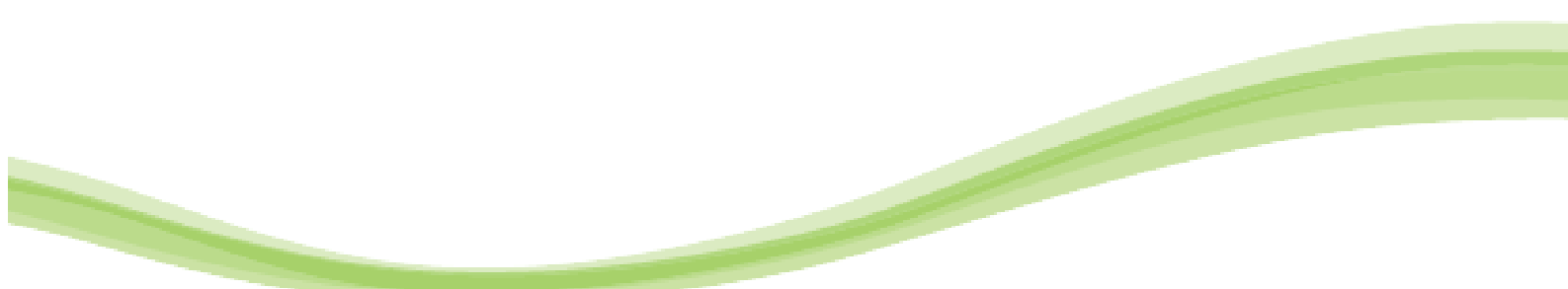




# STUDENT HANDBOOK



## Contents

|  |          |
|--|----------|
| <b>STUDENT HANDBOOK.....</b>                                   | <b>2</b> |
| <b>COURSE SUPPORT NETWORK.....</b>                             | <b>2</b> |
| <b>DESCRIPTION OF COURSES.....</b>                             | <b>3</b> |
| <b>ACADEMIC PROGRESS MONITORING .....</b>                      | <b>4</b> |
| <b>ACCESS, EQUITY &amp; FAIRNESS .....</b>                     | <b>4</b> |
| <b>APPLICATION AND ENROLMENT .....</b>                         | <b>4</b> |
| <b>ATTENDANCE .....</b>  | <b>4</b> |
| <b>CHILDREN ACCOMPANYING COURSE PARTICIPANTS .....</b>         | <b>4</b> |
| <b>CODE OF PRACTICE .....</b>                                  | <b>4</b> |
| <b>COMPLAINT &amp; APPEAL PROCESSES POLICY .....</b>           | <b>4</b> |
| <b>COURSE FEES .....</b>                                       | <b>5</b> |
| <b>COURSE REFUNDS .....</b>                                    | <b>5</b> |
| <b>STUDENT REC &amp; MEC COURSES.....</b>                      | <b>5</b> |
| <b>DISCIPLINE – STUDENTS.....</b>                              | <b>5</b> |
| <b>FOUNDATION SKILLS.....</b>                                  | <b>5</b> |
| <b>ISSUANCE OF PARCHMENTS.....</b>                             | <b>5</b> |
| <b>MARKETING AND ADVERTISING.....</b>                          | <b>5</b> |
| <b>PRIVACY .....</b>   | <b>5</b> |
| <b>REASONABLE ADJUSTMENT .....</b>                             | <b>6</b> |
| <b>RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER .....</b> | <b>6</b> |
| <b>RECORDS MANAGEMENT .....</b>                                | <b>6</b> |
| <b>STUDENT CODE OF CONDUCT.....</b>                            | <b>6</b> |
| <b>STUDENT SUPPORT SERVICES.....</b>                           | <b>7</b> |
| <b>TRAINING FACILITIES AND RESOURCES .....</b>                 | <b>7</b> |
| <b>UNIQUE STUDENT IDENTIFIER (USI) .....</b>                   | <b>7</b> |

## STUDENT HANDBOOK

Welcome to CRANAplus. While undertaking your study with us we will endeavour to make your learning a rewarding and exciting experience and, of course, we expect you to do your utmost to achieve the results and goals you are aiming for.

