Student Information Guide
HLT57715 Diploma of Practice Management

All individuals conducting work or studying at, or on behalf of the Australian Institute of Healthcare Education (AIHE) must comply with all laws and regulations which apply to the company's operation. This includes adhering to all AIHE policies, protocols and procedures. It is the responsibility of all individuals to meet this obligation, know what the law requires and understand the importance of compliance. This policy/document may be altered, withdrawn or substituted at any time. Abidance with the policy/document is mandatory of all students and individuals undertaking work/study, for on behalf of, AIHE.

Version Control

| Version	Date	By Who	Approval
1.0	January 2017	Cathy Wagner	CEO
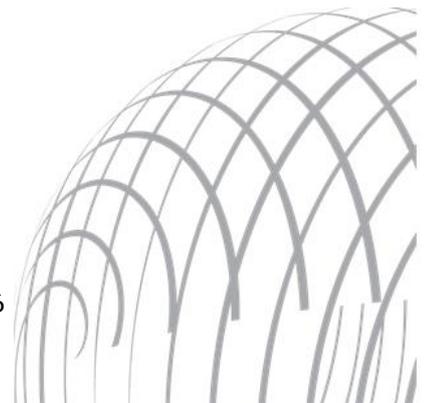
Section 1 – About the course

Introduction

The HLTH57715 Diploma of Practice Management is a one year, level 5 competency based qualification that will be delivered by the Australian Institute of Healthcare Education (AIHE) under the Vocational Education and Training Sector (VET) of the Australian Qualifications Framework (AQF).

This HLTH57715 Diploma of Practice Management is at the same academic level as a Diploma.

Under the AQF guidelines the course is structured and delivered as units of competency which enables you to undertake holistic training and assessment. Upon graduation you will be able to actively work in the general Health Clinic profession as Practice Manager.

Throughout this course you will focus on academic learning of the various units of competency as well as the development of the necessary clinical skills to become a competent Practice Manager that is work ready.

Evidence based learning and practice, as well as critical thinking, are vital components of the approach to learning in the HLTH57715 Diploma of Practice Management.
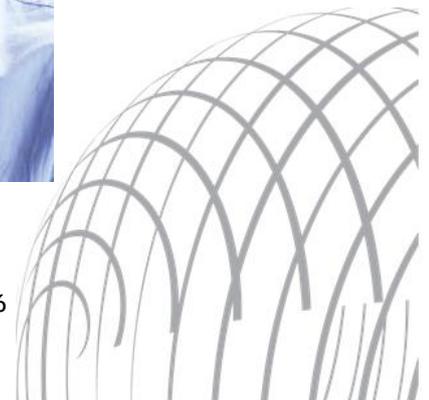
The HLTH57715 Diploma of Practice Management is an Australian Qualifications Framework (AQF) level 8 (post graduate) course and the Australian Institute of Healthcare Education (AIHE) has a primary focus of producing high quality ultrasound graduates that are employable in the demanding field of diagnostic medical ultrasound.

The main goals at AIHE are:

1. To ensure curriculum and training and assessment strategies are informed by research, current, relevant and rigorous, reflect innovation, inclusion, engagement and graduate attributes.

2. To demonstrate best practice in teaching and learning informed by research and demonstrated through strong academic leadership, sustained staff development, action research, recognition and reward.

3. To ensure learning is practice-oriented, industry integrated and contextualised through focus on transferability and employability.

4. To enhance learner engagement through accessible, supportive and effective learning environments.

5. To grow and develop strong learning communities within and across colleges, campuses and divisions.

6. To provide quality teaching learning environments supporting high levels of student satisfaction across the learner life cycle informed by stakeholder feedback.

7. To implement quality management processes and planning, supporting sustainable growth and enhanced academic outcomes based on accountability, transparent processes and continuous review cycles.
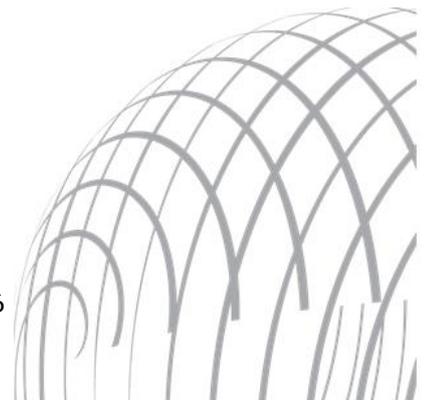
Who is it for?

The HLTH57715 Diploma of Practice Management course is designed to be directly relevant to becoming a competent general Health Clinic Manager or Operations Manager.

This qualification generally reflects the role of business or practice managers who manage the operation of small to medium sized Health Practices.

Others who work within a Clinical Health Practice may be interested in this course to further their understanding and education of general management, supervision of people and Clinical Practice.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Learning model

This is achieved by utilizing a spiral curriculum model of teaching which allows you to slowly build your theory and practical skills. You can revisit topics throughout the course at a deeper and more complex level with each successive encounter.

Timeframe

The course has been designed to be completed in twelve months, with the completion of learning and assessment of 2 units per month.

Modules

Modules 1-3 - Students will complete a series of core units which gives an Introduction and overview to the course and health services within a Clinical Environment.

Modules 4-8- Students discuss the idea of Management and Business within a Clinical Environment.

In this course you will be engaged in theoretical and practical subjects to include Professional Practice, Management of a Business and People within the business and supporting, mentoring and coaching your team.

These subjects will be integrated in tutorials online as well as face to face should you choose as well as using clinical applications in your own workplace where you will practice performing activities as well as ensuring you have access to information.

Assessments (see separate section for more information)

Once you obtain the necessary skills you will then enter the assessment component and complete these.
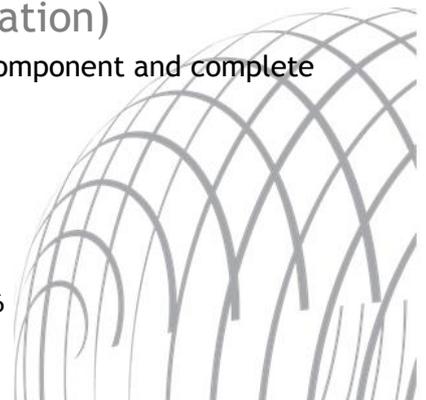
Assessments should be completed within the month where possible, or at a minimum by the end of the following month. You will receive notification of being in danger of losing your place in the course if you do not complete your assessment in the timeframe suggested.

Workplace experience

The amount of work experience will be dependent upon your own needs. There is no specific requirement for work placement, although several of the assessments require you to be already working in a Clinic Environment where you can access documentation.

Work experience will increase as you progress through the course to ensure you obtain enough real clinical experience on the full range of assessments undertaken in most general practices. It would also be useful to visit other Clinical Practices where possible, however this will be under your own organisation.

The vocational sector of education focuses on workplace specific skills and knowledge, with ~~and~~ students / graduates having the underpinning knowledge to be competent at performing these skills at the industry expected standards. These specific skills and knowledge areas are designed around units of competency. A unit of competency ensures every aspect of a Practice Manager's theoretical knowledge and practical ability will be taught and assessed repeatedly to ensure a satisfactory level of competence has been achieved.

Units of Study

There are 15 Units of Competency which must be completed.

