



**LYNEX HEALTH CARE & TRAINING SERVICES PTY LTD**  
RTO No 21018

# **Student Handbook**

**2022**

# Student Handbook

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## Introduction

Welcome to Lynex Health Care & Training Services Pty Ltd Pty Ltd.

Lynex Health Care & Training Services Pty Ltd Pty Ltd is a privately owned Registered Training Organization (RTO) located at Narre Warren in the South Eastern suburbs of Melbourne.

The organisation first registered its business operations on 15th March 2001 and was first registered as an RTO on the 11th May 2001. The business was established to provide high quality First Aid training services to the health & education sectors, community organisations, sporting associations and large to small businesses.

The business is owned and operated by Delene Lynex - Company Director whom has extensive experience working as a registered nurse in the public health system, specialising in Accident and Emergency, Intensive Care, Burns Management, Theatre Nursing, Gerontology, Paediatric care, etc; and is Certificate IV qualified to deliver First Aid training curriculum's for organisations or individuals whom have a need to administer First Aid in various situations including child & health care, educational environments, workplace settings, sporting events, public safety etc.

The business is family owned and operated where business administration functions are provided by family members whom have attained relevant qualifications to participate in the business's activities.

Our training programs are tailored to meet specific industry requirements and are generally based on National guidelines.

Our principle purpose is to provide high quality training and consultancy services to satisfy our client's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our clients and consistently meet their expectations. Quality is maintained in compliance with the Australian Qualifications Training Framework/ VRQA guidelines and through our continuous improvement system.

We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all clients should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/ learning and assessment process.

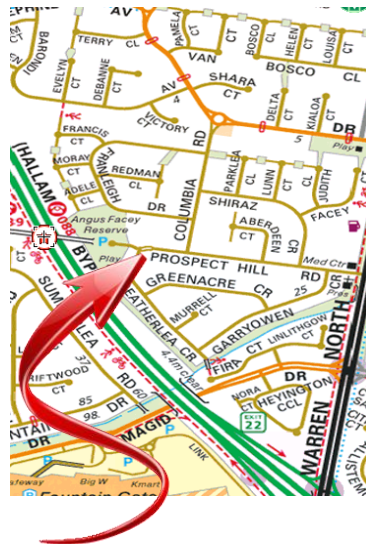
We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our clients receive the in-depth learning and unlimited support they deserve.

The purpose of this Client Information Handbook is to introduce you to the services available to you at Lynex Health Care & Training Services Pty Ltd Pty Ltd.

## Location

We are conveniently located at 75 Prospect Hill Road, Narre Warren Victoria, 3805 (for administrative purposes).

There are bus services that have scheduled stops at Columbia Road which is then a 5 minute walk to our premises.



## AND

1 Malcolm Ct, Narre Warren VIC 3805 (for training/delivery purposes)

There are ample car parking spaces both venues

## Staff contacts

Function	Staff	Phone	Email
Director	Delene Lynex	(03) 9704 1633	<a href="mailto:Lynex@optusnet.com.au">Lynex@optusnet.com.au</a>
Administration	Delene Lynex	(03) 9704 1633	<a href="mailto:Lynex@optusnet.com.au">Lynex@optusnet.com.au</a>
Client services	Delene Lynex	(03) 9704 1633	<a href="mailto:Lynex@optusnet.com.au">Lynex@optusnet.com.au</a>
Accounts	Delene Lynex	(03) 9704 1633	<a href="mailto:Lynex@optusnet.com.au">Lynex@optusnet.com.au</a>
Trainer/ Assessor	Delene Lynex	(03) 9704 1633	<a href="mailto:Lynex@optusnet.com.au">Lynex@optusnet.com.au</a>

Staff can be contacted between 9.00am and 9.00pm Monday to Friday.

Any courses/units that are delivered after 5.00 pm will conclude no later than 9.45 pm and will only be arranged under special circumstances (in order to meet student and employer needs).

Training/assessment does not last more than 8 hours in any one day.

## Pre enrolment

### Recognition of Prior Learning (RPL)

To maintain the integrity of the unit(s), we do not offer RPL because the content continuously evolves and the industry expectation and state regulations require that students update the CPR component annually and the First Aid and Anaphylaxis units every three years. Students are therefore encouraged to do the course to ensure that they maintain industry currency. Please note: Children's Services recommend updating Anaphylaxis every 12 months.

### Credit Transfer (CT)

Lynex Health Care & Training Services Pty Ltd recognises qualifications and statements of attainment issued by other Registered Training Organisations. Candidates who have successfully completed whole units of competency contained within one of our courses with another RTO can apply for credit transfer. CT will only be assessed when an applicant's previous qualification was gained in the past year. Please note that we do not provide credit for the HLTAID009 unit of competency because it is an industry requirement that it be completed annually.

Clients may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Director. The CT application form is available on request from the Director.

Further information on the CT process can be accessed by contacting the Director.

## Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this handbook in full
2. Contact the Director with any questions
3. Seek clarification on any area relating to your course and enrolment
4. Complete a language, literacy and numeracy exercise
5. Make note of your Unique Student Number (USI) ready to fill out on the Enrolment Form. If you do not have a Unique Student Number (USI) please obtain one from [www.usi.gov.au](http://www.usi.gov.au)  
**Please note: By law, we are not allowed to issue a qualification to a student unless they have provided a USI number and this has been successfully verified**
6. Complete the Enrolment Form
7. Sign the Enrolment Form to declare that you understand all of the information provided and agree to the terms and conditions
8. Return the Enrolment Form to the Director, Lynex Health Care & Training Services Pty Ltd, 75 Prospect Hill Road, Narre Warren, 3805 or by e-mail [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au)
9. The RTO will assess your application and notify you of the outcome
10. If successful you will receive confirmation of the course start time and date
11. Course fees must be paid upon completion of the course  
**Please note: Statements of Attainment are only issued upon receipt of monies owed**

## Language Literacy and Numeracy

To ensure that we are placing clients in the appropriate course and to cater for their individual learning needs we assess Language, Literacy and Numeracy (LLN) skills on application in accordance with the regulatory guidelines.

At Lynex Health Care & Training Services Pty Ltd we are aware that this can be a delicate matter. Our delivery and assessment methods can be adjusted to accommodate clients with LLN needs

where feasible. Where this is not feasible we can offer a referral service. Please note that this can incur an additional fee, dependant on the provider selected.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available for you for “reasonable adjustment” concerning the assessment process, depending on the level of support required.

Some examples of the type of support that we can offer include:

- Literacy**       Providing examples and models of completed tasks.
- Language**     Presenting information in small chunks and speaking clearly, concisely and not too quickly.
- Numeracy**     Providing clients with calculators.

### **Access & equity**

Lynex Health Care & Training Services Pty Ltd staff treats all clients fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. We provide access and equity to candidates with special learning needs.

As special needs extend to more than identify physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Lynex Health Care & Training Services Pty Ltd trainers take special needs into consideration from the planning stage onwards and adapt delivery and assessment methods as appropriate.

### **Training & Assessment**

#### **Training Guarantee**

Lynex Health Care & Training Services Pty Ltd will take all reasonable steps to ensure we provide a course to a client/s once it has been confirmed. In the unlikely event of the RTO being unable to fulfil its commitment to provide a course at the agreed date it will re-schedule the course. We take a collaborative approach with clients and provide support to facilitate the successful completion of their course within agreed timeframes.

Lynex Health Care & Training Services Pty Ltd implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that clients' are fully informed of the process and subsequent arrangements.

#### **Client orientation**

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the client and Lynex Health Care & Training Services Pty Ltd during the course. It is also an opportunity for clients to ask any last minute questions.

#### **Training**

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our campus or in the client's work place and will involve a mixture of classroom and simulated work based environments to develop competency.

### **Assessment**

Client's performance will be assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve one or two assessments and after each assessment the clients submission will be marked C – Competent or NYC – Not Yet Competent.

Clients will be given one attempt to demonstrate competency at each assessment. If a client is assessed as NYC for an assessment they are provided with one opportunity of re-assessment. If the re-assessment result is NYC then they must re-enrol and undertake the assessment and/ or training again. This will incur a fee. Students will be regarded as competent when competency is proven by assessment/s.

### **Course progress**

Lynex Health Care & Training Services Pty Ltd will monitor clients course progress and provide assistance if the client is experiencing difficulties and not progressing through their course as per the course schedule. The Director will arrange a time to meet with clients who are not progressing satisfactorily and ascertain the reasons for this.

Access to appropriate support services will then be provided to assist the client in successfully completing their course within the scheduled duration. Lynex Health Care & Training Services Pty Ltd may refer clients to external sources if they are unable to sufficiently provide support for clients learning needs. Lynex Health Care & Training Services Pty Ltd may refer clients to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Lynex Health Care & Training Services Pty Ltd will take all reasonable and feasible steps to assist clients so they can successfully complete their course within the course schedule

### **Academic Support**

Client's who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

### **Welfare Support**

We understand that our clients sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our relationships with professional welfare services ensure that our clients are provided with access to services if required.

### **Client feedback**

To ensure we continually improve our training services and facilities Lynex Health Care & Training Services Pty Ltd encourages clients to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

### **Certificates/ statements of attainment**

Clients who successfully complete a full qualification will be awarded a certificate or a statement of attainment. Clients who successfully complete a unit/s of competency will be awarded a statement of attainment.

### **Course information**

Course information can be found on pages 16-19. This includes information on content, length, mode of study, entry requirements, fees and pathway information.

### **Code of Conduct**

Lynex Health Care & Training Services Pty Ltd practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

### **Access & Equity**

Lynex Health Care & Training Services Pty Ltd ensures that:

- all clients and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling clients
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on the operation of the RTO including enrolment, training and assessments
- staff and clients are required to comply with access and equity requirements at all times.

