



DOMESTIC STUDENT HANDBOOK

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Please note the name and contact number of your Workplace Supervisor in the space provided.

Workplace Supervisor: _____

Contact Number(s): _____

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INTRODUCTION

Welcome

Welcome to your Key2Learning course and thank you for choosing to undertake your training with Key2Learning. We are proud to be able to offer quality vocational training and we look forward to supporting you to 'unlock your potential'.

At Key2Learning we are strongly committed to providing excellent training and service delivery to all of our clients. We have qualified and highly experienced trainers and assessors who have direct industry experience and, as professionals, we are committed to developing and delivering a quality product.

Our point of difference is our person-centred approach and our ability to contextualise training to meet your needs. We have experience in continuous improvement, management and service provision across a range of sectors and we believe consultation and partnership are integral to improved outcomes for all.

We recognise that, for many people, undertaking a program of study can be a daunting prospect and our management, training and support staff are here to help you succeed. Our aim is to help you develop knowledge and skills that enhance both your life and the lives of others. Your commitment to your studies, in terms of participation, cooperation, punctuality and successful submission of work, will support our efforts to ensure your success.

This Student Handbook is designed to provide you with important information about Key2Learning, your training and issues that may be relevant to your time with the College. The Handbook also outlines the roles and responsibilities of each party that is you the student, Key2Learning, host facility and your employer.

If you have any questions about your course or any of the content of this Handbook you may contact Key2Learning at any time during business hours for more information; please phone (02) 6130 0100 or email office@key2learning.edu.au. If, at any time, you are experiencing difficulties with your training or if you would like more support with your learning please discuss this with your Trainer/ Assessor.

We wish you all the best on your learning journey.

Key 2 Learning Staff

ABOUT KEY 2 LEARNING

Key2Learning is an innovative company registered to provide a range of nationally accredited courses. We also offer a variety of non-accredited courses, research and development services and professional consultancy on a fee-for-service basis across a range of sectors in aged care, health, mental health, disability and education.

At Key2Learning we focus on four outcomes:

1. Outcome for the **service recipient** – the most important
2. Outcome for the **student** – to achieve your potential
3. Outcome for the **organisation** – to have competent employees with the right attitude
4. Outcome for the **industry in general** – building capacity in the community / industry

Mission

Our mission is to facilitate continuous improvement and learning through collegiate assistance and partnerships.

Values

Our values are important to us and we consider them to be the keys to success:



ORIENTATION

At the commencement of each course, Key2Learning conducts an Orientation Session for our new students. During this session we will provide you with general information about Key2Learning, the course being undertaken and the training and assessment methods and processes we use.

#Please note: After commencing a course with Key 2 Learning College; management reserves the right to change the date and time of Course Schedules/ and or classes in line with operational needs as required.

COURSE INFORMATION

General Overview

The course you are about to undertake will provide you with a nationally recognised qualification. It is comprised of Units of Competency. A Unit of Competency is *“the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace.”* It is the smallest Unit that can be assessed.

Key2Learning has developed a Training and Assessment Strategy for each course within our current scope of registration. Training and Assessment Strategies provide course information, content and vocational outcomes and ensure that the training and assessment materials and methods that we use meet the learning requirements of the qualification. Please ask if you require additional information about any of our courses.

Employability Skills

Employability Skills are embedded in training and assessment. They are skills that support your ability to perform effectively in the workplace. They are also known as Transferable Skills, because the Employability Skills you learn in one workplace can be applied and further developed in other workplaces and roles as well. They are non-technical skills and competencies. Each nationally recognised qualification describes in more detail the ways in which each Employability Skill can be used in the relevant workplace or occupation.

In most cases Employability Skills are already naturally a part of the tasks and activities you undertake on a daily basis.

As a student, you must ensure that you are aware of the role Employability Skills play in the qualification and occupation(s) that you are training or being assessed for. Information on the Employability Skills relevant to your qualification can be obtained by visiting the <http://www.training.gov.au> website. Key the national code for the qualification into the website search to find and download the qualification document in PDF or Word format. Further questions or concerns may be addressed to your Trainer/Assessor.

Employability Skills are:

- communication
- teamwork
- problem solving
- initiative and enterprise
- planning and organising
- self-management
- learning
- technology

Employability Skills make use of personal attributes that are not specific to one industry or training package. They comprise skills developed through real life experience. An example of these can include:

- loyalty
- honesty and integrity
- use of initiative
- personal presentation
- literacy and numeracy
- time management
- work and life experiences
- leadership
- group participation
- responsibility and accountability
- self-development – personal and professional
- customer service skills
- knowledge of work health and safety, equal employment opportunity and anti-discrimination.

CODE OF CONDUCT

RIGHTS AND RESPONSIBILITIES OF STUDENTS

During your time with Key 2 Learning you have the right to:

- access your personal records
- learn in a safe environment
- be free from discrimination and harassment
- be treated equally and fairly
- have your safety and dignity maintained
- receive culturally appropriate training
- have previous learning recognised
- flexibility in payment of any fees
- protection of any fees paid
- receive training / assessment appropriate to your qualification
- flexible assessment methods
- give feedback on your learning experience
- appeal assessment decisions
- an appropriate Certificate on completion

Consistent with your rights, you also have the responsibility to:

- participate in and complete fully all learning and assessment tasks as scheduled
- attend and participate fully in work experience or work placements
- advise Key2Learning prior to commencement if you are unable to attend a training / assessment session
- follow normal work health and safety practices
- inform yourself of discrimination issues, including sexual and cultural harassment which are unacceptable and will not be tolerated as they create an offensive, intimidatory or hostile environment and are contrary to Key2Learning's philosophy
- ensure that the personal details you provide to Key2Learning are current and correct
- respect the rights of fellow students and Key2Learning staff
- pay scheduled fees and charges in accordance with specified timeframes
- advise your Trainer/Assessor prior to the due date if you are unable to submit an assessment
- advise your Trainer/Assessor prior to commencement if you are unable to attend a work placement

Please read policy on Code of Conduct PP008 for more details which is located on our website www.key2learning.edu.au

Attendance

The course you are studying has been carefully planned to ensure that it meets the learning outcomes of the qualification. You will be provided with a Course Schedule at the Orientation Session that will

clearly identify the days or Units of Competence you must attend and complete to achieve the qualification you have enrolled in.

You are expected to attend classroom and workplace training and assessment in order to achieve the competencies of the course. All students are required to sign in on an Attendance Sheet for each classroom training session. If you are unable to attend training for any reason you must inform Key2Learning before the session commences. You will also need to liaise with your Trainer/Assessor about completing the missed training.