10 Core Units which have already been pre-established by the National Vocational Centre for Educational Research (NCVER) and 5 Units which have been chosen by AIHE to support your learning. These are as follows:

| CORE	
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance assessment
HLTADM004	Manage health billing and accounting system
HLTINF003	Implement and monitor infection prevention control policies and procedures
HLTWHS004	Manage work health and safety
BSBCUS501	Manage quality customer service
BSBFIM501	Manage budgets and financial plans
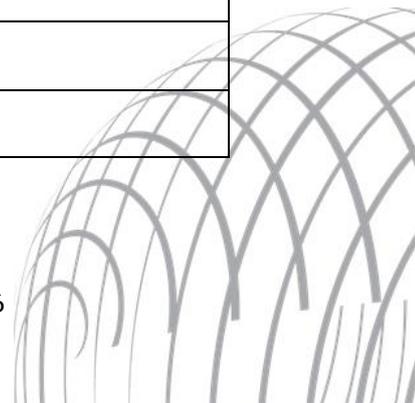
BSBMED301	Interpret and apply medical terminology appropriately
BSBMGT502	Manage people performance
BSBRSK501	Manage risk
ELECTIVES	
CHCPRP007	Work within a Clinical Supervision Framework
HLTAHW062	Supervise Health Care Team
PSPGOV506A	Support workplace coaching and mentoring
BSBLDR501	Develop and Use Emotional Intelligence
CHCPRP003	Reflect on and improve own professional practice

Time Table

The Units have been timetabled so that 2 units per month are completed over 8 months, with a break in between as well as a Christmas break. You can choose to complete the assessments during your break if you haven't caught up beforehand.

Introduction and overview to the course and health services within a Clinical Environment			Introduction to Managing a Business and personnel in a clinical environment		Managing a Business and personnel in a clinical environment			
INTRODUCTION	BSBMED301 - CORE	HLTWHS004 - CORE	CHCLEG003- CORE		BSBMGT502 - CORE	CHCPRP003 - ELECTIVE2	BSBRSK501 - CORE	HLTAHW062- ELECTIVE 4
Students will be introduced to the course information and overview of what is expected in terms of study and asssesment.	Interpret and Apply Medical Terminology Appropriately	Manage Work Health and Safety	Manage legal and ethical compliance		Manage People Performance	Reflect on and Improve own Professional Practice	Manage Risk	Supervise Health Care Team
CHCDIV001- CORE	CHCPRP007- ELECTIVE 1	HLTINF003-CORE	BSBCUS501- CORE		BSBFIM501- CORE	BSBLDR – ELECTIVE 3	HLTADM004-CORE	PSPGEN408 –ELECTIVE 5
Work with Diverse People	Work within A clinical Supervision Framework	Implement and monitor infection prevention control policies and procedures	Manage Quality Customer Service		Manage Budgets and Financial Plans	Develop and Use Emotional Intelligence	Manage Health Billing and Accounting System	Support Workplace Coaching and Mentoring
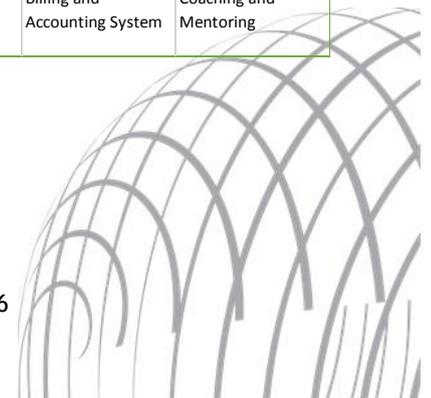
Graduate competencies upon course completion

At the conclusion of this course you will have the capacity to work competently as Practice Manager in a Clinical Environment.

You will be capable of:

Certificates

At the conclusion of the course, once you have completed all assessments and are deemed competent, you will receive a transcript with all of the Units of Competency as well as a formal Diploma of Practice Management.

Please note: if you only complete certain units of competency, you will receive a Statement of Attainment for the units successfully completed.
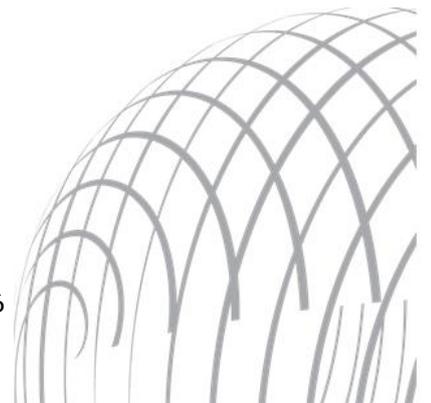
Apply to enrol in the course

You can enrol by making an inquiry to the AIHE Administration.

What you will need

Course pre-requisites

The pre-requisites to the HLTH57715 Diploma of Practice Management are:

1. Valid police check obtained within the last 3 months: (certified copy)
2. Minimum of 18 years of age plus experience working within a Clinical Practice for at least 5 years.
3. A Technical Qualification to a minimum of Diploma Level.
4. A USI (see below)

It is essential to have all items completed prior to commencement of the course and keep them current throughout the duration of the course.

Unique Student Identifier (USI)

If you don't have one already, you will need to obtain a Unique Student Identifier (USI) online and bring this to your enrolment. See https://www.usi.gov.au/students/create-your-usi for more information. If you do not already have a Unique Student Identifier (USI) and you want AIHE to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, AIHE will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your

identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth[LT1] (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth[LT2] (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask AIHE to make an application for a student identifier on your behalf, AIHE will have to declare that you have complied with certain terms and conditions to be able to attend the course.

You will need:

- A Completed Confidentiality statement
- Application declaration and agreement to the policies in this Student Information Guide.
- Current Curriculum Vitae
- A one page essay: "My motivation to become a Practice Manager is..."
- Overseas/international applicants for this course may complete their work online and send assessments to AIHE.
- Certificates and testamurs of previous qualifications: please include the subject outline and results (certified copy).

Other supporting documentation

HLTAID003 Provide First Aid

It is the student's responsibility to enroll and complete an Applied First Aid course through a recognized training facility, code HLTAID003 (or equivalent).

On completion of this course the student must include a certified copy of the certificate in their application.

It is the student's responsibility to keep this certification current throughout the entire time of the course. Failure to do so may result in the student not be able to attend clinical site placement.

Working with children check

Prior to being allowed to enter clinical placement the student is required to submit a certified copy of their working with children check relevant to the state that they will be undertaking clinical placement in.

The working with children check must remain current for the entire time of the course.

NSW: http://www.kids.nsw.gov.au/Working-with-children/New-Working-With-Children-Check/New-Working-with-Children-Check

Police check (criminal history) records check

Prior to being allowed to enter clinical placement the student is required to submit a certified copy of their criminal record check. Please refer to the below websites for information relating to how to obtain this check.

http://australia.gov.au/faq/police-criminal-history-records-check

NSW:
http://www.police.nsw.gov.au/about_us/structure/specialist_operations/forensic_services/criminal_records_section

https://npcoapr.police.nsw.gov.au/aspx/dataentry/Introduction.aspx

Immunization status

It is a requirement of AIHE that your immunization status is current and remains such throughout the duration of the course. AIHE guidelines are in keeping with NSW Health Department requirements for students working in the health sector: AIHE students are Category A as per NSW Health guidelines.

The policy is attached to this document for reference, as is the immunization card. The immunization card is recommended to be completed and a copy, alongside sighting of the original to be kept on file at AIHE, with updates as necessary throughout the student's course.

