

Student Handbook

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Index

Welcome to RDNS Your Health & Learning.....	3
About RDNS Your Health & Learning	4
General Information	5
Children on Site	5
Counselling.....	5
Disability Support.....	5
Eating and Drinking Arrangements	5
Identification Badges	5
Lost Property	5
Messages (Student)	5
Mobile Phones and Pagers.....	5
Course Fees, Refunds and Financial Information	6
Fees	6
Overdue fees.....	6
Additional fees.....	6
Policies.....	6
Recognition of Prior Learning (RPL) and National Recognition (NR).....	7
Course Related Matters	7
Selection and Application	7
Facilities and Resources.....	7
Learning Support.....	7
Student Feedback	8
Absent from Lectures/Clinical	8
Withdrawing from or deferring from a course/module.....	8
Cancellation of Course/Unit	8
Course Abandonment.....	8
Guidelines – Emergencies	9
Accidents.....	9
Ambulance cover.....	9
Hazards and near miss reporting.....	10
Health Conditions	10
Smoking	10
Rights and Obligations	11
Applicant Agreement.....	12

Welcome to RDNS Your Health & Learning

RDNS Your Health & Learning will provide you with the learning opportunities to prepare you in your studies and your chosen career path.

RDNS Your Health & Learning education programs are based on individual and professional requirements for you to achieve competencies to complete your course.

We pride ourselves on our quality education delivered by technical and clinical specialists with current field expertise and contemporary practice skills. Evaluation will be an ongoing essential component of your course and we value your comments in order to improve our service to you. We are committed to a program of Continuous Quality Improvement and will survey you regularly for your contributions to this program.

RDNS Your Health and Learning adheres to the AQTF Standards and Conditions of Registration, including the application of the Quality Indicators and is subject to quality assurance audit processes by external regulators and through the RDNS Your Health and Learning.

This handbook contains information to assist you as a student of RDNS Your Health & Learning.

It is hoped that your time with RDNS Your Health & Learning will be both personally and professionally rewarding. Please do not hesitate to contact our friendly staff on 08 8208 5300 or via email at education@rdns.org.au if you require any assistance.

Enjoy your study and we look forward to supporting you to achieve your learning goals.

Regards

RDNS Your Health & Learning Team

About RDNS Your Health & Learning

RDNS Your Health and Learning is one of Australia's most experienced, diverse, and innovative community health service providers. With more than 115 years of experience RDNS (SA) is a globally recognised leader in health research and quality service delivery, delivering more than 3,000 health care services every day through a diverse mix of health care workers including nurses, care workers, allied health workers, Nurse Practitioners, and clinical specialists.

Extensive evidence-based research ensures our services are absolutely relevant to today's practice and only highly experienced and qualified professionals are engaged to deliver training from this knowledge.

RDNS Your Health & Learning provides adult learning opportunities that encourage participation, interaction, practical skills development, personal responsibility, and professional conduct amongst their students and learners. Where a professional licensed outcome is achieved, as from the Diploma of Nursing course, rigorous standards apply to students as well as staff. The challenging nature of this training is one ingredient in RDNS Your Health & Learning being able to deliver the best trained most professional nursing graduates into Australia's health workforce.

For more information on RDNS Your Health & Learning visit www.rdns.org.au.

RDNS Your Health & Learning also delivers specialist clinical and non-clinical education services to health service providers, provides evidence-based clinical practice guidelines and care resources, tailors workforce development solutions for health sector employers, and contributes to policy and planning decisions at all levels of government.

Please note:

Employability Skills Summaries for the HLT51607: Diploma of Nursing (Enrolled/Division 2 nursing) qualifications can be downloaded from <http://employabilityskills.training.com.au>.

General Information

Children on Site

Children are not permitted in classrooms, skill laboratories, or clinical placements.

Counselling

Counselling is available for a range of issues and practical difficulties including career decisions, personal issues, course and study difficulties and grievance/mediation issues. All counselling is private and confidential and concerns can be discussed without fear of judgment or criticism. The following people are available to assist you - your Principal Educator, Course Coordinator or the Operations Manager.

Disability Support

If you have a disability of any kind which may require special educational provisions, contact the Principal Educator or Course Coordinator.

Eating and Drinking Arrangements

Tea and coffee making facilities as well as cold spring water are provided free of charge. You may choose to bring lunch or buy lunch on/off site. Food is not to be consumed in lecture rooms.

We ask that in consideration of others, all rubbish is disposed of correctly and that any student facilities areas are tidied prior to the close of the session(s).