Key2Learning will monitor your attendance and will contact you if we feel that there is a problem. Regular non-attendance can affect completion of the course and achievement of your competencies. If more than 20% of classes are missed, you may be required to repeat the unit. If you continue to miss classes and/or workplace training and assessment your enrolment may be suspended until you have caught up with the missed training. If you are in a Government funded program continued absences may jeopardise your future chances of registering in funded training courses.

MISCONDUCT - DISCIPLINARY PROCEDURE

To ensure all students receive equal opportunities and gain the maximum benefit from their time with Key2Learning, we have disciplinary rules that may be applied. Any person(s) who displays disruptive behaviour may be asked to leave the session, course or premises.

This behaviour may include:

- continuous interruptions to the Trainer / Assessor whilst delivering the course content
- smoking in non-smoking areas
- being disrespectful to other students
- continued use of offensive language
- sexual harassment
- acting in an unsafe manner that places themselves or others at risk
- refusing to participate when required in group activities
- continued absence at required times
- being under the influence of alcohol or illegal drugs
- plagiarism and collusion– copying others work or allowing others to copy yours
- failing to submit assessments as per the course schedules and Key 2 Learning Policies and Procedures
- Overdue fees

Possible outcomes include:

- deferral from the course
- withdrawal or cancellation of training
- redo assessment
- verbal and/or written apology

The outcome will depend on the nature of the behaviour itself and the impact it has on others and the learning experience. Any person who has disciplinary action taken against them has the right of appeal.

PRIVACY AND CONFIDENTIALITY

Key2Learning works hard to ensure the privacy of your personal information. We only collect information that we need to ensure the smooth running of your training and strictly control consent, clarity and confidentiality of information.

Please note that your personal information may be used for research, statistical and internal management purposes and/or to meet Government reporting requirements. In supplying the requested information, you are deemed to have consented to the use of that information for these purposes.

CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, Key 2 Learning College is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by Key2 Learning College for statistical, regulatory and research purposes. Key 2 Learning College may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer; or under terms and conditions of my employment; or for work placement requirements
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (Department);
- NCVER;

ACCESS TO PERSONAL RECORDS

As a student, you may, on request, access any records that we hold on you. If you feel that any information is incorrect you have the opportunity to correct that information.

If you are supported by your employer to undertake the course your employer can access relevant information.

If we need to share information about you with any other third party, we will ask you for your written permission to do so.

You will be informed of assessment outcomes at the time assessment takes place however you may request information regarding your participation and progress in the course at any time.

UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow you online access to training records and results (transcript) through your online USI account.

A USI is required for all new and continuing students undertaking nationally recognised Vocational Education and Training (VET) courses to receive your statement of attainment or qualification.

- The USI will be available online and at no cost to your students.
- This USI will stay with you for life and will be recorded with any nationally recognised VET course that is undertaken.



SAFE LEARNING ENVIRONMENT

Work Health and Safety

Key2Learning is committed to providing a safe environment for all our students, employees, contractors and visitors in accordance with the relevant work health and safety legislation and regulations.

Each person has a duty of care to ensure the health and safety of themselves and others and to comply with current work health and safety policy and risk management procedures. You must immediately report all accidents or unsafe working practices or conditions to your Trainer/Assessor or to any member of the Key2Learning staff.

Please refer to appendix for F009- Hazard Incident Form.

Access and Equity

Key2Learning provides equal opportunity and affirmative action in employment and education. Our employees work within the requirements of our Code of Practice and the rights and responsibilities of our students are set out in this Student Handbook.

Key 2 Learning recognises the principles of Access and Equity and the rights of all people to be treated in a fair and equitable manner. All our employees have a duty of care to ensure Access and Equity for all our students.

It is against the law for anyone to treat you unfairly (discriminate) or harass you and Key2Learning undertakes to ensure all our students and employees are treated equitably and are not subject to discrimination or harassment. We will also ensure that people who make complaints, or who help someone else to make a complaint, are not victimised in any way and that their complaint is dealt with respectfully.

SUPPORT SERVICES AND ASSISTANCE

As a student, you may have an issue that is not directly relevant to your learning, but which may impact on your ability to complete assessments as required. It is important that you make Key2Learning aware of any such concerns so that assistance can be provided where possible. Assistance may include adapting assessment tasks, granting extensions to deadlines, and referring you to appropriate external support groups for assistance.

Supporting information for Aboriginal or Torres Strait Islander students.

If you are in need of support to complete your course, have issues around cultural sensitivity or need counselling and you are from an Aboriginal or Torres Strait Islands background, please contact Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) <https://www.catsinam.org.au/> Or Winnunga Nimmityjah Aboriginal Health and Community Services- <https://www.winnunga.org.au/>

Provision for Language, Literacy and Numeracy Assessment

Language, literacy and numeracy skills are monitored through application, enrolment and orientation processes. Key 2 Learning will make provisions for special needs and/or support on request or when needs are identified.

Student Support

Key 2 Learning offers support services including:

- Recognition of Prior Learning (RPL)
- flexible learning options
- website information
- alternative assessment strategies
- training premises accessible for people with disabilities
- one-on-one tutoring (where exceptional circumstances apply or where a student is identified as requiring assistance following his/her LLN assessment)

People with special learning needs are welcomed as students to Key 2 Learning. If you have any disability that may impact on your learning / assessment, please notify your Trainer / Assessor. Key 2 Learning's training facility is accessible for, and meets the mobility requirements of, students with a physical disability.

Welfare and Guidance Services

Key 2 Learning offers welfare and guidance to all students as required. This may include:

- Work Health and Safety
- review of payment schedules when requested
- learning pathways and RPL opportunities
- provision for special learning needs
- provision for cultural and religious requirements
- provision for special dietary needs

Drug and Alcohol Assistance

The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. If you or your family are experiencing problems associated with drug and alcohol abuse information, counselling and other assistance is available through the *Alcohol and Other Drugs Council of Australia* help lines:

ACT Health Alcohol and Drug Program	(02) 6207 9977 (24-hour helpline)
Kids Help Line	1800 551 800
Lifeline	13 11 14

FEES

Fees vary depending on whether you are eligible for Government funded training or whether you or your employer will be paying for your training (fee for service). You will be advised up front of any costs associated with the training course that you are undertaking with Key2Learning and we will invoice you for any fees payable. We require prompt payment on receipt of invoice and will issue you with a receipt once we have received your payment.