More detail can be obtained from:

http://www.health.nsw.gov.au/immunisation/Pages/oasv.aspx and

http://www.health.nsw.gov.au/immunisation/Pages/oasv.aspx

You will then need to complete an AIHE Graduate Diploma Application.
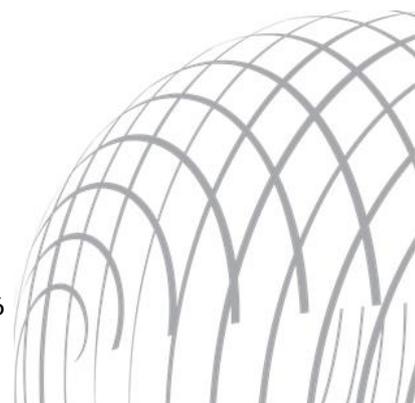
Pathways to course entry

There are various pathways to entry to the AIHE HLT57717 Diploma of Practice Management:

1. Advanced Diploma, Diploma, or higher level vocational certificate in a Technical field of Health Practice.
2. Relevant work experience and the potential to undertake work at this level.

A pre class assessment will be undertaken on a one to one basis for each potential candidate for the course. The aim of this assessment is to determine prior learning, special needs of the student.

If the student has deficient areas of learning deemed essential to complete the course AIHE reserves the right to advise the student that they need to undertake some additional activities prior to enrolment acceptance and course commencement.

Information gathered from this process will also be used to tailor classroom activities and delivery to enhance the student learning experience.

Exiting prior to completion of the course & articulation

The course is delivered over twelve months with an exit point at the end of year 1. If you exit before this point you will be issued with a "Statement of Attainment" that will encompass your acquired skill set.

PLEASE NOTE: If you decide to exit at any stage throughout the course, it is anticipated that you will be articulating into another Training Program, offered either through another RTO or University then you will need to discuss transfer of learning with AIHE.

Please communicate effectively with staff in an appropriate manner and at an appropriate level

Core texts and activity guides / workbooks

AIHE will provide the core learner materials and activity guides/workbooks as part of the materials fee. These may be downloaded online.

The appropriate guides are updated regularly in keeping with modern practice and will be updated online at the commencement of the new year where necessary. Other texts may be provided on loan to the student for the duration of the course and will be required to be returned in good condition with no writing/marking on them to AIHE on completion of the course. Failure
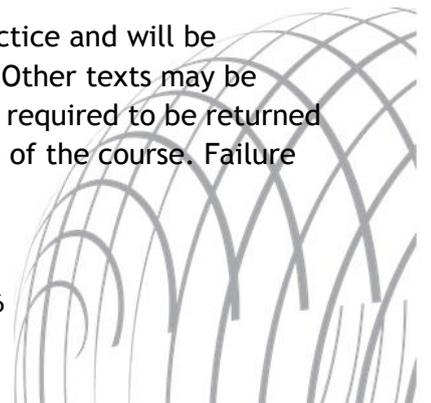
to do so or books returned in an unsatisfactory condition may result in an additional charge being incurred by the student. (Books are subject to change at the discretion of the Academic Manager and teaching team at AIHE)
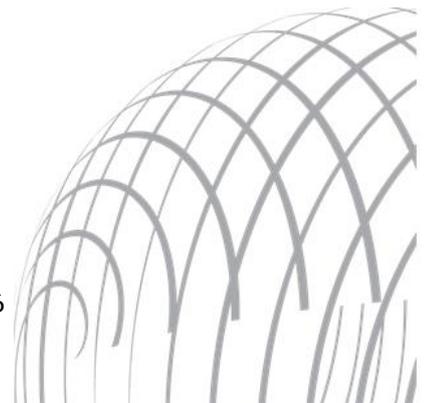
Assessment requirements

Students will be required to complete a number of assessment tasks in order that they will gain their qualification. These will be discussed in class. Some assessments will be in class, some online and some in the workplace. All assessments must be completed.

Assessment types

The following assessments will be required: Time will be allocated to completed each and supporting information given.

- AT1 Clinical Procedures Record
- AT2 Written Questions
- ÀT3 Portfolio
- AT4 Clinical practical
- AT5 Case Study
- AT6 Major project
- AT7 Supervisor Record
- AT8 Presentation.

Please ask your tutor if you are unsure about any of the assessments.

Marking Timetable

Assessments must be handed ~~bin at~~y the allocated time, late submissions will not be tolerated. Allowance will only be given under special circumstances and may require a Doctor's certificate.

In the event an assessment is submitted after the due date and time the student will receive a NOT YET SATISFACTORY grade, three instances of late submissions will result in the student being placed on Academic Review and an official warning may be given.

Grading

A grade of SATISFACTORY (Competent) must be achieved in every assessment in order to meet the requirements of the course. The student will still be required to submit any late assessments. ~~. Allowance will only be given under special circumstances and may require a Doctor's certificate.~~

All marking will be graded and then a ~~COMPETENT~~ SATISFACTORY (S) or NOT YET ~~COMPETENT~~ SATISFACTORY (~~NYC~~NYS) mark given for 50% pass. Where a ~~NYC~~ NYS mark i~~s~~d given, students may be offered, after discussion with their teacher, the opportunity to resubmit their work once, or be required to sit a supplementary assessment.

Referencing for assessments

The Harvard system of referencing is to be used throughout the course.

There are many references on the internet to inform you how to use the Harvard system.
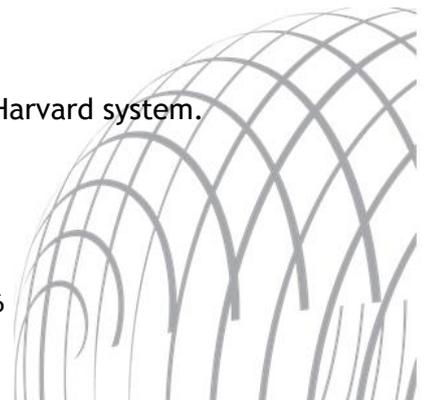
A particularly good site is the University of Southern Queensland site which can be found at:

http://www.usq.edu.au/library/help/referencing/harvard.htm

Requirements for Assignment submission

Where assessments are not completed online, they will need to adhere to the following:

1. Assignments are to be typed in 11 or 12 fonts with 1.15 - 1.5 spacing.
2. All references must be noted.
3. When electronically submitting your assignment please submit your document in PDF format.

Please note that AIHE's method of assignment submission is electronic via our online LMS. (CANVAS) learning platform.

All images are to have all patient personal details removed from them (i.e. DE identified). You may submit the images electronically via our online learning platform. Printed images are not recommended due to the loss of image detail, however if this is unavoidable please discuss with your teacher.

Plagiarism & collusion

Plagiarism is the act of representing as one's own original work the creative works of another, without appropriate acknowledgement of the author or source. To avoid plagiarism it is required that you write your answers in your own words, but also reference any sources of information using the Harvard Referencing system.

Collusion or the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct and as such both parties are subject to disciplinary action. Collusion or copying from other students is not permitted and will result in a NYC NYS grade.

Plagiarism and collusion constitute cheating. Disciplinary action will be taken against students who engage in either.

Checks

Copying will not be tolerated, nor will assessments in any other language than English.

