, Fax (02) 4351 3344, Email: hsi@lifestart.com.au