This student handbook will enable you to familiarise yourself with the requirements associated with the short course you are enrolled in and provide you with very important information about CRANAplus' policies and procedures. CRANAplus is committed to providing all prospective students with the following information to ensure that their decision to apply to study with CRANAplus is fully informed.

Please read the entire booklet very carefully – these policies will affect the decisions you make and the decisions made by CRANAplus.

The CRANAplus policies referred to are also found on our website at: <http://www.crana.org.au>

CRANAplus is a Registered Training Organisation (RTO), (RTO number 40719) and delivers nationally recognised training from the HLT Health Training Package and therefore can issue nationally recognised Statements of Attainment. Nationally recognised training ensures training meets the standards required by industry. People receiving nationally recognised training can be confident that the skills and knowledge they attain are recognised and valued across Australia.

### COURSE SUPPORT NETWORK

**Once registered for a course the support network available is as follows:**

1. Course registration and information Email: [courses@crana.org.au](mailto:courses@crana.org.au)
2. Course content information see below for educator portfolios and contact details

| Course  | Educator            | Phone Number | Email  |
|---|---------------------|--------------|--|
| Trauma Preparedness, ATSI REC, PS, 4C's Program | Anne Marie McNamara | 0409 065 905 | <a href="mailto:clinicalteam@crana.org.au">clinicalteam@crana.org.au</a> |
| MEC, MIDUS, ATSI MEC                            | Glenda Gleeson      | 0427 618 322 |  |
| TEC, TES, PSTEC                                 | Jackie Matear       | 0431 029 634 |  |
| ALS & BLS                                       | Leonie McLaughlin   | 0417 598 220 |  |
| MEC, MIDUS, ATSI MEC                            | Michelle Bodington  | 0427 979 663 |  |
| PEC, First Aid                                  | Sue Orsmond         | 0427 955 713 |  |
| REC, AREC, ATSI REC, ALS                        | Wendy Bowyer        | 0427 951 796 |  |

### COURSE ABBREVIATIONS:

**AREC:** Advanced Remote Emergency Care Course

**ALS:** Advanced Life Support Course

**ATSI MEC:** Aboriginal and Torres Strait Islander Midwifery Emergency Care Course

**ATSI REC:** Aboriginal and Torres Strait Islander Remote Emergency Care Course

**MEC:** Midwifery Emergency Care

**MIDUS:** Midwifery Upskilling Course

**PEC:** Paediatric Emergency Care Course

**REC:** Remote Emergency Care Course

**PS:** Practical Skills Course

**PSTEC:** Practical Skills Triage Course

**TEC:** Triage Emergency Care Course

**TES:** Triage Education Session

## DESCRIPTION OF COURSES

The CRANAplus scope of registration includes units of competency selected from the HLT Health Training Package. These units are approved to meet national quality standards. They have a national code and are listed on the [training.gov.au](http://training.gov.au) website.

CRANAplus, as an RTO is part of the Australian vocational education and training sector and its units of competency are based on the concept of industry relevant competencies. The broad concept of competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attitudes relevant to effective participation in an industry, industry sector or enterprise. It covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Competency requires the ability to apply relevant skills, knowledge and attitudes consistently over time, and in the required workplace situations and environments.

Our approved units of competency are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function—they describe work outcomes as agreed by industry. As such, they do not describe the procedures necessary to perform a particular role, but rather, identify the skills and knowledge, as outcomes, that contribute to the whole job function.

Each unit of competency describes a specific work activity, conditions under which the activity is conducted, and the evidence that needs to be gathered to determine whether the activity is being competently performed.

On successful completion of all the required training and assessment requirements associated with a unit of competency, the student will receive a Statement of Attainment. Note: Not all CRANAplus short courses contain a unit of competency. On successful completion of course training and assessment requirements, the student will receive a course certificate of successful completion. In addition, the student will attract points toward their professional development. Please check our website found at: [www.crana.org.au](http://www.crana.org.au) for more information on course duration, which determines the number of continuing professional development points.

For detailed information on objectives, delivery and entry requirements for each of the courses offered by CRANAplus go to [www.crana.org.au/education](http://www.crana.org.au/education).

The following units of competency from the HLT Health Training Package are contained in the corresponding CRANAplus courses

1. HLTAID001 Perform Cardiopulmonary Resuscitation
  - Remote Emergency Care Course (REC)
  - Aboriginal and Torres Strait Islander Remote Emergency Care Course (ATSIREC)
  - Trauma Preparedness Course (TPC)
  
2. HLTDEF003 Perform the duties of a scribe during casualty resuscitation
  - Paediatric Emergency Care Course (PEC)
  
3. HLTAID003 Provide first aid
  - First Aid

## ACADEMIC PROGRESS MONITORING

CRANAplus is committed to a safe and effective learning environment with support mechanisms to ensure the success of all students.

CRANAplus is committed to the systematic monitoring of student academic course progress. CRANAplus is proactive in notifying and counselling students who are at risk of failing to meet progress requirements.

For more information, contact the Senior Remote Clinical Educator: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## ACCESS, EQUITY & FAIRNESS

CRANAplus' Access and Equity is based in the following principles:

- All stakeholders will be treated with respect in a workplace and learning environment free of harassment and intimidation
- All personnel and learner decisions will be fair, reasonable, non-discriminatory and based on merit
- No individual or group will be treated less favorably than another
- All communications and interactions will be free of bias, prejudice and discriminatory language

See CRANAplus *Access, Equity & Fairness Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## APPLICATION AND ENROLMENT

CRANAplus is committed to consistent, ethical, fair and inclusive assessment and selection of all candidates.

See CRANAplus *Application and Enrolment Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## ATTENDANCE

CRANAplus is committed to the systematic monitoring of student attendance and overall course progress. CRANAplus is proactive in notifying and counseling students who are 'at risk' of failing to meet progress requirements as a result of poor attendance or punctuality.

See CRANAplus *Attendance Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## CHILDREN ACCOMPANYING COURSE PARTICIPANTS

The education services provided by CRANAplus do not cater for or provide facilities for those under the age of 18 years, therefore participants planning to undertake a course with a child/children will not be permitted to attend.

See CRANAplus *Code of Practice Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## CODE OF PRACTICE

CRANAplus abides by the Code of Practice for RTO in Australia.

For more information contact the Senior Remote Clinical Educator : [glenda@crana.org.au](mailto:glenda@crana.org.au)

## COMPLAINT & APPEAL PROCESSES POLICY

It is the policy of CRANAplus to manage its complaint/appeal process in a fair and equitable manner that ensures all stakeholders are provided with a timely and transparent framework to lodge a complaint/appeal.

Access Complaint Form and see CRANAplus *Complaint and Appeal Processes Policy*  
[www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## **COURSE FEES**

It is the policy of CRANAplus to have fair and reasonable financial dealings with all clients and in particular students. It is the policy of CRANAplus that student fees paid in advance are protected. All fees paid in advance are secured through CRANAplus' rigorous financial management and control systems, policies and procedures.

## **COURSE REFUNDS**

See CRANAplus *Fees and Refund Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## **STUDENT REC & MEC COURSES**

This is a negotiated course between CRANAplus and the rural health clubs. Students register via the nominated club and costs are discussed at this level. This course is a fee free course with costs covered by the rural health club to cover facilitator accommodation and the venue and catering only.

## **DISCIPLINE – STUDENTS**

It is the policy and commitment of CRANAplus to assist all students in order to successfully complete their studies/course.

See CRANAplus *Discipline Students Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## **FOUNDATION SKILLS**

Foundation skills include learning, language, literacy, numeracy and employability skills.

CRANAplus courses are designed for and directed at health professionals at all levels working across the sector. With this in mind it is expected that participants are performing at average or above average level in their foundation skills.

Each unit of competence that is embedded into the delivery of a CRANAplus course has a required level of foundation skills, which are essential to the performance of the participants to demonstrate competence.

For more information contact the Senior Remote Clinical Educator: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## **ISSUANCE OF PARCHMENTS**

CRANAplus will only issue Australian Qualification Framework (AQF) certification documentation for nationally recognised training that is within its approved scope of its registration.

For more information contact the Senior Remote Clinical Educator: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## **MARKETING AND ADVERTISING**

It is the policy of CRANAplus that all organisation materials, services and products are advertised and marketed in an ethical manner at all times.