Regular adhoc checks will be completed to ensure that students are not plagiarising work through questioning by the tutor. Where there is sufficient cause to determine that the student has plagiarised or not completed their own work, they will be deemed not yet satisfactory.
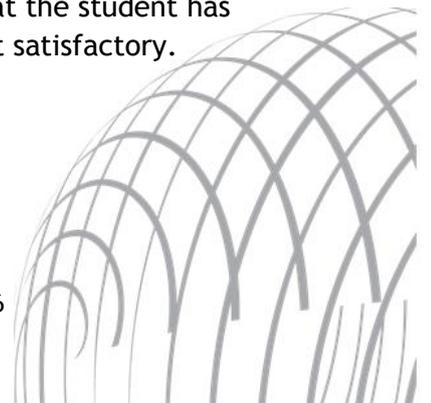
Textbooks and journal articles

The text books that have been selected for your learning have been chosen due to the holistic manner in which they cover the area of sonographic practice. You are encouraged to look beyond the set texts for additional information, opinions and tips related to the area of ultrasound. If you require any assistance in locating particular journals, texts or information the AIHE staff and your clinical site supervisors are available to assist.

Fellow students

One of the best ways of learning is by discussion with fellow students. This course aims to incorporate many in class discussion sessions, as well as role plays and simulation sonography situations to promote such learning and assistance.

Academic staff

It is acceptable at this level of study to ask questions of your teacher. The teacher is here to help you understand and perform all aspects of general sonography. *The only silly question is the question not asked.* It is highly likely if you do not understand a concept that others may also not understand.

AIHE teachers want you to actively participate in your learning and will encourage discussion and reflection throughout your learning. This encourages you to become a discerning health professional that looks at the "big picture" of allied health.

Clinical supervisors[LT3]

Your clinical supervisors you may encounter during your work will often help you if you ask politely and do not disturb them when they are with patients. Please ask them questions at appropriate times during the day.

Please be aware that it may not be appropriate to ask your supervisor a question during a patient examination. If you feel you need to ask a question that is not appropriate for the patient to hear ask the supervisor to step out of the room with you to discuss the problem, or wait until the end of the examination and the patient has left. Obviously if the question is pertinent to patient care please do not let your patient leave without the question being resolved in the appropriate manner.

Student support at AIHE

Whilst a student at AIHE if you at any time have an concerns and need to find support for any range of matters to include, but not be exclusive to, study skills, time management, financial concerns, clinical placement concerns and personal concerns that may, or may not, be affecting
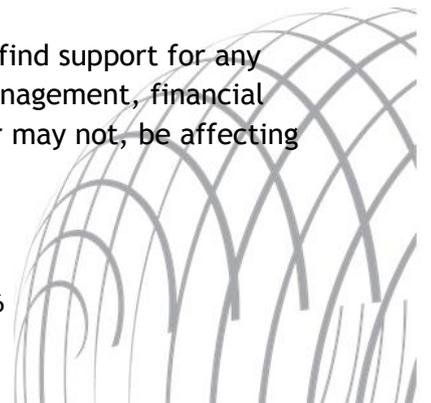
your performance at AIHE you are encouraged to seek initial support, in a confidential environment, from the CEO or Academic Managers who[LT4] will then seek the appropriate channels for you to resolve the matter at hand.

The aim of the process is twofold. Firstly, to ensure we promptly address the student's immediate concerns and secondly, to offer the student appropriate support mechanisms to ensure the matter of concern is sensitively dealt with in the short and long term. The appropriate senior staff member will be assigned by the CEO / Academic Manager to assist the student and appropriate external support will also be sourced and made available to the student.

Any discussions with respect to student support will be treated with the upmost confidentiality at all times.
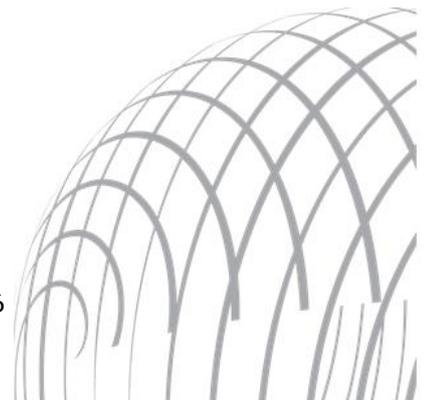
Section 2 - Important Information & Policies[LT5]

Please read all information in this section and refer to it as necessary.

Please note that there will be areas that are not required for online courses.

These policies cover all of our face to face and online courses.

Absentee policy

Whilst on campus

Hours of attendance are compulsory if you are completing a course or workshop at AIHE premises,

If you fail to attend a class, miss an assessment or formative task, you will be expected to provide an explanation and may be required to make up the missing class and / or clinical time to satisfy academic requirements.

If a student attendance is 80% or less for timetabled classes on campus they may not meet required learning outcomes and could receive a not yet satisfactory result on their transcript. If attendance is at or below 80% then a formal letter will be sent to the student to inform of their attendance record and if attendance is not immediately improved they may not be allowed to continue with the course.

An email to the appropriate AIHE Year Coordinator~~AIHE administration is~~ is expected if you are not able to attend a teaching or clinical practice session before 8am on the day of scheduled classes.

If you are out on clinical placement the following is to take place:

Hours of attendance at clinical site are compulsory. If you have too many hours absent, not only will be clinical site be potentially not willing to have you return for placement but you may be required to make up the missing hours to ensure you fulfil ASAR mandatory clinical practice hours. If less than 80% of the clinical placement hours are not met in Year 1, the student will not be permitted to enter Year 2 of the course. All clinical placement hours (and minimum case numbers) need to be met in order to gain a SATISFACTORY grade.
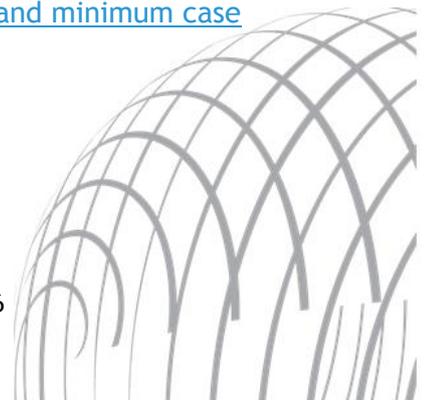
Academic progress

At any time if you require access to your academic results please contact the administrative assistant who will respond to your request within 7 days.

Access, Equity, LLN, Fairness

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.

Any issues or questions raised regarding access and equity can be directed to the ~~Principal~~CEO or Year Coordinators.

Some examples of our support include:

We are able to offer Language and Literacy support of participants who have difficulty with written or spoken English.

Equally so, we are able to support participants with numeracy issues.

As the qualifications are largely self-paced we are able to accommodate the unique needs of expectant or new parents or participants with other carer's responsibilities.

The ability to modify learning and assessment tasks to accommodate the unique cultural or personal needs of participants.

The principles of Access and Equity are covered at our staff induction and regularly reviewed to ensure the correct interpretation and application.

Where our training programs have a limited number of available places, these will be filled in order of completed enrolment applications.
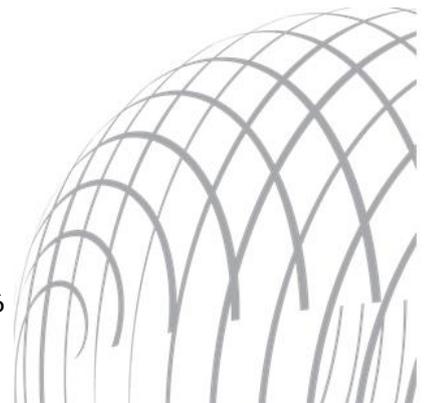
Bullying, EEO, Discrimination & Harassment Policy

AIHE endeavours to conduct its business in a way which encourages fair, equitable and non-discriminatory operational practices and equal opportunity for all. AIHE's reputation and success depends on the professionalism displayed by its people.