Any fees paid to Key2Learning prior to commencement of the course will be protected according to NVR requirements and Consumer Rights. Information about Consumer Rights is available at acc.gov.au. This ensures you will receive any refund due to you in the above circumstances.

Key2Learning reserves the right to cease services where there is non-payment of fee. Key2Learning also reserves the right to withhold your completion Certificate until such time as all amounts due are paid in full.

If you do encounter any financial hardship that compromises your ability to pay course fees, please talk to your Trainer/Assessor at the earliest opportunity and we will endeavour to assist you wherever we can.

Additional Fees

Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of \$80 for re-assessment and \$90 for further tutorial support.

Dip of Nursing - Where a student does not attend at least 80% of scheduled class and lab sessions they will have the option to request consideration for a repeat or re-sit of the missed unit/placement, which will incur additional costs for the student at \$110.00 per hour. (If a student cancels a re-sit or repeat session less than 24 hours before a fee of 50% of the calculated anticipated rate will apply).

Students requesting copies of Certificates for reissue will be charged a fee of \$20.00 per certificate.

If the Certificate is too old, which requires the admin team to create a new certificate manually, you will be charged a fee of \$50.00 per certificate.

Traineeships (Government funded)

Traineeships combine time at work with training and can be full-time, part-time or school based. They combine practical work with structured training so that students graduate with a nationally recognised qualification.

ACT: If you are enrolled in a traineeship you are required to pay a mandatory tuition fee of \$350.00 as determined by Skills Canberra. Students will be invoiced for the mandatory training fees and you must pay the amount owing prior to training commencing. If you have an eligible and valid concession card, you will be required to only pay half of the relevant tuition fee. Proof of concession is required.

On successful completion of your qualification the ACT Directorate will pay you a completion bonus of \$300.00.

NSW: If you are enrolled in a traineeship you are required to pay a mandatory tuition fee of \$1000.00 as determined by the NSW Department of Education. Students will be invoiced across two instalments for the mandatory training fees and you must pay the amount owing prior to training commencing.

Skilled Capital (ACT Directorate of Education and Training)

Students are required to contribute to the cost of their training, except where the student is eligible for a concession and the RTO chooses to waive the remaining student fee.

If you are enrolled in Skilled Capital you are required to pay a mandatory tuition fee of \$400.00 for Certificate III qualifications, or \$500.00 for Certificate IV qualifications, or \$600.00 for Diploma qualifications. If you have an eligible and valid concession card, you will be required to only pay half of the relevant tuition fee. Proof of concession is required.

***Note – Skilled Capital mandatory tuition fees are Non-Refundable.**

On successful completion of your qualification the ACT Directorate will pay you a completion bonus of \$300.00.

Please be advised that even though you have a contract with Skilled Capital Funding for a period of 2 years, you need to comply Key2Learning College course schedule dates and time frames and submit all assessments by the due dates as outlined in the course schedule. Failure to meet the requirements of Key 2 Learning College policies and procedures may lead to cancelling your contract with Skills Canberra.

Fee for Service Students

If you are paying your own fees, we will invoice you prior commencement of the course, which must be pay by Orientation Day.

If your employer is paying for your training, we will send them an invoice.

Additional fees will be charged to Fee for Service students for extra tutorial support/TAE assessments. Fees apply when a student has submitted two NYC assessments.

	Cert III qualification	Cert IV qualification	Dip of Community Services
Fee for Service (no facility)	\$4800.00	\$8380.00	\$9320.00
Fee for Service (with facility support)	\$3800.00	\$7380.00	N/A

Payment Options

Fees can be paid by:

- Cheque: Payable to Key 2 Learning (please include your name and course which you are undertaking on the back of the cheque)
- Direct Deposit: Key 2 Learning (ANZ)
BSB: 012 955
Acc No: 18 040 6955 (please include your name in the payee details)
- EFTPOS – *2% surcharge is applicable to all EFTPOS transactions*
- If a payment plan is organised and you do not pay the instalment on the set dates, you will be expected to pay the outstanding fee and the next set up instalment together, and you will not be able to attend class until the outstanding dues are cleared.

REFUNDS

The following percentage of refund will apply to Fee for Service training cancellations:

- Before course commences 100% of fee less \$200.00 administration fee.
- Where less than 20% of the course has been delivered an 80% refund less \$200.00 admin fee will apply.
- Where 20% to 40% of the course has been delivered a 60% refund less \$200.00 admin fee will apply.
- Where more than 40% but less than 50% of the course has been delivered a 40% refund less \$200.00 admin fee will apply.
- Where 50% or more of the course has been delivered no refund will apply.

*Skilled Capital and User Choice mandatory tuition fees are Non-Refundable.

TRAINING

What is Accredited Training?

Accredited training is training delivered by a Registered Training Organisation (RTO) from a Training Package that is nationally recognised. This means that any relevant employer in Australia will recognise this qualification. Key2Learning is a Registered Training Organisation with all training undertaken in accordance with the National Vocational Education and Training Regulator Act 2011 (NVR). If your course is nationally recognised your completion Certificate will display the *Nationally Recognised Training* logo.

Recognition (RPL and Credit Transfer)

Key2Learning recognises the qualifications issued by other organisations operating under the National Vocational Education and Training Regulator.

You can apply for Recognition of Prior Learning (RPL) and Credit Transfer prior to the start of the course. The recognition process allows you to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific units within your chosen course.

Recognition of Prior Learning (RPL) provides students with an opportunity to have their current skills and competencies recognised. These skills and competencies may relate to Units that you are about to commence and, as a result, may exempt you from studying these Units. If you wish to apply for RPL, you should note this on your Enrolment Form at the Orientation / Enrolment Session. Any student who wishes to apply for RPL will be given a recognition application which outlines the process and evidence that may be required to demonstrate RPL. Examples of evidence might include Certificates issued by other training organisations, support letters from employers, and course outlines of previously studied courses. The RPL application is then assessed by the Trainer / Assessor to determine whether RPL can be awarded. You will then be notified whether your application has been successful.

You may request a review of the RPL decision through the feedback procedure outlined in this Handbook.

Credit Transfer involves assessing a previously completed course or subject to see if it provides equivalent learning or competency outcomes to those required within the current course of study. Credit Transfers apply when you provide an AQF qualification or Statement of Attainment issued by another Registered Training Organisation in the relevant qualification or Units of Competency. An example of this is a current First Aid Certificate with the specific Unit of Competency detailed on the Certificate.