For more information contact the Senior Remote Clinical Educator at: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## **PRIVACY**

CRANAplus is committed to ensuring that your privacy is protected. As detailed within our Privacy Policy, we take all reasonable steps so that the collection, use, disclosure and handling of your information by CRANAplus complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles set out in the Act.

See CRANAplus *Privacy and Security Policy*: [www.crana.org.au/privacy](http://www.crana.org.au/privacy)

For more information about the Privacy Act and the Australian Privacy Principles see [www.oaic.gov.au/privacy-law/privacy-act/](http://www.oaic.gov.au/privacy-law/privacy-act/)

## REASONABLE ADJUSTMENT

It is the policy of CRANAplus to ensure that barriers to equal opportunity, participation and assessment for people with a temporary or permanent disability are removed where unjustifiable hardship is not caused. For more information contact the Senior Remote Clinical Educator at: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

**Definition - Recognition of Prior Learning (RPL):** *“... is an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (National Quality Council Training Packages glossary)”. (Source: AQF, 2<sup>nd</sup> edition January 2013).*

**Definition - Credit Transfer (CT):** *“...is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications” (Source: AQF, 2<sup>nd</sup> edition January 2013).*

Applications for CT or RPL relate only to the unit(s) of competence attached to a course and is offered on enrolment. It is CRANAplus policy to recognise all AQF qualifications and statements of attainment issued by any other Australian RTO.

Candidates may apply to have previous study, informal and formal training, acquired knowledge, work experience and/or life experiences recognised for credit toward units of competence they undertake with CRANAplus. CT and RPL decisions will be based on currency, authenticity, validity and sufficiency.

See CRANAplus RPL & CT Policy, CT Application form and RPL Application Kit: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## RECORDS MANAGEMENT

It is CRANAplus’ policy to ensure that:

- Records management, as a minimum, will comply with all relevant local, state/territory, national standards, legislations and regulatory requirements (standards)
- Records management will comply with CRANAplus Privacy Policy, the Privacy Act 1988 (Cth) and the Australian Privacy Principles set out in the Act.

CRANAplus will maintain VETtrak, a student record management system that has the capacity to provide the registering body with AVETMISS compliant data and has the capability to include a unique national student identifier.

For more information contact: [rto@crana.org.au](mailto:rto@crana.org.au)

## STUDENT CODE OF CONDUCT

It is the policy of CRANAplus to ensure a learning environment that is:

- Safe and free from abusive, violent and discriminatory behaviours
- Fair and equitable
- Professional and aligns with the requirement of the health care industry
- Prepares students to work with-in the health care environment with people who may not be in a position to advocate for themselves i.e. frail, elderly, very young, physically or mentally ill or challenged
- Engenders the desire for ongoing learning and development.

See CRANAplus Student Code of Conduct Policy: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## STUDENT SUPPORT SERVICES

It is the policy of CRANAplus to provide, as appropriate, internal or external support for all students.

We offer learning and assessment services (including flexible assessment) that, as far as feasible, meet the individual learning needs of the student.

Student Support Services are reviewed as part of the ongoing Continuous Improvement process of the organisation.

See CRANAplus *Student Support Services Policy*: [www.crana.org.au/education/terms-conditions-policies](http://www.crana.org.au/education/terms-conditions-policies)

## TRAINING FACILITIES AND RESOURCES

It is the policy of CRANAplus to provide a learning environment and experience, which is safe and highly conducive to success for all students ensuring that all facilities, equipment and training and assessment materials used by CRANAplus:

- Are consistent with the requirements of the relevant training package or accredited course and the learning assessment strategy
- Meet industry requirements/standards
- Meet WHS requirements
- Meet local, state and federal legislative requirements
- Meet access requirements.

For more information contact Senior Remote Clinical Educator: [glenda@crana.org.au](mailto:glenda@crana.org.au)

## UNIQUE STUDENT IDENTIFIER (USI)

From January 2015, new Government legislation requires all students undertaking Nationally Recognised Training to create and provide a USI number before certificates for the course can be issued.

**Create your USI and find out more at [WWW.USI.GOV.AU](http://WWW.USI.GOV.AU)**

**YOUR REGISTRATION CANNOT BE ACCEPTED UNTIL A VALID USI NUMBER IS RECEIVED**