AIHE values its people and in doing so, it is AIHE's endeavour to provide an environment that maximises the talent, potential and contribution of all people and which encourages equal opportunity for all.

AIHE recognises that diversity in the workplace and learning environment adds value to our business through different perspectives and experiences. The term diversity in the workplace and environment means that people differ from each other and subsequently, they have a wide range of different attributes, needs, skills and experiences.

Furthermore, AIHE will not tolerate any form of bullying in the workplace or learning environment. Bullying is repeated unreasonable behaviour that is directed towards another person or a group of people that creates a risk to health and safety.

As such, it is essential that AIHE students understand the obligations and implications of the current legislation and comply with the letter and spirit of the law. As stated in AIHE's EEO, Discrimination, Harassment and Workplace Bullying Policy, the organisation expects all people to display appropriate behaviour at all times and unacceptable conduct will not be tolerated. There will be disciplinary consequences for any student who engages in inappropriate behaviour.

Contact Officers

AIHE's Contact Officers are an important first point of referral if you believe that you have a grievance in regards to discrimination, harassment, bullying or any other workplace issues; they can provide you with confidential information and support in how to best address such grievances.

Complaints and Appeals

Resolution of Issues

From time to time, people may feel that a decision has been made which affects them adversely or about which they require clarification or appeal. If you have a grievance, please refer to the Complaints and Appeals process form (available from Administration) if you are not satisfied with the assistance your contact officer has offered you.

Certificates & Records

Certification documentation (in soft copy format) is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the AIHE have been paid. Graduates are invited to a formal ceremony to issue hard copy certificates. Students may access copies of their records by applying to the CEO with at least one month's notice. Copies are held for thirty years in soft copy.

Computer – (Bring your own device) policy

The increased ownership of personal electronic devices requires that The Australian Institute of Healthcare Education (AIHE) learners take steps to ensure that personal electronic devices are used responsibly. This policy is designed to ensure that potential issues can be clearly identified and addressed and that individuals' own devices can be effectively and safely used for optimal learning and productivity outcomes.

This policy has been developed in conjunction with AIHE internet usage policy.

This document sets out the conditions for Bring Your Own Device (BYOD) at AIHE for learners. These devices include smart phones, tablets or laptops with the capability of connecting to the AIHE wireless internet and/or internal network for the purposes of study and work. Once connected, you will have access to:

- The internet
- The ~~learning~~ Learning ~~management~~ Management ~~system~~System
- RTO resources such as printing and PACS image archive system

Acceptable BYOD use
- The use of learners' own devices whilst connected to the AIHE network is governed by the Acceptable Use Policy.
- Electronic devices must be switched to "silent" mode during class times and professional etiquette demonstrated at all times, with respect to phone calls, sending and receiving SMS, email or other messaging types.
- Students should not transmit or show material of an offensive nature.

Safe use and device security
- You are responsible for the maintenance and upkeep of your device. AIHE does not accept responsibility for replacing or repairing lost, stolen or damaged personal electronic devices belonging to learners.
- Personal devices should be marked clearly with your name.
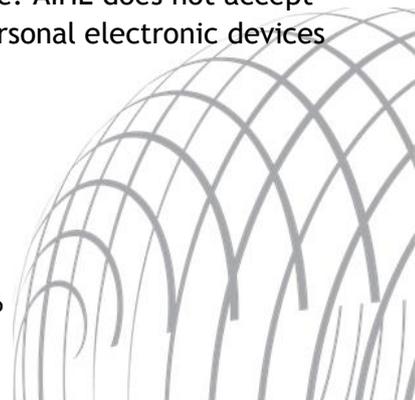
- Always store your device in a protective cover and follow the manufacturer's instructions for care and maintenance.
- Do not leave your device unsupervised.
- It is strongly advised that you use a password or pin on your device to deter unauthorised use of your device. This password or pin should be kept secret.
- Keep yourself and others safe by not giving out personal details to unknown sites or individuals.

Virus protection

You are advised to:

- Protect your devices from virus attack by keeping your operating system and antivirus software up-to-date.
- Consider running virus scans regularly after accessing the internet or personal email.
- Exercise due caution when downloading files from the internet.

Power supply & battery maintenance

- You must bring your device fully charged at the beginning of the day as access to charging facilities is limited.
- You must bring your own power supply if you need to charge your device as ICT or other staff will not be able to lend you recharging facilities.

Backup and/or recovery

- You may be required to purchase and/or download and install specific software/ applications ("apps") onto your device in order to access your learning materials. This will be at your own expense.

Software and applicable updates

- You are responsible for regularly applying updates for any software or applications ("apps") needed for the purposes of learning prior to attending scheduled classes. This may be undertaken while connected to the AIHE network, provided this is outside of class time.

Fees & Refunds

Fee are levied on all courses offered. All fees and charges must be paid in advance by the date shown on the invoice.

AIHE is not able to support you with fee assistance, however you may speak to the CEO if you wish to pay your fees in instalments.

Refunds

Refunds can only be provided under extreme circumstances. Please speak to a staff member about this if you need a refund.

- If you submit a Refund Request Form to AIHE of the intention of withdrawing from a course of study more than 28 days before the course commencement date, then 95% of fees will be refunded (less a non-refundable course administration fee of AUD $200).

- If you submit a Refund Request Form less than 28 days but more than 7 days before course commencement for a conditional offer where the conditions of the offer have not been met, 80% of fees will be refunded (less a non-refundable course administration fee of AUD $200).

- If you submit a Refund Request Form within 7 days of course commencement for a conditional offer where the conditions of the offer have not been met 50% off fees will be refunded (less a non-refundable course administration fee of AUD $200).

- If you wish to withdraw from a course of study after four weeks from commencement of the semester or if your enrolment is terminated, then all fees for the full semester remain payable and are not refundable except in circumstances of justifiable hardship. Your enrolment may be terminated by the Institution because of a failure to comply with the Institutions' policy, bad behaviour, unsatisfactory progress, failure at examinations, or unsatisfactory attendance (refer to the Suspension and Expulsion Policy and Procedure).

- Where you withdraw 28 days or less before course commencement, and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees, you must fill in a Refund Request Form (available on our website) and submit it within 20 working days of the date of your withdrawal/deferral from the course. Approval of special circumstances will only be given for extenuating circumstances (please provide these in writing with supporting evidence to AIHE).

- If you withdraw from the course after AIHE has provided you with a clinical placement you may be required to pay a $20 000 placement fee unless you can show due cause.

- If the Institution cancels your enrolment because a course is no longer being offered, a course not being offered for a particular term or other default by the Institute, you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or you may request a full refund of your tuition fees. Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course or term is received from you in writing during this period.

- You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or RTO decision. This information is available in the Student Information Guide and the website. You should also be aware that this agreement, and the availability of a complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection law.