Identification Badges

Following enrolment you will be issued with a student identification badge which must be worn at all times whilst in class and on clinical/field placement. It must be returned on completion of the course and there is a replacement fee of \$10.00 should you lose or damage your badge.

Lost Property

To assist in identification and return of lost property please mark all your personal belongings with your name. Students are encouraged not to leave valuables unattended.

Messages (Student)

Messages are not taken for students except in emergency situations. Every effort will be made to deliver the message but RDNS Your Health & Learning cannot accept responsibility if students cannot be located or a message cannot be delivered.

Mobile Phones and Pagers

Mobile phones and pagers are to be turned off during classes. If expecting an urgent call, please discuss your need with your Educator.

A written warning will be given to students who consistently breach this.

Course Fees, Refunds and Financial Information

Fees

Specific course fees and charges are detailed in the relevant course handbook, are correct at the time of printing, and are subject to change at any time without notice. If course fees are increased prior to enrolment, the student is required to pay the new fees as they are introduced.

An applicant who is given a formal offer of enrolment is required to pay a non-refundable deposit of at least \$500 to confirm enrolment. RDNS Your Health & Learning is a member of the ACPET Australian Student Tuition Assurance Scheme (ASTAS) which provides protection of student fees paid in advance. For further information on this Scheme visit www.acpet.edu.au.

Any person enrolling in a course at RDNS Your Health & Learning will incur the full fees of the course on enrolment, and accepts liability to make full payment of those fees to RDNS Your Health & Learning. Course fees may be paid in instalments on terms as offered by RDNS Your Health & Learning from time to time. All bank fees and debt recovery fees will be borne by the applicant/student.

Overdue fees

If fees remain outstanding RDNS Your Health & Learning may at its sole discretion apply an overdue account charge equivalent to 10% of the overdue balance. This charge will remain in place until the overdue balance is cleared in full. All future fee payments will firstly be applied against the overdue balance.

Students with outstanding fees at completion of or withdrawal from a course shall not receive any form of recognition of courses or qualifications undertaken until all outstanding fees are paid in full.

Students who are consistently overdue in their fees will result in all education services and access being withdrawn and referred to debt collection agency (if required) until the outstanding fees have been paid to RDNS Your Health & Learning in full.

Additional fees

Individual courses may require or recommend students to purchase specific items not supplied by RDNS Your Health & Learning. These costs are the sole responsibility of the student, and are outlined in the relevant course handbook.

Policies

RDNS Your Health & Learning is committed to providing high quality education and training services in a positive and supportive learning environment during which students are encouraged to excel and fulfill their potential. To support this commitment RDNS Your Health & Learning has implemented a number of policies.

The following policies are located on the RDNS Your Health & Learning Website for your reference:

- Fees Instalments and Refund
- Access and Equity
- Occupational Health Safety and Welfare
- Learner grievance policy
- Code of conduct
- Code of Practice

Recognition of Prior Learning (RPL) and National Recognition (NR)

Students with current skills or knowledge relevant to the course are eligible to apply for Recognition of Prior Learning.

The opportunity also exists for students to apply for National Recognition (NR) for previous courses or Units of competency equivalent to the competency outcomes in the current course of study.

Recognition of Prior Learning and National Recognition Application Kit is available on the RDNS Your Health and Learning website should you wish to submit an application.

If you would like further assistance with RPL or NR please speak with your Principal Educator or Student Services Officer as soon as possible.

Course Related Matters

Selection and Application

Individual courses offered by RDNS Your Health & Learning have varying selection and enrolment requirements which a student must satisfy. The student is responsible for meeting all such requirements and for bearing any associated costs in full. Specific course requirements are detailed in the relevant Course Handbooks and on the RDNS Your Health and Learning website. Due to limited numbers available in certain programs, acceptance into any program is not guaranteed.

Facilities and Resources

RDNS Your Health and Learning provides a high quality learning environment to all students, with facilities including industry leading Information Centre with borrowing permissions, free online database access, student computers and printers, student kitchen, modern fully equipped classrooms, and a practical skills lab.

RDNS Your Health & Learning seeks to use evidence-based resources in all course delivery, and is supported by the world-class RDNS Research Unit.

RDNS Your Health & Learning has industry partnerships with an enormous range of health, disability, aged, acute, allied health, and community care service providers through which students gain invaluable workplace experience, and who provide validation and moderation support to RDNS Your Health & Learning to ensure course materials and assessment tools are current to industry expectations.

All students of RDNS Your Health & Learning are responsible for treating the facilities, staff, and resources of RDNS and its partner organisations with care, respect and courtesy.

RDNS Your Health & Learning reserves the right to recover costs from any student identified as causing damage through willful act or negligence to the property or resources of RDNS Your Health & Learning or its partner organisations.