If you would like more information about applying for RPL or CT please talk to your Trainer / Assessor or contact the Training Administrator.



ASSESSMENT

The training you are undertaking is competency based, which means that you will be assessed on knowledge and skills to be able to be deemed competent. The types of assessment are clearly stated in your Training Plan, which you are required to sign when commencing your training.

You will be given a Final Assessment Workbook for each Unit of Competency which sets out the assessment tasks for each Unit. At the Orientation / Enrolment Session you will be provided with a Course Schedule which sets set out the due date for each Final Assessment.

It is your responsibility to adhere to the due dates and we urge you to take note of them. Failure to complete your work and/or submit assessments as directed in the Course Schedule or by your Trainer will jeopardise your ability to complete the course and achieve your competencies and learning goals. If you do not progress in your course as per Key 2 Learning College requirements you will receive a Warning letter and may be cancelled from the course.

Our Trainers and Assessors are qualified and highly experienced and are bound by a Code of Practice to ensure that assessments are valid, sufficient, reliable, authentic and current. When undertaking assessments our Trainer / Assessors will seek evidence to confirm achievement of the competencies and more than one competency may be assessed at a given time. For workplace assessments (e.g. practical competency) Trainer / Assessors may work in partnership with the employer / supervisor.

To demonstrate competency, evidence must show that you have demonstrated the knowledge and skills to meet the performance criteria for each Unit of Competency. This requires observations in the workplace.

You must also demonstrate knowledge and understanding of:

- workplace policies and procedures
- operating manuals
- relevant legislation and statutory requirements
- specific industry codes of practices
- organisational structure
- literacy and numeracy skills relevant to the level of the qualification

Assessment methods may include any combination of:

- observation of simulated workplace activity
- case study
- project
- written / oral questions
- observation in the workplace
- Supervisor / Third Party Report
- RPL process

Workplace assessments will be planned with each student and the workplace to ensure minimal disruption to the day to day running of the workplace. Assessments are conducted in a relaxed and friendly atmosphere; please do not regard your assessment as an examination. Your assessor needs to know which competencies from your course / qualification you have achieved, and any competencies requiring further practice can be assessed at a later date.

Flexible Learning Strategies and Assessment Procedures

Key 2 Learning works hard to ensure that learning and assessment strategies are flexible so that they meet student needs. Key 2 Learning will customise and adapt training / assessment to ensure you maximise your learning.

If you are having difficulty achieving competency in any Unit, please discuss the matter with your Trainer / Assessor so that alternative assessment methods can be considered.

Submission of Assessments

Students are expected to submit assessments **on or before the due date**. *Please note: It is a requirement for you to keep a copy of your submitted assessment for your own records.*

Please note that while we encourage a co-operative approach to learning we expect that the work you submit will be yours and not copied from another student. You should also avoid plagiarism by using accurate referencing.

Extension Request Procedures

All students must complete the scheduled Final Assessment for the Unit by the due date. If because of extenuating circumstances you are seeking an extension to due dates, you must apply in writing by filling in an *Extension Request Form*. *Extension Request Forms* are available from the pigeonholes in the Key 2 Learning Reception. The *Extension Request Form* must be signed off by the Trainer / Assessor in the classroom and placed in the drop box in Reception. *Extension Request Forms* must be submitted prior to the assessment due date. You will be notified of the outcome of your application for extension.

Appealing an Assessment Outcome

Key 2 Learning makes all reasonable efforts to ensure that assessments are objective, without bias against the student, and are valid in terms of ensuring they meet the learning outcomes. However, all students have the right to appeal assessment outcomes.

If you wish to appeal your assessment outcome you must lodge your appeal with the Training Administrator within 7 days of notification of the assessment outcome. The Training Administrator will discuss the appeal with the CEO. The CEO (or delegate) will discuss the outcome with you and will initiate a reassessment of the Unit of Competency if appropriate.

You may be reassessed by a second assessor and this reassessment outcome is recorded in writing. You are given the opportunity at each step of the process to formally make a representation either orally or in writing prior to a decision being reached. All assessment appeal decisions will be provided to you in writing and include the reason for the decision.

Please refer to appendix for F059- Domestic Complaints, Feedback and Appeals Form.

Workbook/Case Study

When an assessment task is a workbook or case study (except case study on student placement), the workbook/case study is in Microsoft Word format and must not be changed to any other format.

In general, workbooks and case studies are completed in your own time outside of the face to face classroom environment. You can use any relevant resources such as the internet, course textbooks and other credible sources. It is important that your appropriate references are cited from the sources that you have obtained your information from, utilising the APA style reference guide. Failure to adhere to this requirement will result in a not satisfactory outcome for the assessment.

All questions in a workbook are to be completed and you must achieve a satisfactory result for each question to achieve an overall satisfactory result for that unit of competency.

Completion within the expected duration of study

The Key 2 Learning College will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the Course Schedule. Students that fail to meet the course outcomes within the designated time frames of the Course Schedule (plus 2 months from the last date of classes), will be issued with a Statement of Attainment and their contracts cancelled. Students who wish to go on and complete the qualification after the expected completion date cut off, MUST pay an additional cost of 50% of the total course cost to cover expenses outside the original course fees.

Key 2 Learning College will only enable students to extend the expected duration of study for the course in limited circumstances.

Key 2 Learning College will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Key 2 Learning College will ensure that in each compulsory study period for a course, the student will study all units face to face, unless there are exceptional circumstances that prohibited this from occurring e.g.: COVID-19.

Skills Laboratory

Practical laboratory assessments are NOT tasks that need to be learned by rote and performed robotically. These competencies are a framework on which it is expected the student will develop the individual requirements for the scenario they have been presented with. In other words, it is expected that the student will apply the theoretical knowledge they have acquired and use the information they have been provided with in the scenario, to perform holistic interventions that are appropriate to their stage of learning and prioritised to those individual patient circumstances.

For a student to achieve practical competencies, it is essential that they demonstrate that their practice meets the following principles:

1. Working within their scope of practice.
2. Provision of safe and effective care.
3. Demonstrates the use of appropriate:
 - English language
 - Communication skills
 - Documentation
 - Workplace health and safety principles
 - Privacy and confidentiality
4. Demonstrates understanding of underpinning knowledge of theory and the use of equipment required for each scenario presented.

If any one of the above is NOT demonstrated, the student will be deemed NYC for that assessment and will need to be reassessed.

There will be only one further opportunity for re-assessment.