- Please complete a Refund Application Form available from Administration.
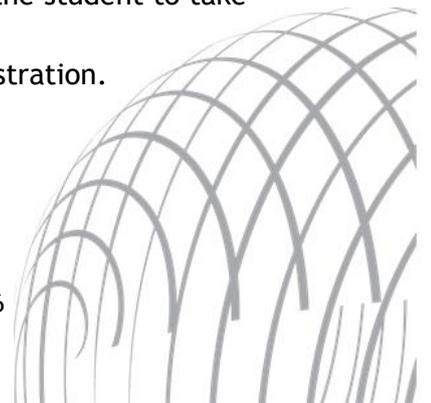
Where the RTO or a third party closes or ceases to deliver the agreed training and/or assessment

In the event that the AIHE ceases to exist, you may be supported by another RTO. AIHE has an obligation under the ASQA guidelines to ensure that your information is passed to another RTO to deliver the remaining units or to give you RPL for units for which you have already submitted an assessment. AIHE are committed to ensuring that all students are supported no matter what happens.

Internet Usage Policy

Policy Statement

AIHE (and related parties) accepts the lawful and proper use of the internet as a valuable business tool. However, misuse or abuse of the internet can have a negative impact upon people's productivity and the reputation of AIHE and potentially cause harm to Users and others. Subsequently AIHE does not condone any misuse or abuse of the internet.

Purpose

The purpose of this Acceptable Use Policy is to:

- Guide people, who have been granted access to the internet through AIHE facilities, in the acceptable and permitted usage of those facilities;
- Provide examples of unacceptable usage so as to make it clear what is expected of Users; &
- Outline the potential consequences for breaching this Policy.

Scope

This Acceptable Use Policy applies to all employees, including permanent, limited duration and casual; agency temporaries, independent contractors; consultants; and authorised third parties **("Users")** who have been granted access through AIHE facilities.

Definition of use

Use of the internet through facilities provided by AIHE includes the transmission, retrieval or storage of any communications and images

All Users must ensure that they:

- Comply with all relevant State and Federal legislation including the Crimes Acts; the Anti-Discrimination or Race vilification legislation, and the Copyright Act (Cth);
- Only use the Internet for approved Business Purposes or Permitted Personal Purposes in the acceptable way (Acceptable Use);
- Do not use the Internet in an unacceptable way (Unacceptable Use);
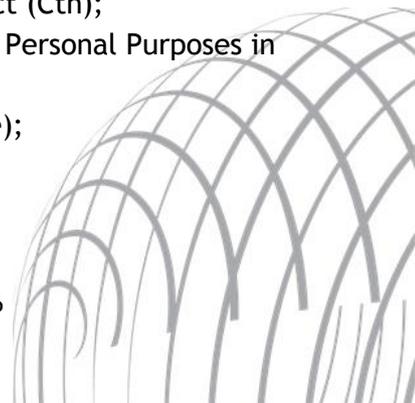
- Do not create unnecessary business risk to AIHE by their use of the Internet (whether for Business Purposes or Personal Purposes);
- Do not load any software that has not been authorised in writing by the National Manager Network Services; and
- Report to any of the following if they become aware of Unacceptable Use:
- a Director or Associate Director;

1. Acceptable use

Subject to the General Responsibilities of every User, and the constraints of Unacceptable Use, as set out in this Policy or as directed by the Chief Executive from time to time, the following are examples of ACCEPTABLE USES.

1.1 Business purposes

Academic Purposes are AIHE purposes where the Internet is an efficient tool and aid in achieving the strategies as well as academic objectives and business plans of AIHE; these can include:

- Subject-related research, communications to students or peers and related external parties, work related investigations, and all other matters pertaining to the job requirements of each User; and
- Within the scope of work allocated to a User or a specific performance requirement of the User;

PROVIDED ALWAYS that such use complies with

- AIHE's policies and procedures in all respects (including policies on incurring expenses, authorisations, contracting, etc); and
- All the laws and regulations covering intellectual property; anti-competitive activities; misrepresentations and misleading or deceptive statements; negligence; copyright; privacy; and telecommunications laws; and does not contravene criminal, trade mark, competition, piracy, sexual, racial and other discriminatory laws.

1.2 Personal purposes

Reasonable Use for Personal Purposes - a reasonable amount of personal use is permitted, PROVIDED THAT in each cases the use:

- Is moderate in time;
- Does not incur significant or unreasonable cost for AIHE;
- Does not interfere with the employment or engagement duties of the User or his or her colleagues
- Does not promote or engage in offensive activity to any other person or User;
- Does not infringe another person's rights under any privacy, criminal, anti-discrimination, sexual, racial, ethnic, religious or political laws; and
- Does not hold out or represent (expressly or by inference) that the User is conducting the activity or use as the agent, servant, contractor or representative of AIHE.
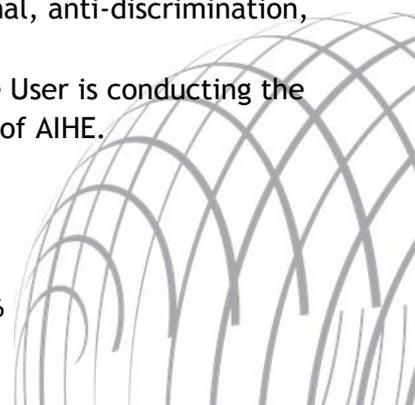
Examples of acceptable personal use are:

- Sending and receiving personal email messages PROVIDED THAT if email messages are sent with an AIHE email address in the From: or Reply-To: header, the appropriate standard AIHE disclaimer must accompany the email to the effect that the views of the sender may not represent those of AIHE; and
- Accessing the World Wide Web for personal purposes including personal banking, accessing permitted portals such as the employee service provider for payroll Talent2, and Australian Super or the User's designated superannuation fund for superannuation guarantee or Choice matters pertaining to their salary as an AIHE employee. **Note:** AIHE will not accept any liability for any fraud or other criminal consequence resulting from a User accessing their banking details online via the AIHE internet system.

2. Unacceptable Use

Subject to this Policy (or as directed by the Chief Executive from time to time), the following are examples of UNACCEPTABLE USES or behaviour in relation to use of AIHE Internet facilities:

2.1 Illegal or Unlawful Purposes

Access for any illegal or unlawful purpose including

- Access to Internet sites that contain obscene, hateful, harassing or illegal material;
- Use of the Internet to perpetrate any form of fraud, misleading or deceptive conduct or advertising, or any form of misrepresentation;
- Use of the Internet to send or store offensive or harassing material or for any illegal or unlawful purpose; &
- Aiding, abetting or being a party to any criminal activity.

2.2 Business and Commercial Ventures

Conducting any business or commercial venture unrelated to AIHE business for the personal benefit, gain or advantage of the User (or an associate of the User) e.g. gambling, share trading, online auctioning or any other activity that may be reasonably considered to be a business or a substantial or regular commercial or private activity that has no relationship with permitted Personal Purposes or approved Business Purposes.

2.3 Confidential and Commercially Sensitive Information

Disseminating, publishing or reproducing confidential or commercially sensitive information of AIHE (including academic and financial information pertaining to AIHE and related parties, suppliers, contractors, employees, etc.) to unauthorised persons or for unauthorised purposes.

2.4 Interference and Disruption

Knowingly causing interference with or disruption to any network, information service, equipment or any user thereof, including:

- Downloading files or folders from external or foreign sources that the User should reasonably know or believe may contain a virus or may use a significant amount of bandwidth (usually evident from the number of megabytes – anything more than 20 MB is Unacceptable Use unless the prior approval is given by the CEO or Academic Manager);
- Deliberate or grossly negligent introduction of any form of computer malware (viruses, worms, Trojans key-loggers or similar) to any AIHE equipment or systems; &
- Access of streaming content other than for AIHE purposes as authorised, or in such a manner as to adversely impact upon system performance or network speed.