Learning Support

RDNS Your Health & Learning is able to provide support services, such as tutorial activities, and information literacy and study skills sessions, to students with identified learning difficulties. Where specific learning difficulties require specialised support, RDNS Your Health & Learning can assist the student to locate appropriate support providers. RDNS Your Health & Learning will take all reasonable steps to support students facing learning difficulties.

Students are to advise RDNS Your Health & Learning immediately upon becoming aware of any personal learning difficulties or situation which may negatively impact on their capacity to fully participate in the course. RDNS Your Health & Learning accepts no responsibility where a student fails to achieve course outcomes due in part or in full to a learning difficulty experienced by a student where that student has not made RDNS Your Health & Learning aware of such difficulty and where RDNS Your Health & Learning has the capacity to meet the requirements of that learning difficulty.

Student Feedback

To continually improve our services to students, RDNS Your Health & Learning is committed to listening and responding.

Ways you can provide us with feedback include:

- > Direct to your Principal Educator or Course Coordinator,
- > Student forums and RDNS groups, or
- > Quality Indicator, end of semester and graduate surveys.
- > In class communication books

We welcome and listen to each person who provides feedback, treat all feedback with confidentiality, and take appropriate action on feedback received. Your feedback also assists us to improve our services to you. We like to hear about the positive things too!

Absent from Lectures/Clinical

Students absent from lectures or clinical experience may be expected to take catch up classes or complete additional clinical experience. This will be negotiated with the Principal Educator and/or the Course Coordinator. When a significant proportion of the course has been missed it may not be possible for catch up classes to be attended within the course time frame. This will result in student withdrawal from the course. Students may be able to defer/transfer to another group at the discretion of the Course Coordinator. It is the professional obligation of all students to monitor their own progress through their course and negotiate with the Principal Educator or Course Coordinator 'catch up' sessions.

Withdrawing from or deferring from a course/module

RDNS Your Health & Learning requires the following process to be adhered to when withdrawing from a course/unit.

- > Inform your Principal Educator and/or the Course Coordinator immediately if you wish to withdraw.
- > Complete the Course/Module Amendment form as soon as possible finalising details of withdrawal.
- > All forms are available from the RDNS Your Health & Learning website or the Course Coordinator.
- > Any balance of fees still outstanding at the time of withdrawal must be paid in full.
- > RDNS Your Health & Learning refund policy will apply in assessing whether or not students are entitled to a refund.
- > If the refund due is more than the fees outstanding, a cheque for the difference will be forwarded to the student.
- > Upon withdrawing from the course, you will receive a Statement of Attainment of units completed

Cancellation of Course/Unit

If RDNS Your Health & Learning cancels a course or unit, the student will be notified as soon as possible.

A full refund of fees paid will be forwarded to the student within two weeks.

Course Abandonment

If a student fails to attend 4 or more scheduled sessions in a row without notifying RDNS Your Health & Learning, then the student will be considered to have abandoned their course.

Failure to attend most, if not all of your classroom study days may impact on your continuance within the course.

Record keeping

Change of Personal Details

Record keeping is a joint responsibility between RDNS Your Health and Learning and the student. Please ensure that you notify the Principal Educator or Administration Assistant of any changes to your name, address, telephone/emergency contact numbers etc. This assists us to keep your enrolment up to date and to contact you should the need arise, eg. the cancellation of class due to sickness of a Principal Educator.

Individual learner details or records will not be released to a third party without the written permission of the learner or where required by law.

Learners may view records of enrolment, financial status, course/module progress by applying in writing to the Learner Administration Officer. 24 hours notice is required.

If a student's name has changed and the student wishes the parchment to reflect this change, the information is to be conveyed in writing (with appropriate certified documentary evidence) to RDNS Your Health and Learning no later than 7 calendar days prior to completion of the program.

Completion of program

On completion of your program students that have achieved all competencies and placement component where applicable, will receive a parchment and academic transcript detailing course and student information.

Students who have not achieved all competencies will receive a Statement of Attainment detailing the units of competency that have been achieved.

A graduation ceremony will be held for Diploma and Certificate courses where Parchments will be issued.

Should you require a copy of your Parchment / Certificate prior to graduation, these may be collected from Student Services however 10 working days notice must be given.

Students undertaking short courses and single units of competency will receive their certificate of participation or Statement of Attainment on completion of the program.

Guidelines – Emergencies

Accidents

All medical emergencies and accidents involving injury must be reported immediately to the Principal Educator and/or Course Coordinator so that first aid and/or tertiary care can be arranged without delay and any hazards eliminated.