The student must be deemed competent in EVERY practical assessment for each unit before being permitted to undertake student placement.

Student Placement Requirements

Student Placement

100% attendance is required at student placement as an essential requirement of each course you enrol into at Key2Learning College. All students are required to complete the recommended hours of placement to be eligible for completion of their qualification.

In the event a student does not meet the 100% attendance requirement, 'make-up' time can be arranged. There are some circumstances where non-completion of placement will prevent a student progressing into the next semester of his/her study.

Students must complete ALL requirements as per their student placement tool. This includes:

- Attendance record (workplace logbook)
- Student placement orientation checklist
- Student placement objectives
- Personal learning objectives
- Communication skills
- Assessment tool

Where a student is deemed 'Not Satisfactory' on placement, a repeat placement will be arranged.

Where a full placement is required the student will **not progress** to the next phase of their study.

Placement allocation

Placements are arranged and allocated by the Course Coordinator prior to notifying students.

Students are required to accept and abide by the placement allocation decision as workplace facilities are limited.

Student Placement Progress

Any student who is not showing evidence of satisfactory progression in meeting the competencies whilst on student placement will be given further learning support and placed on a learning contract which will be documented in their student support plan. If the student is still unable to demonstrate satisfactory progression and is not likely to meet the requirements in the allocated time, they may be withdrawn from placement and required to re-enrol in all/some of the linked units and/or repeat the placement.

If students feel they are having difficulties with their placement they need to discuss these issues with their trainer and course coordinator. The preceptor may identify areas where a student is struggling to meet the required outcomes. In this instance the trainer will discuss this with the student and course coordinator to put an action plan in place which is agreed upon by all parties. Where a student does not progress after opportunity to improve, the outcome may be a 'not satisfactory' and a requirement to repeat the placement is required. In some cases, and with consultation between the preceptor, the student and the course coordinator or CEO the student may be required to re-enrol in one or more of the units linked to the placement.

The student will be required to pay an additional fee for any additional placement.

Immediate withdrawal from Placement

In certain circumstances students may be withdrawn immediately from a placement. The reasons for this may include:

- Consistently unable to perform in a professional situation despite constant instruction and guidance.
- Unable to care for clients/patients with any degree of autonomy.
- Inability to safely perform procedures which have already been taught demonstrated and practiced in a simulated environment.
- Performing in a manner which takes away from the learning opportunities of the other students.
- Breaching legal, ethical or professional codes of practice.
- Demonstrates gross negligence in performing an assigned duty.
- A near miss, risks, hazards and incidents within the placement setting must be reported immediately to the preceptor. Depending on the type of incident and assessment of the risk associated with the incident, the organisation and course coordinator or CEO also need to be informed. All incidents must be documented using the appropriate forms as per Health

Organisation Policy (Please see Risk Assessment Policy and Procedure - Mitigation Strategy – Policies & Procedures PP054). Attached in appendix.

Student withdrawing from placement

Students wishing to withdraw from work placement must take into consideration the implications e.g. delay in completion of the course. Withdrawal must be done in writing to the Course Coordinator as soon as the decision to do so has been made so that the placement allocation can be provided to another student if the need arises.

Immunisation and Vaccinations

COVID - 19

Staff and students attending the College must show proof of vaccinations as per the College policy. Students studying Cert III Individual Support, Cert IV Ageing Support, Diploma of Community Services, Advanced Diploma of Community Sector Management, or the Dip of Nursing must be fully vaccinated to enrol at the College.

Immunisation is the responsibility of the student. It is recommended that an informed, individual choice is made about this matter. Students should refer to a doctor of their choice for discussion and advice.

Students will come into contact with a large variety of individuals while attending student placement. Some of these people may have a communicable disease.

Immunisation is one of the most effective public health measures for the control of communicable diseases, protecting both the individual and the community.

For further information on recommended immunisation for Health Care Workers in the ACT, please refer to the ACT Health website at: <http://www.health.act.gov.au/our-services/immunisation/are-you-risk>

Conscientious objection

When a student objects to a vaccination that is required of the facility or jurisdiction the unvaccinated student will not be permitted to undertake invasive procedures or work with specific client groups identified by health facilities.

Where the placement is a requirement to complete the course and there is no alternative placement, the student will be counselled by the Course Coordinator about non-progression and inability to complete the course.

Police Checks

All students must provide a National Police Check, also known as a National Police Certificate, prior to student placement. The health care agency will not allow you to attend student placement without a current (12-month) Police Record Check. Application forms can be completed online by: <https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks#national-police-certificates>

These forms must be sealed in an envelope and kept available for presentation to the nominated health service representative where student placements are to be undertaken. Failure to do so may result in the student being sent home. Students must advise the health service in a timely manner of any change made to their criminal record during their training.

When you have a disclosable result:

Any criminal record should be discussed with the course coordinator/CEO. Depending on the nature of the offence, you may be advised to discuss the impact that your record will have on your ability to become registered.

You may be asked to meet with an organisational representative to discuss the police record check findings. Be aware that the organisation has the right to refuse your request to attend student placement.

A copy of the National Police Check needs to be lodged with Key2Learning College on commencement of the course and annually. Students will need to notify Key2Learning College and/or the student placement facility if there has been a change to their police record status as soon as is possible when this change occurs.

Working with Vulnerable People Card (WWVP)

You may have the opportunity to work with patients under the age of 18. However, before you can be allowed contact with minors you need to obtain a Working with Vulnerable People (WWVP) Check. If you don't want to miss out on these opportunities, be sure to obtain this card early in your course.

The WWVP card is valid for five years. You can pick up an application form from a participating at Access Canberra. It is advisable to undertake a non-volunteer status WWVP Check so that it can be used in the future in an employment context. However, you are able to apply for a Volunteer Card, identifying yourself as a student. The volunteer WWVP card is free. For more information, you can visit: <https://form.act.gov.au/smartforms>

All students entering a student placement must have a current WWVP card in place.

When completing the application, you will need to enter the details below – Details of Organisation.

Key2Learning College
Canberra Technology Park
49 Phillip Ave
Watson ACT 2602

Once lodged you will receive an application number. This must be presented to Key2Learning College to indicate that you have commenced this process. An official card will be sent directly to you through the mail and Key2Learning College will require a copy of this.

Workplace Supervisor / Mentor

It is recommended that you identify a supervisor or mentor to support you in your studies. A Workplace Supervisor / Mentor is a person who provides on-the-job assistance to help you to complete the training required for the qualification. This person may be your employer, a workplace trainer, or another employee who has the appropriate skills, knowledge and expertise to support you in the competencies required and to monitor your progress.

The role of the Workplace Supervisor / Mentor is to:

- help you develop your skills through guiding your practice at the workplace
- support you to link what you learn in the classroom with the skills practiced in the workplace

Student and Employer / Supervisor Expectations

All training is competency based, which means that you will be assessed on the skills that you can demonstrate, tasks you can perform and required skills and knowledge you have gained to effectively carry out your work.

It is essential that you and your employer / supervisor be thoroughly familiar with the learning materials and the need to demonstrate achievement of the competencies.

It is essential that you notify Key 2 Learning of any issues that may affect your ability to complete the course / traineeship.

The employer / supervisor is responsible for:

- providing a safe working environment
- the provision and delivery of instruction in the on-the-job training
- providing 'hands-on' experience, the full range of work and appropriate facilities for you to acquire the knowledge and skills needed to complete the traineeship
- the supervision, practice and support needed to develop skills

- coordinating workplace training and assessment to ensure minimum disruption to the normal work routine
- liaising with the Workplace Assessor regarding assessment times and methods
- signing your Training Plan, assessment visit reports and supervisor reports.

As the student, you must:

- make all reasonable efforts to acquire the required skills
- self-assess knowledge, skills and competency prior to visits by the Workplace Assessor, to ensure you have a thorough knowledge of competencies and the ability to demonstrate the necessary skills and knowledge to be deemed competent
- collect and present evidence relating to specific competencies and complete assessment work as agreed with your Trainer / Assessor
- participate in assessment visits, have completed work / evidence available and notify your Trainer / Assessor in advance if you cannot attend scheduled appointments

Key 2 Learning will provide:

- the learning and assessment materials
- advice on assessment and flexible methods to cater for specific needs
- monitoring and assessment visits for the duration of the traineeship
- the appropriate Certificate upon completion of the traineeship

CERTIFICATION

Assessment determines whether you are Competent or Not Yet Competent in each Unit of your particular course / qualification. When you have successfully completed all the requirements of your course / qualification, and paid any outstanding fees, you will be issued with a Certificate listing the Units where competency has been achieved. A Certificate is issued when you have demonstrated competency, satisfied the full requirements of the accredited qualification and Key 2 Learning are in receipt and have verified your USI.

If you have not completed the course / qualification, we will issue you with a Statement of Attainment for the Units you have successfully completed.

If you lose or misplace your Certificate or Statement of Attainment you may request a replacement. You will need to provide proof of your identity (e.g. a driver's licence) before the replacement Certificate will be issued.

Students requesting copies of Certificates for reissue will be charged a fee of \$20.00 per certificate.

If the Certificate is too old, which require the admin team to create a new certificate manually, you will be charged a fee of \$50.00 per certificate.

Unless otherwise negotiated, we require one week's notice of your requirement for a replacement Certificate so please ensure that you contact us in sufficient time to meet your time frames.

STUDENT COMPLAINTS and FEEDBACK

Students complaints is a process designed to support students with issues they may be experiencing while studying at Key 2 Learning College. If you have feedback, issue, concern or a complaint you would like staff/ management to address please complete a form (*Appeals and/or Complaints Form F059*) located on our website or request a form from Key 2 Learning Reception. If you wish to submit a completed form these can be handed to a Key 2 Learning staff member, placed in the Reception drop box or emailed to office@key2learning.edu.au. Feedback and complaints will be considered by the Key 2 Learning management team and, where required, appropriate actions and/or management strategies will be developed and implemented. A record of all feedback and complaints provided will be maintained on the Key 2 Learning College Continuous Improvement and Complaints database.

Key 2 Learning College is committed to securing and reviewing feedback and advice, whether ideas for improvement, comments, compliments or complaints, from our students and other stakeholders. You can provide your feedback or complaint verbally or in writing at any time to a member of the Key 2 Learning staff.

If your feedback concerns a complaint, we will work to ensure that the matter is resolved promptly, fairly and effectively. As the complainant you may make representation either orally or in writing prior to a decision being reached, at any stage during the complaint's procedure. You will be notified of all decisions and outcomes.

The Key 2 Learning College policy and procedure PP048 – Appeals and Complaints Policy is available on our website. www.key2learning.edu.au or on request from reception.

Please refer to appendix for F059- Domestic Complaints, Feedback and Appeals Form.

Evaluations

Because your feedback is important to us Key 2 Learning regularly undertakes evaluations of all course / qualifications and activities to ensure continuous improvement. We monitor compliance with NVR standards, our policies and procedures and general satisfaction of students through the use of evaluations at the half way point and/or completion of courses / qualifications. You are encouraged to complete the formal evaluations but also to provide any verbal or written feedback at any time (see above).

GLOSSARY

Assessment

- the process of forming and recording a judgment about a person's skills and knowledge

Australian Apprenticeship

- apprentices or trainees who are undertaking a Vocational Education and Training qualification
- trainees work in the area they are studying eg Aged Care

Competency-based Training / Assessment

- focuses on the requirements needed to operate effectively in industry and achieve competency standards
- competency-based training focuses on the knowledge, skills and attitude that individuals have rather than on how they attained the skills and knowledge

Registered Training Organisation (RTO)

- organisations allowed to deliver nationally recognised vocational education and training; they include TAFE institutes, private training providers, enterprises and schools
- Key 2 Learning is an RTO

Student

- refers to Australian apprentices, trainees, students, and participants undertaking any training

Trainer / Assessor

- a qualified person working for an RTO (ie Key 2 Learning) who is responsible for assessing each student's competence and who holds a TAE40110 Certificate IV in Training and Assessment qualification

Workplace Assessor

- an appropriately qualified / experienced person within an organisation who is responsible for assessing a trainee in the workplace and who holds a TAE40110 Certificate IV in Training and Assessment qualification

Workplace Supervisor / Mentor

- an appropriately qualified / experienced person within an organisation who is responsible for training and guiding a trainee in the workplace

APPENDIX



HAZARD/INCIDENT FORM

Name:		Date:	
Nature of Incident:			
Description:			
Immediate Action:			
Signature:			
Risk Assessment: <i>(please use the attached Risk Matrix to determine assessment)</i>			
Actions to ameliorate risk:			
Name:		Signature:	Date:
Follow Up:			
Name:		Signature:	Date:

HAZARD/INCIDENT FORM

Risk Matrix

Likelihood	Consequence				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
A (almost certain)	L	M	H	E	E
B (likely)	L	M	H	H	E
C (possible)	L	M	M	H	H
D (unlikely)	L	L	M	M	H
E (rare)	L	L	L	M	M

Purpose

To assess the level of risk arising from a reported hazard or incident or to pre-determine a level of risk for a particular task given the known risk factors in order to prioritise control options.

Definitions

- ▶ **Hazard/Incident:** Anything (person, thing or situation) which has the potential to cause injury, harm to health or damage to equipment/property/reputation
- ▶ **Consequence:** The extent of the injury, harm to health or damage to equipment/property/reputation that can occur as a result
- ▶ **Likelihood:** The likely exposure to that Hazard/Incident
- ▶ **Risk:** The likelihood of a hazard causing injury, harm to health or damage to equipment/property/reputation. The risk has to take into account the probability/likelihood, and possible consequences and severity of injuries or harm to health, and or property equipment damage.
- ▶ **Organisation:** The Service where the Preceptee is on placement **Preceptor:** Registered Nurse or Registered Enrolled Nurse employed by the organisation who has completed the Preceptor Training delivered by Key 2 Learning College
- ▶ **Preceptee:** HLT54115 Diploma of Nursing student studying with Key 2 Learning College
- ▶ **Preceptor:** The person identified by the Organisation who has undergone the Preceptorship Workshop and is mentoring a student
- ▶ **Supervisor:** The person employed by the Organisation who is identified as the Preceptor's Supervisor
- ▶ **Manager:** The person employed by the organisation who is responsible for Supervising the Supervisor
- ▶ **Course Coordinator:** The person employed by Key 2 Learning College who is responsible for coordination of the course
- ▶ **K2L CEO:** The person employed by Key 2 Learning College in the role of **Chief Executive Officer**

Background

- ▶ Risk assessment is a fundamental and necessary part of any Workplace Health and Safety program, and an essential part of delivery of care services.
- ▶ Risk assessment means looking at the probability and consequences of injury or harm occurring to a person or organisation if exposed to a particular identified hazard, and even the probability and consequences of building or equipment damage or damage to reputation occurring from an identified or known hazard.
- ▶ The ultimate aim of a risk assessment is to reduce the level of risk to an acceptable level. This may mean eliminating the hazard altogether. The elimination of the hazard is the best

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RISK ASSESSMENT AND RISK MITIGATION POLICY and PROCEDURE

possible outcome of a risk assessment process, but in everyday situations it is not always possible to do this.

- ▶ There are several ways to accomplish a risk assessment depending upon the required objective. With experience many risk assessments can be performed informally and a decision about the preferred control options for a particular hazard can be made without reference to a formal risk assessment process.
- ▶ Whatever the reason for a risk assessment there are a number of steps that can be followed to assist in making a decision. A valuable part of this process is being able to prioritise risks in order of their relative importance.

Procedure

- ▶ Risks can be assessed from:
 - informal and formal reporting processes in the workplace. Staff meetings, hazard reports, incident reports, accident trend analysis, disciplinary action/s;
 - statutory requirements, such as compliance with regulations or standards;
 - past history of injury and or workers compensation claims; and
 - liaison with experienced personnel
- ▶ Key 2 Learning College has a practical risk assessment tool, which can assist in situations where an informal process may not be appropriate or where many hazards need to be prioritised in order to determine the relative level of importance. This tool (the Risk Rating Matrix) can be used in any situation to assist the user in prioritising issues that arise at the workplace. The tool can also be used after control options have been introduced in order to determine if there has been a reduction in the overall risk rating.
- ▶ Much of the risk assessment process is subjective (based on persons own beliefs and experience), and can therefore only be a guide to relative risk in or for the workplace.
- ▶ The Risk Assessment Tool is designed to be easily used by any personnel but particularly by Managers, supervisors, preceptors and students.
- ▶ Hazard Report Forms require a pre- and post-formal risk assessment processes to be completed to show that the risk has been assessed. If the formal process is not followed then sufficient justification for the selection of control options must be advised on the form. It is recommended that a risk assessment process be adopted for these forms, as this will assist in building up a register of risk across all areas of Key 2 Learning College activity which can be of use in future projects.
- ▶ It is the responsibility of management to ensure that reporting systems are implemented and reviewed in all situations.
- ▶ It is the responsibility of management to encourage documentation and early reporting of risks.
- ▶ It is the responsibility of the management through consultation with Diploma of Nursing Advisory committee to review and analyse identified risks

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- ▶ It is the responsibility of the managers to review and evaluate all controls that are put into place.
- ▶ It is the Student's and Preceptors responsibility to report all risk whether injury has occurred or not.

Risk Assessment (using Appendix ii: Risk Rating Matrix)

- ▶ Assess how often does this hazard cause harm or how often is it likely to happen?
 - Assess the probability or likelihood of this event from a scale of A to E.
 - "A" represents an almost certain occurrence (ie. exposure to the hazard several times a day) and "E" represents a rare occurrence (ie. exposure to the hazard once per year)
- ▶ What is the worst possible injury or damage that could occur if this hazard or risk continues (without any further intervention), the consequences?
 - Look at the nature of the injury/outcome or the damage and assess the degree of severity from 1 to 5 (see Appendix i for examples of 1 to 5)
 - 1 is insignificant and 5 is catastrophic/extreme (see Appendix i for examples of 1 through 5)
- ▶ Using the Risk Matrix follow each chosen number across and down until they meet at a designated letter (L-Low, Medium, High, E- Extreme) and record appropriately
- ▶ Refer to the priority ranking for action column at the bottom of the page for guidance on how soon intervention should occur.