2.5 Unsolicited Bulk Mail

Sending unsolicited bulk email for a Personal Purpose or that has not been authorised by a Director of AIHE (and subject always to both Privacy and Spam legislation in any event).

2.6 Personal Information

Disseminating personal information about any individual whatsoever (including staff, students, clients, contacts) without that person's consent or in breach of the Privacy legislation.

2.7 Pornographic Material

Transmitting, retrieving or storing of any pornographic material which is any material of an explicitly sexual nature. As there can be no possible legitimate business use for accessing or transmitting sexually explicit materials at work, the question of whether or not such material constitutes pornography is not relevant to the use of AIHE's Internet facilities and all such material is prohibited.

2.8 Defamation

Transmitting, retrieving or storing any communications or images that are defamatory. Defamation is the publication of false or derogatory material which adversely affects the reputation of a person and tends to injure him or her in their office, profession or trade.

2.9 Copyright Materials

Using the Internet to conduct or promote the unlawful distribution of copyright materials, including the downloading, distribution and playing of music or video.

Downloading copyrighted materials belonging to third parties, unless this download is permitted under a commercial agreement or other licence.

2.10 Security Breaches

Breaching security, hacking or otherwise seeking access to or avoiding authorised procedures and processes for accessing particular sites or pages of the Internet.

Circumventing user authentication or security of any host, network or account.
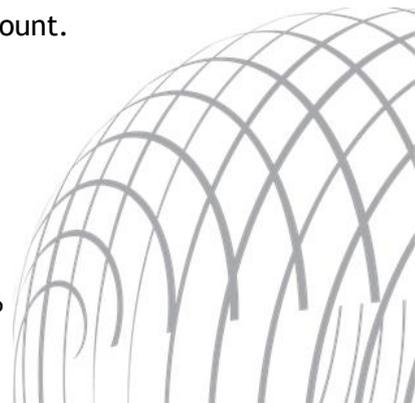
2.11 Wastage

Any activities relating to a Personal Purpose that either purposefully wastes AIHE time or resources or negligently use other staff time in pursuing the User's Personal Purpose or which are simply frivolous or annoying.

2.12 Network Monitoring

Executing any form of network monitoring which will intercept data not intended for the User's host, unless this activity is a legitimate and authorised part of the User's job.

3. Monitoring

AIHE's Internet-related resources and facilities are AIHE property and are supplied to Users for AIHE's business purposes. Therefore, Users should not expect the use of the internet (including the e-mail facilities) and contents of files to be private, and AIHE retains the right to read all e-mails and contents of files where it has probable cause. Furthermore, AIHE maintains the right to monitor the volume of Internet and network traffic, together with a log of the Internet sites visited by each User.

These logs of Internet usage may also reveal information such as which Internet services (including World Wide Web sites) have been accessed by the User, and the email addresses of those with whom they have communicated. AIHE may conduct automated scanning/filtering, and where an Unacceptable Use is identified or suspected, a more detailed confidential investigation will be conducted by AIHE Management

Where appropriate or necessary, disciplinary or legal action deemed may be undertaken in relation to the results of that investigation; please refer to **Consequences of Unacceptable Use**.

Furthermore, AIHE reserves the right to suspend access to Internet resources, or to impose such filtering or other access-blocking measures as it deems fit; this includes the right of AIHE , at its discretion, to suspend all personal use of the e-mail facilities.

4. Consequence of Unacceptable Use

This Acceptable Use Policy has been drafted in such a way to protect both AIHE and Users and any breach of this policy will be dealt with in accordance with AIHE's disciplinary action policy and procedures, as well, where applicable, the Anti-Fraud Policy.

AIHE will review any alleged breach of this Acceptable Use Policy on an individual basis.

If the alleged breach constitutes:

- Any criminal or illegal activity, the matter will be referred to the law enforcement authorities and additional legal action by AIHE may also be taken if the activity is proven.
- Serious and wilful misconduct, such as breaching the User's duty of fidelity to AIHE (for example, emailing confidential information of AIHE to a competitor), the User shall be given an opportunity to be heard in relation to the alleged breach and if it is admitted or
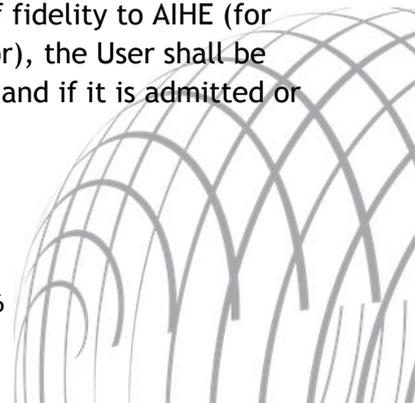
clearly established to the satisfaction of AIHE the breach may be treated as grounds for summary dismissal.

In other cases, an alleged breach an employee shall be dealt with as follows:

- Initially, the User shall be informed of the alleged breach, given an opportunity to respond to the allegation, and if it is not satisfactorily explained, be required to desist from, or where applicable, to remedy the breach. Disciplinary action may also be taken, depending on the severity of the breach
- If the Unacceptable Use does not cease, AIHE may suspend the User's access to the Internet, provide counselling or instigate disciplinary procedures, which could lead to termination of employment.
- Any breach of this Acceptable Use Policy by a User who is not an employee of AIHE but has been granted access through the organisation's facilities will be dealt with under the relevant contract of engagement or access, which may include termination of the contract.
- In addition, AIHE may immediately withhold all access to the internet facilities and in alleged severe cases, immediately suspend the employee on full pay until the investigation is completed or if not an employee, remove the person from premises.

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## 5. Dissemination of the Policy

A copy of this Acceptable Use policy will be included in all contracts of employment; this is the responsibility of the Human Resources Manager.

Where an Agency temporary is retained, the Hiring Manager must ensure that the person signs a copy of the Acceptable Use policy, which must then be forwarded to Human Resources.

If a third party is engaged, such as a contractor, the Engagement Manager must ensure that the person signs a copy of the Acceptable Use policy, which must then be retained with the other contractual documents

Agreement

This policy is one of the policies and procedures of AIHE to which each user has formally agreed to be bound upon his or her employment by or engagement with AIHE. However**, all Users are also required to sign the acknowledgment below confirming they have read and understood this policy and the consequences of a breach.**
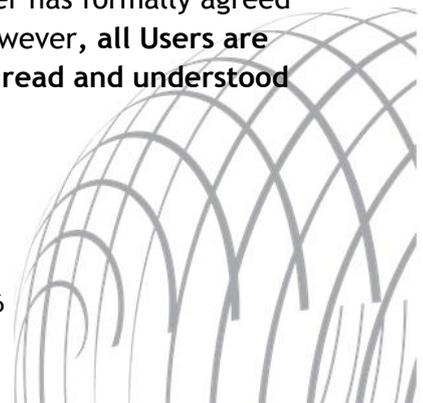
Privacy

Information collected AIHE is used, stored and disposed of in accordance with the National Privacy Principles as set out in the Commonwealth Privacy Act 1988.

Information that is provided may be covered by the Freedom of Information Act 1992. This information may also be used for the purposes of confirming an applicant's details (as required).Legislative Requirements

AIHE follows all relevant Commonwealth and State laws covering OH&S, workplace harassment, victimisation and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: OH&S Act, EEO, Access & Equity and Anti-Discrimination and Harassment Acts.