### **Management**

Lynex Health Care & Training Services Pty Ltd ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- appropriate governance arrangements are adopted to guide the implementation of the strategic and business plans
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to the RTO, stakeholders and students
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate client learning
- it maintains appropriate insurances
- it will inform the regulator of any significant changes to the control, senior management and scope of the RTO.
- it provides the regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all regulatory bodies during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction



- it will communicate all appropriate information relating to academic and support services to clients in a timely manner

### **Administration management**

Lynex Health Care & Training Services Pty Ltd ensures that:

- academic records are stored for a period of 30 years
- personal records will be treated as confidential and stored on and off site
- it maintains appropriate systems to record and store client details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant client management system
- staff and clients are to be able to access their own records at no cost.
- statements of attainment and certificates will be awarded to clients who successfully complete our courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information

### **Training & assessment**

Lynex Health Care & Training Services Pty Ltd ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and clients
- the opportunity for credit transfer is provided to clients
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to clients
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- training occurs between 8.00am and 10.00pm
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and RTO information is provided to clients pre enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

### **Staff**

Lynex Health Care & Training Services Pty Ltd ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a Certificate IV in Workplace Training and Assessment or equivalent
- will engage in professional development activities relevant to their teaching
- will employ RTO policies and procedures when training and assessing
- will treat all clients in a fair and equitable manner
- will treat clients in a non discriminatory manner

### **Marketing & enrolment**

Lynex Health Care & Training Services Pty Ltd ensures that it will:

- provide appropriate pre enrolment information to clients to enable them to make an informed choice of course
- not provide false or misleading information about the RTO or its courses
- perform marketing activities with integrity and accuracy
- identify all AQF accredited and non accredited courses in all its materials
- identify the RTO name and number on all its materials
- only place clients in courses appropriate to their needs
- systematically review its marketing materials to ensure currency and accuracy

- employ a systematic, fair and equitable approach to enrolling clients

### **Client support services**

Lynex Health Care & Training Services Pty Ltd ensures that all clients will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition clients will be provided access to appropriate academic and personal support services during their course

### **Client code of Conduct**

#### **All clients have the:**

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre enrolment information
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from their trainers
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Complaints and Appeals policy to resolve disputes/ complaints

#### **All clients are expected to:**

- approach learning and assessment activities in an ethical manner
- not engage in cheating or plagiarism
- submit work when required.
- meet the terms of enrolment
- attend all classes
- participate in course learning and assessment activities
- follow all RTO instructions during learning and assessment activities
- treat other clients and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- provide the RTO with their Unique Student Identifier

## General Information

### Support service contacts

Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling Services	Phone 131 114
Doctor	Narre Warren Clinic 103 Prospect Hill Road, Narre Warren (03) 9705 4400
Dentist	Narre Warren Clinic 103 Prospect Hill Road, Narre Warren (03) 9705 4400
Counsellors	<a href="#">Life Resolutions</a> , Suite 614, 530 Little Collins Street, Melbourne ( 03) 9380 4444
Legal assistance	<a href="#">Law RTO of Victoria</a> 470 Bourke St, Melbourne , VIC 3000, Hotline: 1300 668 256
	<a href="#">Victorian Legal Aid</a> Phone 9269 0120
Academic support	Phone (03) 9704 1633
Access to records	Phone (03) 9704 1633
Director	Phone (03) 9704 1633
Training staff	Phone (03) 9704 1633

### Workplace Health and Safety

Lynex Health Care & Training Services Pty Ltd conducts regular Health & Safety reviews covering all RTO operations to ensure our facilities, equipment, materials and practices comply with all WHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Clients must also act in manner that safeguards their own health and safety and that of their fellow classmates. When RTO staff is providing WHS information it is important that this is understood and instructions followed. If a client spots a potential hazard please report this to a member of staff and they will take the appropriate action.

Further information on WHS can be found at the following websites:

<http://www.worksafe.vic.gov.au/>

<http://www.safeworkaustralia.gov.au/Pages/default.aspx>

### Legislation

Lynex Health Care & Training Services Pty Ltd is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operation as a Registered Training Organisation. Lynex Health Care & Training Services Pty Ltd has developed policies and procedures to ensure that compliance is maintained in relation to relevant legislation and regulations. Lynex Health Care & Training Services Pty Ltd is required, under the terms of its registration as an RTO, to ensure that information is provided to all clients regarding legislation that significantly affects their participation in VET training and assessments. The following list is intended to inform clients of the types of legislation that may affect their courses as well as the method of review undertaken by this RTO.