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Risk Matrix Rating	Actions	An Example
Extreme	<ol style="list-style-type: none"> 1. Preceptor to intervene and complete procedure appropriately 2. Preceptee to be removed from direct service delivery area 3. The Supervisor to be contacted immediately and internal organisation Policy and Procedure to be followed 4. Preceptee/ Preceptor to complete Hazard / Incident Form (for both Key 2 Learning College and the Organisation) 5. Course Coordinator, Key 2 Learning College to be notified immediately by telephone of incident and actions by organisation 6. Course Coordinator, Key 2 Learning College (or delegate) to participate in counselling of student as soon as is practical 7. Course Coordinator, Key 2 Learning College to contact CEO, Key 2 Learning College and inform of Incident 	<p>Example 1 Preceptee not following appropriate procedure for administration of medication and placing patient, preceptor and/or organisation at risk</p> <p>Rationale Risk of catastrophic outcome for patient/client</p> <p>Example 2 Preceptee breaches confidentiality to media outlet about organisation or patient/client</p> <p>Rationale Incident has potential to cause significant risk to Reputation of Organisation and potential for significant loss of income</p>
High	<ol style="list-style-type: none"> 1. Preceptor to intervene and complete procedure appropriately 2. Preceptee to be removed from direct service delivery area 3. Supervisor contacted immediately and internal organisation Policy and Procedure to be followed 4. Preceptee/ Preceptor to complete Hazard / Incident Form (for both Key 2 Learning College and the Organisation) 5. Course Coordinator, Key 2 Learning College to be notified immediately by phone 6. Course Coordinator, Key 2 Learning College (or delegate) to participate in counselling of Preceptee/student as soon as is practical 7. CEO, Key 2 Learning College to be contacted and informed 	<p>Example 1 Preceptee breaching Privacy and Confidentiality about patient to a third party; placing patient, organisation and preceptor at risk</p> <p>Rationale Risk of damage to reputation for organisation and/or patient/client</p>
Medium	<ol style="list-style-type: none"> 1. Preceptor to intervene and Preceptee to be removed from direct service delivery area and offered counselling 2. Preceptee / Preceptor to complete Hazard / Incident Form (for both Key 2 Learning College and the Organisation) 	<p>Example 1</p>

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	<ol style="list-style-type: none"> 3. Preceptor to notify Supervisor within appropriate time frame using appropriate mechanism 4. Course Coordinator, Key 2 Learning College to be notified as soon as is practical by email or telephone 5. Course Coordinator, Key 2 Learning College to provide counselling with Preceptee and feedback to organisation 6. CEO, Key 2 Learning College contacted and informed 	<p>Preceptee breaking professional boundaries by divulging significant personal and/or sensitive information to patient</p> <p>Rationale Risk of breaching personal professional boundaries leading to conflict of interest</p> <p>Example 2 Preceptee makes allegation of bullying against Preceptor or other staff member</p> <p>Rationale Risk to reputation of Preceptor and organisation (and Preceptee) OR Risk of harm to Preceptee</p>
Low	<ol style="list-style-type: none"> 1. Preceptor to ring Course Coordinator, Key 2 Learning College on the day of the incident 2. Course Coordinator, Key 2 Learning College to contact Preceptee and discuss reason for lateness to shift and corrective action 3. Course Coordinator, Key Learning to make time with Preceptor and provide feedback regarding reason for lateness to shift and corrective action 4. CEO, Key 2 Learning College contacted and informed 	<p>Example 1 Preceptee arriving late for nominated shift</p> <p>Rationale Risk of neglect of professional responsibilities (despite Supernumerary status)</p>

References:

- Key 2 Learning College KIMS Work Health and Safety Policy and Procedure (P012)
- Key 2 Learning College KIMS Hazard and Incident Report (F009)
- Work place Health and Safety Act (2011)

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Risk Matrix

Important Note:

- ▶ **The Risk Assessment Tool is to be used as a rough guide only to evaluate priorities and responses. Some hazardous circumstances will dictate immediate response and action. Any more obvious and immediately dangerous situations should be viewed outside the scope of the Risk Assessment Tool.**

Risk Control

- ▶ When a risk assessment has been completed, a "preferred" hierarchy or order of control options should be adopted. This hierarchy is a legislated requirement and requires employers to put controls in place that will give more permanent solutions to issues.
- ▶ Note: The cost of putting hazard controls in place is only one consideration; cost alone cannot be used as the sole exclusion for not reducing the risk of injury. Control options must, as ascertained by legislation, be reasonable and practicable in light of current best practice and knowledge of the hazard being controlled.
- ▶ The hierarchy of risk controls that must be applied are as follows:
 - Elimination- design the risk out of the workplace or eliminate it completely
 - Substitution- use safer alternative method or substance
 - Isolation- using barrier between persons and hazard
 - Control by engineering- modify equipment, use mechanical devices
 - Control by application of safe work procedures (administrative control)

A combination of controls may be used to reduce the risk to an acceptable level or until a more permanent solution can be achieved. This may occur due to budgetary restrictions.

Risk assessment is a process whereby any identified hazard is assessed as to its level of risk – to ourselves, to others and to property. This level of risk then determines how we can manage that risk to ensure the safety of everyone. It is important that we can put these risks into context and assess the level of risk so that they can be managed effectively and in a timely manner.

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Risk Matrix:

Likelihood	Consequence of Hazard/Incident				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
A = Several times/day	L	M	H	E	E
B = Once/day	L	M	H	H	E
C = Once/week	L	M	M	H	H
D = Once/month	L	L	M	M	H
E = Once/year	L	L	L	M	M

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This form is to be completed by persons wishing to lodge feedback, make a complaint/lodge an appeal with Key 2 Learning College.

See also the Key 2 Learning College *Feedback, Complaints and/or Appeals Policy and Procedure (PP048)*.

Name of Complainant / Appellant:	
Date Complaint/Appeal Made:	
Training Program in which Enrolled:	
Feedback. <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>	

Focus of Feedback, Complaint and/or Appeal	YES	NO
Training and assessment delivery		
Assessment		
Access and equity		
Safety issue		
Trainer and/or assessor		
Issuance of Qualification/Statement of Attainment		
Other		

Provide detailed description of feedback, complaint and/or appeal: *(attach supporting documents if required)*

	YES	NO	DATE
Has the complainant/appellant been to the trainer, assessor or relevant staff member to discuss the issue?			
OUTCOME/ACTION			
If the complaint and/or appeal has been resolved, sign off			
If complaint/appeal is not resolved has the CEO investigated and recommended appropriate action? (<i>within 14 days</i>)			
If about a person, has the person been interviewed to seek their views?			
If the complaint and/or appeal has been resolved, sign off			
If required, has mediation been organised by CEO			
Has the CEO informed the complainant and/or appellant of outcomes of mediation (<i>within 5 working days</i>)?			
If the complaint and/or appeal has been resolved, sign off			
If complaint and/or appeal still unresolved, has the complainant and/or appellant written to the CEO (<i>within 10 days of mediation outcomes</i>)?			
Has the CEO given all relevant parties opportunity to present their case?			
Has the outcome been provided to the complainant and/or appellant in writing (<i>within 10 working days</i>)?			
Has all relevant data been recorded on file and a copy forwarded to Administration?			
CEO Signature:			
Complainant and/or Appellant Signature:			
Date of Resolution:			