Recognition of Prior Learning (RPL)

If you have already completed a similar qualification with sufficient experience in the workplace, you may be eligible for Recognition of Prior Learning. You would need to bring evidence of this to the CEO prior to submitting your application, with evidence of this; i.e.; certificates and Supervisor References etc. Discuss this with the CEO if you believe you are eligible. There is a separate form to complete and all information will be given to you upon request in regards to RPL. (See RPL Policy)

Student & Teacher code of conduct

AIHE expectations of the student

As a student of AIHE you will be expected to adhere to high standards of professionalism whilst at the college, as well as when you visit clinical sites.

The attendance hours for you to complete the Graduate Diploma of Medical Ultrasound are:

- full time and variable as per the timetable
- 4 terms per year comprised of 10 weeks per term (i.e. 40 weeks per year)
- 2 years total duration
- You are also expected to complete a variety of learning tasks and personal study to be able to progress from being a novice student sonographer to a competent graduate
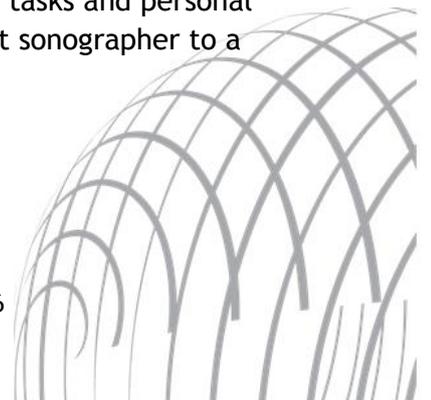
Hours of attendance are compulsory. If you fail to attend a class, miss an assessment or formative task, you will be expected to provide an explanation and may be required to make up the missing class and / or clinical time to satisfy academic requirements. If you have less than 80% attendance in class time you will be asked to attend a meeting with the Academic Manager which may result in a disciplinary warning and may result in you not be allowed to continue with the course.

Students attending the HLTH57715 Diploma of Practice Management are expected to undertake self-study outside of timetabled hours of attendance. Attendance on campus is 8.30 – 4.30 Monday to Thursdays and whilst on clinical placement full time 37.5 – 38 hours per week and is site dependent on days and hours of attendance[LT6].

The clinical placement hours are in keeping with Sonographer Registration requirements and whilst on clinical placement you will be expected to undertake additional set tasks and assessments as per the academic timetable.

At all times you are expected to maintain privacy and confidentiality of any models, or patients that may be presented to you for scanning practice or examinations. You will be required to complete a student confidentiality statement prior to commencing your studies with AIHE as part of the application package.

Expectations of clinical placement site & clinical supervisors[LT7]

In addition to the AIHE expectations of students your clinical site may have additional guidelines and expectations. Please make it your first priority to identify any such requirements and adhere to them in addition to the AIHE expectations. If at any time you feel these additional requirements are not appropriate please contact your AIHE teaching staff.

Tea and lunch breaks are at the discretion of the clinical site you are assigned to. If you find that you are not receiving sufficient breaks please contact your AIHE staff. Prior to this, however, please try to identify why this may be the case so as AIHE can help to mediate the situation if required.

Any proven misconduct (including summary dismissal) may result in expulsion from the course.

Student expectations of AIHE teachers & clinical site supervisors[LT8]

Not only does AIHE expect a lot from its students, you as students should expect a lot from your teachers and clinical site supervisors. Such expectations should include integrity, confidentiality, compassion and understanding of special circumstances and not to demonstrate any bias towards / against any particular student/s.

Your AIHE teachers are also expected to follow the set curriculum and learning outcomes of the subject and course as an entirety. They are also expected to return assessments and tasks in an appropriate time frame so as not to disadvantage you in any way for learning.

If you find this is not happening please contact the Academic Manager to discuss your concerns.

Student Welfare

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Staff for free advice relating to study or AIHE matters

Uniform and conduct[LT9]

A uniform is expected to be worn when on clinical assignment and also in the clinical applications laboratory. Remember you are an allied health professional and are expected to act in accordance with the professional expectations of the allied health industry. The AIHE uniform consists of:

- closed in black footwear (no high heels or open toe sandals)
- black or navy blue trousers or shorts / skirt that extend to, or below the knees
- official AIHE shirt to identify you clearly as a student of AIHE
- name badge clearly displayed and your status as student sonographer
- no raised jewellery on your hands or wrists
- no visible body piercings (except small earrings)
- if entering the operating theatre you may be requested to remove all jewellery to include earrings as policy of the clinical site

Fingernails must be clean and of a safe length that does not interfere with performing tasks (scratching skin). Fingernails should measure no longer than 1cm from the fingertip and nail polish / varnish/ lacquer colour must be subtle and tasteful and not chipped. Acrylic / gel nails if worn must be clean, free of infections / fungal issues and regularly maintained. Any broken nails must be covered with a band aid until repaired.

Individuals wanting to wear clothing or jewellery outside of the dress code guidelines for religious, creed or cultural reasons must discuss this request with the Academic Manager. This excludes special circumstances such as wearing a hat/beanie/cap during chemotherapy treatment.

Please wear your uniform with respect and pride. Any infringement of dress code will be taken seriously. Individuals should avoid wearing skirts/dresses if the task to be performed may include the use of a saddle seat/chair (opt for trousers). An individual's dress/attire should not at any time cause offense, discomfort or embarrassment to patients
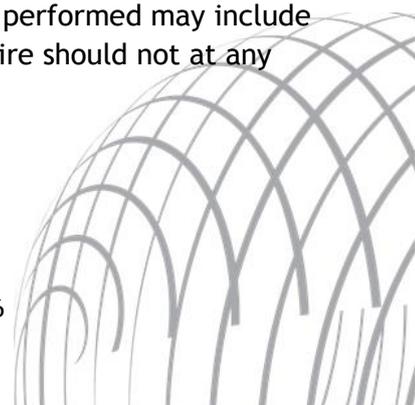
Mobiles phones are NOT allowed to be used during lessons, applications laboratory sessions and **definitely not** in the examination rooms whilst on clinical placement.

No food or drink is permitted in or around any scanning area; applications laboratory and clinical site alike. You are allowed to bring bottled water with you to the theoretical sessions and adequate breaks are provided for you throughout the day, however personal computers are in use during theory sessions and AIHE will not be held liable in the event of damage to such items.

No drugs or alcohol are permitted on site without prior consent of AIHE management. Smoking is banned in all public health areas and in most instances in private clinics as well as the AIHE campus.

No phones are to be plugged into AIHE computers and there is no use of AIHE computers.

If you need to use the bathroom, please exit and enter the room quietly at an appropriate time so as not to disturb fellow students.

Any proven misconduct (including summary dismissal) may result in expulsion from the course.

Gross misconduct may include but is not exclusive to the following matters:

- not adhering to the code of conduct
- not adhering to confidentiality
- failure to attend class

Three official warnings will result in expulsion from the course.

Useful Links

Please find a list of links that may be of use whilst at AIHE.

Australian Skills Quality Authority: www.asqa.gov.au

Training.gov.au: http://training.gov.au

Australian government department of education: http://education.gov.au

Department of employment: http://employment.gov.au

Australasian Society for Ultrasound in Medicine: www.asum.com.au

Australian sonographers association: www.a-s-a.com.au

Australian Sonographer Accreditation Registry: www.asar.com.au

Australian Society of Medical imaging and Radiation Therapy~~Institute of Radiography: www.air.asn.au~~

http://www.asmirt.org/