

### Access and Equity

Premium Health is committed to providing the best possible opportunities for customers to access the full range of training delivery and assessment services we offer. Premium Health will, at all times, treat customers in an ethical and responsible manner that is consistent with the principles of social justice.

Premium Health is committed to providing an inclusive environment that does not exclude or discriminate against individuals who may often face disadvantage.

Premium Health provides support services for learners within the scope of its operations. The nature of the support depends on an assessment of the individuals' needs. Participants who know of anything that might prevent them from progressing through training and assessment, are invited to call our National Training Manager to discuss and design a suitable support strategy.

### Course Fees

All fees and charges must be processed at time of booking using Mastercard or Visa. Your Statement of Attainment will not be issued until payment for course fees and charges is received. Payment on the day of training via cash/credit card will not be accepted. Your tax receipt will contain course fee information.

### Unique Student Identifier (USI) number

The Unique Student Identifier (USI) is a reference number made up of ten numbers and letters that creates a secure online record of recognised training and qualifications gained in Australia from all accredited training. From 1st January 2018, this is a mandatory collection requirement for all RTO's and must be collected from all participants undertaking accredited training. To learn more about USI visit: <http://usi.gov.au/about>

The USI:

- Will provide access to a participant's training records and transcripts from 1st January 2015
- Can be accessed online
- Is free and easy to create
- Only needs to be created once

If you are experiencing difficulties call retrieving or locating your USI please call:

- Australia: 1300 857 536
- Internationally: +61 2 62408740

All students attending an accredited Premium Health training program must provide a valid USI to receive a Statement of Attainment. It is the student's responsibility to ensure a valid USI is provided at the time of enrolment.

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#### Head Office

350 South Rd, Hampton East,  
VIC 3188  
P 03 9530 7111 F 03 9596 1766

1300 721 292

[premiumhealth.com.au](http://premiumhealth.com.au)  
ABN: 24 692 649 946

### Recognition of Prior Learning (RPL) & Credit Transfer

As recognition of prior learning (RPL) is defined in the AQF as follows: Recognition of prior learning 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.

This is underpinned by the AQF definition of credit as follows: Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

As Premium Health only delivers single units and short courses, not qualifications; and employers/industry has a requirement for Statement of Attainment holders to demonstrate currency e.g. first aid training and assessment is undertaken every 3 years. Premium Health does not provide students with the opportunity to apply for RPL or credit transfer (CT).

Instead, Premium Health offers flexible delivery options for the units and short courses on its scope enabling a shorter training time or straight assessment options for those who have prior knowledge.

### Assessment Conditions

Assessments will vary slightly depending on the course the student has undertaken, please refer to the relevant course descriptor to see specific assessment conditions. Students will be provided with the opportunity to demonstrate skills and knowledge learned in practical scenarios and written assessments.

All students are entitled to two (2) reassessments for all assessments. Students who are not able to demonstrate skills and knowledge at a satisfactory level will be marked as 'Competency not achieved.' Your trainer will provide you with feedback on your assessments on 'Competency not achieved' areas. You will need to contact customer service on 03 9530 7111 to book an alternate day to re-sit your course, free of charge.

### Student Support

Premium Health offers learner support services within the scope of its operations. The nature of the support depends on an assessment of the individual's needs. If you know of anything that may prevent your employees from progressing through training and assessment, you are invited to call our National Training Manager (1300 721 292) to discuss and design a suitable support strategy. For further information regarding training, assessment requirements and Premium Health policies and procedures, we request that you and your employees view the course information on our website.

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## Entry Requirements

To be permitted entry to the course students will need to ensure that they have:

- Complete an application for enrolment and undertake pre-training review
- Provided their USI either via contacting customer service team or by logging into the student portal
- Read, agreed and understood the Terms and Conditions outlined within the Student Handbook
- Arrive approximately 15 minutes prior to course commencement time and no later than 15 minutes after the course start time
- Valid photo ID to present to the Trainer upon arrival
- Returned a signed parent/guardian consent form to AWFA (Applies to all students under 18 years of age)
- Worn closed shoes and suitable modest clothing for practical demonstrations
- Pen and notepad for notetaking and completing written assessments
- Mobile phones are to be switched off, switched onto flight mode or on silent mode.

## Student Attendance

It is the responsibility of the student to ensure that they arrive at least fifteen (15) minutes prior to course start time and no later than fifteen (15) minutes after course start time (Please refer to booking confirmation emails for course start times)

Premium Health courses require students to be in attendance for 100% of the classroom face to face training, students who depart prior to course completion will not:

- Be entitled to receive a Statement of Attainment
- Be permitted a refund
- Students arriving late to their course will not be permitted to attend face to face training and will need to rebook at the full cost
- You must immediately notify Premium Health if you are unable to attend due to illness or other reasons beyond your control by calling 03 9530 7111 or emailing [customerservice@premiumhealth.com.au](mailto:customerservice@premiumhealth.com.au).

Failure to do so may result in the possibility of forfeiting all fees paid. Premium Health reserves the right to request medical certificates where necessary.

Where a participant fails to attend a training course for which they have been scheduled, all payments will be forfeited unless there are exceptional circumstances which prevent them from attending such as an accident or illness and:

- Notification is made to Premium Health no later than 24 hours from course commencement
- A medical certificate is provided no later than 48 hours from course commencement.
- Where exceptional circumstances occur, each case will be determined individually in relation

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to the cost of attending another course.

In these circumstances Premium Health will happily move your booking to another suitable date without charge otherwise we will issue an 80% refund of the course fee.

### Student Code of Conduct

Premium Health recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from participants.

At Premium Health we value diversity, respect and cooperation and freedom of expression balanced with social responsibility. All participants are expected to behave in a considerate and courteous manner when dealing with our trainers and other participants.

Premium Health is committed to providing participants with a healthy and intellectually challenging training environment. Participants must not act in a way that interferes directly or indirectly with the learning of others, or that hinders trainers from carrying out their duties.

You, other participants and the trainers at Premium Health, have a right to work and train in an environment free from harassment, discrimination or threatening behaviours. We expect that you will treat our trainers and other participants courteously at all times and take reasonable care of Premium Health's training premises, property and equipment.

You can expect our trainers to treat people in a fair and non-discriminatory way and at all times be professional in performing their duties. Compliance with this Code is expected, and non-compliance may result in the student being requested to leave the training venue.

Premium Health also expects students to:

- Switch your mobile to silent, off or flight mode – avoid answering calls, text messages during training.
- Behave in a respectful manner towards other students and the trainer
- Plagiarism and cheating will not be tolerated. Offending students will be removed from the class and
- immediately deemed 'Competency not achieved'
- Ensure that you are dressed appropriately – closed shoes & suitable modest clothing for practical demonstrations
- Avoid using offensive language at all times
- Complete training and assessment activities within agreed timeframes, unless otherwise advised by your trainer.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training with.
- Harassing, bullying or discrimination will not be tolerated from students.

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- Participate in class discussions and activities to the best of your ability
- Write in your assessment booklet in a legible manner
- Do not use correction tape or correct fluid on the Assessment Booklet, if you need to make a correct please draw a neat line through the error and initial beside it.
- Do not damage any tables, chairs and training equipment
- Ensure that you place all rubbish in bins provided

## Booking Amendments and Rescheduling

### Withdrawals

- Premium Health will issue an 80% refund of the course fee where notification of a course withdrawal is received 8 days or more prior to course commencement (Note: if the booking is for an online course and the course has been accessed, then no refund will be issued)
- No refund will be issued where notification of a course withdrawal is received 7 days or less prior to course commencement.
- Should you be unable to attend a course you can nominate a substitute participant to attend in your place at no additional charge.

### Transfers

- Premium Health will be happy to transfer your booking to another date where notification is received 8 days or more prior to the initial course commencement at no additional charge.
- When you request to transfer your booking to another date and the notification is received 7 days or less prior to course commencement you will be required to pay a transfer fee equal to 100% of the course fee.

### Course Cancellation

- Premium Health reserves the right to cancel courses or change dates if necessary.
- Where Premium Health cancel or change the date of a course we aim to provide clients with adequate notice.
- In this situation we will endeavour to negotiate alternative arrangements to the client's satisfaction or Premium Health shall refund 100% of the course fees received.

### Statements of Attainment

Students who have been assessed as 'Competent' by the Trainer and Assessor will receive a Statement of Attainment in PDF format via email within 10 working days of completing the course.

If required, Premium Health can post a hard copy of your Statement of Attainment to your preferred address for a small fee of \$15 (incl GST).

To obtain a hard copy of your Statement of Attainment, there is additional postage fee of \$15 (including GST) that the student is required to pay.

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Please contact Customer Service team on 1300 721 292 to arrange payment and postage of your Statement of Attainment.

A PDF copy of the issued Statement of Attainment can only be provided to your employer upon the signing of a Third- Party Release Declaration on your assessment booklets.

### Complaints and Appeals Policy

This policy/procedure supports the Standards for Registered Training Organisations (RTOs) 2015 in providing a transparent process for complaints and appeals to be heard and actioned. All complaints and appeals received by Premium Health will be viewed as an opportunity for improvement.

Despite all efforts of Premium Health to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved. This complaints and appeals process will be at no cost to the student.

Any student, potential student, or third party may submit a formal complaint to Premium Health with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

A student wishing to submit a formal complaint or appeal can do so in writing and state their case providing as much details as possible.

This will be investigated the Training Operations Manager and relevant parties included as necessary. Once an outcome has been established, Premium Health shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint, the students shall also be notified that they have the right of appeal. To appeal a decision the RTO must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The training operations Manager shall ensure that the RTO will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome.

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