<b>Legislation</b>	<b>Method of review</b>
<b>VRQA guidelines</b> <i>which relates to RTO operations in terms of compliance and overall operations</i>	<a href="http://www.vrqa.vic.gov.au">www.vrqa.vic.gov.au</a>
<b>Training packages</b> <i>which relates to RTO operations in terms of compliance and overall operations as well as the structure, teaching and assessing of courses and units on the RTO scope</i>	<a href="http://www.training.gov.au">www.training.gov.au</a> <a href="http://www.training.com.au">www.training.com.au</a> <a href="https://www.cshisc.com.au/index.php">https://www.cshisc.com.au/index.php</a> <a href="http://www.resus.org.au/">http://www.resus.org.au/</a>
<b>Vet Industry &amp; AQTF</b> <i>which relates to RTO operations in terms of compliance and overall operations as well as the structure, teaching and assessing of courses and units on the RTO scope</i>	<a href="http://www.austlii.edu.au/">http://www.austlii.edu.au/</a>  <a href="http://www.training.com.au/Pages/menuitem91cdbaeb7a2bc0e2cd9ae78617a62dbc.aspx">http://www.training.com.au/Pages/menuitem91cdbaeb7a2bc0e2cd9ae78617a62dbc.aspx</a>
<b>Education &amp; training reform act 2006 (and regulations 2007)</b> <i>which relates to RTO operations in terms of compliance and overall operations</i>	<a href="http://www.austlii.edu.au/au/legis/vic/consol_reg/etr2007382/">Education and Training Reform Act 2006</a> <a href="http://www.austlii.edu.au/au/legis/vic/consol_reg/etr2007382/">http://www.austlii.edu.au/au/legis/vic/consol_reg/etr2007382/</a>
<b>Occupational health &amp; safety</b> <i>which relates to the overall safety of all staff in the workplace</i>	<a href="http://www.worksafe.vic.gov.au/">http://www.worksafe.vic.gov.au/</a> <a href="http://australia.gov.au/topics/health-and-safety/occupational-health-and-safety">http://australia.gov.au/topics/health-and-safety/occupational-health-and-safety</a> <a href="http://www.safeworkaustralia.gov.au/Pages/default.aspx">http://www.safeworkaustralia.gov.au/Pages/default.aspx</a>
<b>Equal opportunities and anti discrimination</b> <i>which relates to the protection of all people involved with the RTO, including staff and students, in terms of unlawful treatment</i>	<a href="http://www.antidiscriminationaustralia.com.au/?gclid=CNDCz8LMjKsCFadLpgodw320ug">http://www.antidiscriminationaustralia.com.au/?gclid=CNDCz8LMjKsCFadLpgodw320ug</a> <a href="http://www.hreoc.gov.au/">http://www.hreoc.gov.au/</a>
<b>Insurance</b> <i>Cover for public liability, Professional indemnity, Buildings and contents and Workers compensation</i>	<a href="http://www.fsmgeneral.com.au/">http://www.fsmgeneral.com.au/</a>
<b>Privacy</b> <i>which could have implications for students in terms of their information on RTO records</i>	<a href="http://www.legislation.vic.gov.au/">http://www.legislation.vic.gov.au/</a>
<b>Other</b>	<a href="http://www.legislation.vic.gov.au/">http://www.legislation.vic.gov.au/</a>

### Client Safety

We are committed to providing a safe, secure and supportive environment for our clients. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

### When attending the RTO:

- The RTO will be staffed at all times during day and evening time classes and all entrants asked for identification
- Clients will be asked to display identification at all times when entering the RTO
- Visitors are not permitted into the RTO without express permission from the Director
- Please contact the nearest member of staff if you:
  - feel threatened or unsafe at any time
  - have concerns about someone else's behaviour
  - are worried about someone harming themselves or someone else
  - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

## **Attending evening or weekend classes (General Advice)**

- Park your car in a well lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, clients)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the RTO and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

For further information on public safety and advice on how to make your time at Lynex Health Care & Training Services Pty Ltd as enjoyable and safe as possible please refer to Victorian Police Community safety website:

[http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media\\_ID=57109](http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109)

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

## **Important information about safety after dark**

### **Specific Advice for Clients of Lynex Health Care & Training Services Pty Ltd**

Any courses/units that are delivered after 5.00 pm will conclude no later than 9.30 pm and will only be arranged under special circumstances (in order to meet student and employer needs).

In the case of a course/unit completing after dark on any day Lynex Health Care & Training Services Pty Ltd provides safety measures for students. These measures are:

- \* Ensure student's mobile telephones are in working order,
- \* Ensure student's car's start and they leave the premises safely or that they are collected from the premises by an authorised person,
- \* Flood lighting at premises,
- \* Undercover seating area is available for students should they be waiting to be picked up to ensure they are safe,
- \* The Director stays with all students until they leave the premises safely.

## **Attendance**

RTO staff will record client attendance at each session and this will be recorded in accordance with RTO policy and procedure. Clients must attend all scheduled classes at the times indicated if they have enrolled for face to face training. Lynex Health Care & Training Services Pty Ltd recognises that sometimes clients may be unable to attend due to unforeseen circumstances. If for any reason a client is unable to attend all or part of a planned session they are to contact the Director on (03) 9704 1633.

Lynex Health Care & Training Services Pty Ltd will monitor client's attendance and provide appropriate support to ensure successful completion within the scheduled period.

## **Equal Opportunities**

Refer to **Code of Conduct**, page 9

## **Privacy**

The RTO will treat all client personal information confidentially and will not disclose any details to a third party without the client's prior written consent except when required to provide details under its commitment to provide details to the regulatory body, Skills Victoria or by Law.

## **Access to Records**

Clients may access their personal records free of charge at any time by contacting the Director on [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au) . The Director will arrange an appointment within 5 working days to view the records and ask the client to bring confirmation of identity. Driver's license is best.

## **Academic Misconduct**

Clients are also required to adhere to Lynex Health Care & Training Services Pty Ltd code of conduct. If a client is found to have acted in a way that Lynex Health Care & Training Services Pty Ltd deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct clients are expected to approach learning and assessment activities in an ethical manner. At Lynex Health Care & Training Services Pty Ltd our clients almost always conduct themselves with integrity and do not engage in plagiarism or cheating. Plagiarism and cheating can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance.

## **Cheating and plagiarism**

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited too) copying a friends answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the client's assessment submission being invalidated.

Plagiarism is the wrongful close imitation, or copying and publication, of another person's language, thoughts, ideas, or expressions, and the representation of them as one's own work. This includes copying all or pieces of another clients work and representing it as your own. Plagiarism will also lead to the client's submission being invalidated.

If clients are including other people's work in submissions eg passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/>.

Submitting plagiarised work during assessments will result in the client's assessment submission being invalidated.

Cheating and or plagiarism during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the client being removed from the course. No refund is available to the client in such circumstances.

All clients have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in this handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Director at any time.

## **Complaints and Appeals**

If client's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Lynex Health Care & Training Services Pty Ltd staff member. Lynex Health Care &

Training Services Pty Ltd staff will attempt to resolve this in an informal manner to the client's satisfaction.

If the client is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Clients have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form clients must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the client is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

The National Training Complaints Hotline is an independent body that students can contact in the event that they cannot resolve issues with a Registered Training Organisation. They can be contacted on **133873**

Client\s should refer to the Complaints and appeals policy and procedure (Appendix 1) for the specific procedures involved.

If you require further information or clarification of the content in this handbook you can do so by contacting:

#### **Further information**

Delene Lynex  
Director  
Lynex Health Care & Training Services Pty Ltd  
75 Prospect Hill Road  
Narre Warren 3805  
Ph: (03) 9704 1633

E-mail: [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au)

## Course Information

### 22300VIC Course in First Aid Management of Anaphylaxis

#### Description

Graduates of the Course in First Aid Management of Anaphylaxis will be able to assist a person suffering an anaphylactic reaction, until the arrival of medical assistance.

This course is aimed at clients wishing work in any industry or the general community who wish to gain first aid skills for their workplace or personal benefit. This course is of particular interest to those people working in childcare and primary or secondary schools.

#### Duration

This course is delivered over 4 hours in total. This includes all training and assessment activities

#### Delivery Modes

Face to Face (Training room/workplace)

#### Entry Requirements and Pre-requisites

It is recommended that participants have literacy and numeracy competencies equivalent to the Australian Core Skills Framework Level 2.

#### Pathway information

##### Training Pathway

On successful completion of this course students may wish to consider progressing to further training in First Aid.

##### Employment Pathway

This qualification may assist students in gaining employment in the following sectors:

Childcare

Primary or Secondary School System

#### Assessments

Assessment 1 – Written Assessment

Assessment 2 - Observation of Practical Skills

#### Location

Foundation Learning Centre

1 Malcolm Ct, Narre Warren VIC 3805

OR

Workplace

#### Course Start Dates

Lynex Health Care & Training Services Pty Ltd offer courses throughout the year to suit clients' requests.

#### Course fee

\$55.00 inclusive of all materials, training and assessment

#### Further Information

Contact the Director on (03) 9704 1633 or e-mail [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au) or refer to the following website for further information: [www.lynexfirstaidcourses.com.au](http://www.lynexfirstaidcourses.com.au)



## Course Information

### HLTAID009 Provide Cardiopulmonary Resuscitation

#### Description

Clients will learn the following elements as per the unit of competency:

- Respond to signs of an unconscious casualty
- Perform CPR
- Communicate details of the incident

Upon successful completion of this unit of competency clients will be able to demonstrate the skills and knowledge required to perform Cardiopulmonary Resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines.

#### Duration

This course is delivered over 4 hours. This includes all training and assessment.

#### Delivery Modes

Face to Face (Training room/workplace)

Blended- Self-paced (Theory only) and Face-to-Face (Practical)

#### Entry Requirements and Pre-requisites

There is no vocational experience or prior qualifications required to enter this course.

Clients must possess basic Language Literacy and Numeracy skills.

#### Pathway information

##### Training Pathway

On successful completion of this course students may wish to consider progressing to further training in First Aid.

##### Employment Pathway

This qualification may assist students in gaining employment in the following sectors:

Childcare, Primary or Secondary School System, Aged Care, Industrial Workplaces

#### Assessments

Assessment 1 – Written (Knowledge)

Assessment 2-Practical demonstration (Skills)

#### Location

Foundation Learning Centre

1 Malcolm Ct, Narre Warren VIC 3805

OR

Workplace

#### Course Start Dates

Lynex Health Care & Training Services Pty Ltd offer courses throughout the year to suit clients' requests.

#### Course fee

\$55.00 inclusive of all materials, training and assessment

#### Further Information

Contact the Director on (03) 9704 1633 or e-mail [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au) or refer to the following website for further information: [www.lynexfirstaidcourses.com.au](http://www.lynexfirstaidcourses.com.au)

## Course Information

### HLTAID011 Provide First Aid

#### Description

This unit of competency develops the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

This course is aimed at clients wishing work in any industry or the general community who wish to gain first aid skills for their workplace or personal benefit. This course is of particular interest to those people working in childcare, primary or secondary schools, aged care and industrial workplaces.

#### Duration

This course is delivered over 2 days of 8 hours totaling 16 hours. This includes all training and assessment activities.

#### Delivery Modes

Face to Face (Training room/workplace)

Blended- Self-paced (Theory only) and Face-to-Face (Practical)

#### Entry Requirements and Pre-requisites

While there are no specific entry requirements for this course, clients should possess basic language, literacy and numeracy skills.

#### Training Pathway

On successful completion of this course students may wish to consider progressing to further training in First Aid.

#### Employment Pathway

This qualification may assist students in gaining employment in the following sectors:

Childcare

Primary or Secondary School System

Aged Care

Industrial Workplaces

#### Assessments

Assessment 1 – Written Assessment

Assessment 2 - Observation of Practical Skills

#### Location

Foundation Learning Centre

1 Malcolm Ct, Narre Warren VIC 3805

OR

Workplace

#### Course Start Dates

Lynex Health Care & Training Services Pty Ltd offer courses throughout the year to suit clients' requests.

#### Course fee

\$150.00 inclusive of all materials, training and assessment

#### Further Information

Contact the Director on (03) 9704 1633 or e-mail [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au) or refer to the following website for further information: [www.lynexfirstaidcourses.com.au](http://www.lynexfirstaidcourses.com.au)

## Course Information

### HLTAID012 Provide First Aid in an Education and Care Setting

#### Description

This unit of competency develops the skills and knowledge required to provide first aid response, life support, management of casualty(s), the incident and other first aiders, until the arrival of medical or other assistance.

This course is aimed at clients wishing work in any industry or the general community who wish to gain first aid skills for their workplace or personal benefit. This course is of particular interest to those people working in childcare, primary or secondary schools, aged care and industrial workplaces.

#### Duration

This course is delivered over 2 days of 8 hours totaling 16 hours. This includes all training and assessment activities.

#### Delivery Modes

Face to Face (Training room/workplace)

Blended- Self-paced (Theory only) and Face-to-Face (Practical)

#### Entry Requirements and Pre-requisites

While there are no specific entry requirements for this course, clients should possess basic language, literacy and numeracy skills.

#### Pathway information

##### Training Pathway

On successful completion of this course students may wish to consider progressing to further training in First Aid.

##### Employment Pathway

This qualification may assist students in gaining employment in the following sectors:

Childcare

Primary or Secondary School System

Education setting

#### Assessments

Assessment 1 – Written Assessment

Assessment 2 - Observation of Practical Skills

#### Location

Foundation Learning Centre

1 Malcolm Ct, Narre Warren VIC 3805

OR

Workplace

#### Course Start Dates

Lynex Health Care & Training Services Pty Ltd offer courses throughout the year to suit clients' requests.

#### Course fee

\$150.00 inclusive of all materials, training and assessment

#### Further Information

Contact the Director on (03) 9704 1633 or e-mail [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au) or refer to the following website for further information: [www.lynexfirstaidcourses.com.au](http://www.lynexfirstaidcourses.com.au)

## Appendix 1

# Complaints & Appeals Policy & Procedure

## Policy

- 1.1 If a client has a complaint that they wish to raise with Lynex Health Care & Training Services Pty Ltd they are encouraged to do so through the Complaints and Appeals procedure. Clients are also encouraged to appeal any Lynex Health Care & Training Services Pty Ltd decision if they feel they have grounds via the Appeals process as per this policy. This includes assessment and RPL decisions.
- 1.2 Clients may lodge informal and formal complaints. Clients may also access the RTO (internal) and the external appeals process.
- 1.3 Lynex Health Care & Training Services Pty Ltd has a procedure for informal/formal complaints and internal and external appeals processing/ handling.
- 1.4 All complaints and appeals lodged which result in favour of the student will also be used for continuous improvement purposes.
- 1.5 The Director is responsible for implementing this policy and reviewing its effectiveness in compliance with regulatory guidelines.
- 1.6 This policy will be implemented in compliance with the requirements of AQTF Essential conditions and standards for continuing registration elements 1.1, 2.2, 2.7 and 3.2.
- 1.7 The following procedure outlines how clients will have their complaints and appeals processed.

## Procedure

### 2 Informal process - General complaints

- 2.1 Clients are encouraged to approach any member of Lynex Health Care & Training Services Pty Ltd staff and make an informal complaint about any issue relating to their training.
- 2.2 Where possible staff members may utilise advice, discussions, and general mediation in relation to the issue / complaint. Staff members should try and resolve the issue informally.
- 2.3 Any staff member can be involved in this informal process to resolve issues.
- 2.4 Staff members should refer clients to the Director if they feel they cannot or it is not appropriate for them to try and resolve the complaint/ issue.
- 2.5 Staff may ask the client to come back at an arranged time if further investigation is required.
- 2.6 The outcome of the investigation should be communicated to the client within an agreed timescale.
- 2.7 If the complaint is against the Director, another member of staff should be approached and deal with the complaint.
- 2.8 Clients who are not satisfied with the outcome of the informal process should be encouraged to lodge a formal complaint.
- 2.9 All staff members should log informal complaints and outcomes in the complaints & appeals register for continuous improvement purposes.

### 3 Formal process - General Complaints

- 3.1 The client will incur no cost to themselves during the complaints and appeals process unless they seek external representation.
- 3.2 Clients should lodge formal complaints using the Complaints & Appeals form located in appendix one of this handbook.

- 3.3 Clients should complete the Complaints & Appeals form (with assistance from the Director if required).
- 3.4 Complaints & Appeals forms are to be submitted to: The Director, Lynex Health Care & Training Services Pty Ltd, 75 Prospect Hill Road, Narre Warren, 3805 or [lynex@optusnet.com.au](mailto:lynex@optusnet.com.au) .
- 3.5 If the complaint is against the Director another member of staff should be approached and deal with the complaint. Refer to the client handbook for contact details.
- 3.6 The RTO will process the complaint/ appeal within 10 working days of lodgement.
- 3.7 Lynex Health Care & Training Services Pty Ltd seeks to resolve complaints to clients' satisfaction through ensuring the client has the opportunity to present their case and careful consideration of the evidence. A fair open minded approach along with negotiation and mediation is employed to achieve results.
- 3.8 The Director will investigate the complaint and liaise with appropriate staff if necessary to ensure all the facts are considered prior to making any decision.
- 3.9 The Director may delegate the handling of the complaint to an appropriate staff member if appropriate.
- 3.10 The Director may arrange a meeting with the client during the investigation process if appropriate.
- 3.11 Clients' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the client.
- 3.12 The Director will notify the client in writing of Lynex Health Care & Training Services Pty Ltd decision within 3 working days of the decision being made.
- 3.13 Clients will also be notified of their right to appeal any decision within 20 working days if they are not satisfied with the outcome of the process.
- 3.14 All formal complaints and outcomes are to be recorded in the Complaints and Appeals Register.
- 3.15 If a client's complaint is substantiated through this process the Director will take immediate corrective action.
- 3.16 All relevant documentation relating to the complaint must be stored in the clients file.
- 3.17 If a client is dissatisfied with Lynex Health Care & Training Services Pty Ltd decision regarding the complaint they have the right to appeal the decision via Lynex Health Care & Training Services Pty Ltd Appeals Policy. The procedure is outlined below.

#### **4 Internal appeals process – General appeals**

- 4.1 If clients are not satisfied with Lynex Health Care & Training Services Pty Ltd decisions they may ask Lynex Health Care & Training Services Pty Ltd to reconsider the decision by lodging an appeal.
- 4.2 Appeals may be made in relation to the following areas:
  - The outcome of a formal complaint
  - The outcome of action being brought against the client for breaching the code of conduct
- 4.3 Clients must have reasonable grounds for an appeal and include all supporting evidence with the Complaints & Appeals form.
- 4.4 The appeals process will commence within 10 working days of lodgement.
- 4.5 The Director can assist clients with completing the Complaints and Appeal form if requested.

- 4.6 The Director is not able to assist clients in establishing if they have reasonable grounds for an appeal.
- 4.7 If the appeal is in relation to the Director and or her decisions another member of staff will deal with the process.
- 4.8 Clients must lodge an appeal within 20 working days of being notified by Lynex Health Care & Training Services Pty Ltd of any decision they wish to appeal.
- 4.9 Clients may be accompanied by a representative at any meetings during the appeals process.
- 4.10 On receiving a Complaints and Appeals form Lynex Health Care & Training Services Pty Ltd will arrange a time and venue for a meeting to take place and inform the client in writing.
- 4.11 The meeting shall be attended by the clients and representative (if requested), Director and one other appropriate member of staff.
- 4.12 During the meeting clients will have the opportunity to present their evidence and the RTO will make a decision based on all evidence supplied to date.
- 4.13 At the completion of the internal appeals meeting a written statement of the outcome including reasons and details for the decision will be discussed with the complainant and signed by the complainant and the Director.
- 4.14 The outcome will either be in favour of Lynex Health Care & Training Services Pty Ltd or the client.
- 4.15 If the outcome is in favour of the client the Director will immediately commence corrective action.
- 4.16 Clients will be sent written notification of the outcome within two working days of the meeting taking place. This will include the outcome including reasons for the decision.
- 4.17 This written notification will also inform the clients that they have the right to access Lynex Health Care & Training Services Pty Ltd External Appeal process (if appropriate) and how they go about doing this.
- 4.18 The complaints and appeals register will be updated.
- 4.19 All evidence will be placed in the clients file.
- 4.20 If clients are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in the policy and procedure.

## **5 Internal appeals process – Assessments**

- 5.1 If a client feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal the assessment decision.
- 5.2 Clients should approach their assessor in this case outlining the reasons for their appeal.
- 5.3 If the assessor feels there is a reasonable ground for the appeal he/ she may decide to re-assess the client.
- 5.4 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.5 If the assessor decides to refuse the client an opportunity for re-assessment, the client may lodge a formal appeal by submitting a complaints and appeal form. The client must provide reasons for the appeal along with any supporting evidence.
- 5.6 If the appeal is in relation to the Director's decision another member of staff will deal with the process.
- 5.7 If the Director or other staff member handling the process decides that the clients appeal be upheld the following will apply.

- 5.8 The assessment in question will be marked by a different assessor and the outcome communicated to the client.
- 5.9 The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the clients file.
- 5.10 The client will receive the result according to the outcome of the appeal.
- 5.11 If the clients appeal is refused they will be sent written notification of the outcome within five working days of the meeting taking place. This will include the outcome including reasons and details for the decision. The letter will also inform the client of their right to access the external appeals process.
- 5.12 Clients can only appeal an assessment decision once.
- 5.13 If clients are dissatisfied with the outcome of the internal appeals process they may access the external appeals process. Details of how to activate this process are contained in this policy and procedure document.
- 5.14 Clients must inform the RTO in writing if they are accessing the external appeals process

## 6 External appeals process

- 6.1 External appeals may only be lodged if a client thinks Lynex Health Care & Training Services Pty Ltd has not followed the Complaints and Appeals policy and procedure. Should the client wish to proceed with an external appeals process, the Director will arrange a meeting of both parties together with a third-party in order to have the dispute mediated. The third party representative will be a registered mediator from the Institute of Arbitrators & Mediators Australia (IAMA) [www.iama.org.au](http://www.iama.org.au)
- 6.2 All documentation will be placed in the clients file.
- 6.3 If the outcome of the external appeals process results in a decision favouring the client, Lynex Health Care & Training Services Pty Ltd will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body. The client will be advised as to the course of action taken by Lynex Health Care & Training Services Pty Ltd as per the third party representative advice.
- 6.4 The client will be contacted within 24 hours of receiving notification from the third party of the decision.
- 6.5 The client may access and receive the outcome of only one external appeals process.
- 6.6 All costs associated with the use of a registered mediator will be paid by Lynex Health Care & Training Services Pty Ltd.

### Further information

Lynex Health Care & Training Services Pty Ltd Complaints and Appeals policy in no way effects the client's right to access consumer affairs legislation and legal representation.

The client also has the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Lynex Health Care & Training Services Pty Ltd.

#### **Victorian Registration and Qualifications Authority**

Level 6, 35 Spring Street

Melbourne

Victoria 3000

Phone: 03 9537 2806

Fax: 93 9651 3266

Email: [vrqa@edumail.vic.gov.au](mailto:vrqa@edumail.vic.gov.au)

Website: [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

**Documents to be employed in conjunction with this policy and procedure:**

Complaints and appeals form  
Complaints and appeals register  
Client files  
This policy is printed in the Student handbook.

**Appendix 2**

**Complaints and Appeals Form**

Clients who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint**  **Appeal**

**Client name:**

**Date:**

Provide an explanation of the reasons why you are complaining/ appealing. (please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate).

**Note.** Please attach all supporting evidence and submit this form to the Director, Lynex Health Care & Training Services Pty Ltd, 75 Prospect Hill Road, Narre Warren, 3805 or via e-mail: [Lynex@optusnet.com.au](mailto:Lynex@optusnet.com.au)

**Signed:**



### Appendix 3

## LYNEX HEALTH CARE & TRAINING SERVICES PTY LTD

RTO No 21018

### Fee Schedule

Unit/Course Fees			
Course in First Aid Management of Anaphylaxis – 22300VIC	\$55.00	Provide Cardiopulmonary Resuscitation – HLTAID009	\$55.00
Provide First Aid – HLTAID011	\$150.00	Provide First Aid in an Education and Care Setting – HLTAID012	\$150.00

### Unit/Course Cancellation/Refunds

Withdrawal from course more than 5 days before start date	No refund required as no fees paid by the client as course fees are paid upon completion of course.
Withdrawal from course 5 days or less before start date	No refund required as no fees paid by the client as course fees are paid upon completion of course.
Withdrawal after course start date	No refund required as no fees paid by the client as course fees are paid upon completion of course. Clients who withdraw from a course after they have commenced but not completed will incur an administrative cost as determined by the Director.
Lynex Health Care & Training Services Pty Ltd fails to deliver the course within 5 working days of the agreed date	Lynex Health Care & Training Services Pty Ltd is liable for its own associated costs and will offer clients the same course on an alternative date.
Lynex Health Care & Training Services Pty Ltd fails to deliver the course in full after start date of course	Lynex Health Care & Training Services Pty Ltd will offer clients the course on another date.

### Other Fees:

<b>Enrolment fee:</b>	Nil
<b>Replacement certificate/ statement of attainment fee:</b>	\$20.00
<b>Materials fee:</b>	Nil
<b>Re-assessment fee:</b>	Nil
<b>Re-training fee:</b>	<b>No charge for re-assessment</b>

### Payment Methods:

Cash	Direct Deposit (bank account details will be provided upon request)	Cheque
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