Where possible please follow the procedure outlined below:

1. Provide comfort and assistance to the injured person.
2. Send someone to notify a staff member and ask for First Aid assistance.

These actions should result in medical assistance arriving at the earliest possible time. If this cannot be achieved for any reason, telephone for an ambulance yourself. Dial 000. (see Ambulance Cover)

3. Stay with the injured person until first aid or medical assistance arrives.

Depending on the nature of the incident, a Hazard Identification form may be completed.

Ambulance cover

Medicare does not cover ambulance costs. If an ambulance takes you to hospital, you will have to pay the ambulance charge. As the current rate for the ambulance transport is approx. \$400+ you may wish to consider personal ambulance cover.

Hazards and near miss reporting

It is the responsibility of both students and staff within the RDNS Your Health & Learning environment to report any hazards that may cause injury or damage. Please report these hazards to the Principal Educator and/or Course Coordinator as soon as possible after identification.

Health Conditions

If you have a personal health condition that may be critical under certain conditions or at certain times, please advise either your Principal Educator and/or Course Coordinator before you commence studying. All information will be treated as confidential and is required so RDNS Your Health & Learning can provide support or treatment in an emergency situation.

Smoking

RDNS Your Health & Learning supports a smoke-free workplace and as such there are no designated smoking areas in or around RDNS buildings. Smoking is not permitted in any building and students are not permitted to leave lectures for smoking purposes.

Please also be aware all RDNS Your Health & Learning staff have direct responsibility for ensuring compliance with this policy. Where RDNS Your Health & Learning uses venues owned by other organisations the smoking policy relevant to those venues applies to RDNS staff and students.

For assistance to stop smoking Quitline can be contacted on 137 848 from anywhere in Australia and is open 24 hours a day, seven days a week.

Rights and Obligations

All students are bound to comply with the rules and regulations stated in RDNS Your Health & Learning Policies and Procedures which are subject to change from time to time.

Applicants for enrolment must return a signed copy of the Applicant Agreement at the end of this document before being accepted by RDNS Your Health & Learning as a student.

RDNS Your Health & Learning shall be under no liability whatsoever to any student for any loss or damage, including personal injury or death, sustained at or upon RDNS Your Health & Learning premises howsoever caused, and whether in respect of any negligent act or omission by RDNS Your Health & Learning, its employees, agents or servants or otherwise.

RDNS Your Health & Learning shall be under no liability whatsoever to any student for any loss or damage, including personal injury or death, suffered by reason of the failure of RDNS Your Health & Learning, its employees, agents or servants to notify the student of any risk or danger of which they had no prior knowledge nor ought reasonably to have had such knowledge.

RDNS Your Health & Learning reserves the right in its absolute discretion to review and alter the organisation and/or structure of its courses at any time.

If any material alteration is made before the commencement of a course, RDNS Your Health & Learning will endeavour to notify the student so affected, but shall not have any liability if it is unable to so notify.

RDNS Your Health & Learning reserves the right and liberty to use promotional work taken in the form of photography, films or reproductions for the purpose of advertising, and publicity – either wholly or in part, in any manner or form whatsoever and in any medium, either separately or in conjunction with other photographs, films or reproductions thereof. A permission form must be completed by students prior to photography, film or endorsements being facilitated.

Notwithstanding the provisions of these terms and conditions, nothing removes the right of the student to take further action under relevant Australian consumer protection laws and to pursue such legal remedies the student may have under such laws.

Applicant Agreement

This Agreement must be signed and returned to RDNS Your Health and Learning.

- I understand, accept, and agree to abide by the Terms and Conditions outlined in this handbook and have been given an opportunity to discuss prior to agreeing to them.
- I have read RDNS Your Health and Learning policies and retained a copy of the generic and course specific handbooks for my future reference:

Name

Signature

Date

Applicant Checklist

- Signed Agreement (I have kept a copy for my records)
- Completed Application paperwork
- National Police Certificate, if required, provided to RDNS Your Health and Learning (I have kept the original)
- I am aware that a criminal history check and up to date immunization evidence will be required to enable me to complete the clinical placement component of the program and register with AHPRA (Registration with AHPRA Nursing students only).
- *If you have a prior conviction please speak with the Principal Educator prior to enrolment.
- Deposit payment made (or attached with this Agreement)
- I have been provided access to RDNS policies along with the course specific and generic handbooks and agree to the terms outlined.

OFFICE USE ONLY

OFFICE USE ONLY		
VETtrak	Student File	
Event	Digital	Hard Copy
Date/Initial:	Date/Initial:	Date/Initial: