



**ashm**  
Australasian Society for HIV Medicine

# Vocational Student Handbook

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## About ASHM

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ASHM is the peak Australasian organisation representing the medical and health sector in HIV/AIDS, viral hepatitis and related areas.

ASHM conducts a broad education and training program in HIV and viral hepatitis for medical practitioners, health care providers and allied health workers and manages a program of continuing medical education in HIV and viral hepatitis.

ASHM is also a registered training organisation (RTO) providing vocational courses in the community services and health sectors.

Students enrolling in ASHM courses can apply to be members of ASHM and are then eligible to receive discounts on ASHM's vocational courses as well as other courses that ASHM runs.

Other benefits of becoming a member include:

- access to a range of publications and newsletters including the *ASHM directory of HIV, hepatitis and related services* and *ASHM Journal Club*
- discounts for attending the ASHM Annual Conference
- free or reduced price resources from the ASHM educational program
- discounts for subscriptions to the *Journal of HIV Medicine*
- free online access to Medline through our OVID gateway
- report-back sessions from international conferences

## Our policies and procedures

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The information in this handbook is a summary of more detailed information contained in the ASHM Policy and Procedures Manual, and included on our website. If you would like to read more about these policies and procedures, they can be downloaded from the website or sent to students on request. The following policy documents are available for further detailed information:

- Selection and admissions
- Fees and refunds
- Access and equity
- Privacy and Records Management
- Assessment
- Recognition of Prior Learning and Mutual Recognition
- Continuous Improvement
- Student Code of Conduct
- Discrimination, bullying and harassment
- Health and safety
- Support services
- Complaints and Appeals

## *Courses we offer*

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ASHM offers a range of courses in a range of delivery modes including face to face learning and by distance.

Currently ASHM is offering the following course from the Health Training Package (HLT07):

- HLTIN301A Comply with infection control polices and procedures in health work

The course is designed to provide students with the skills and knowledge to follow infection control guidelines, identify and respond to infection risks, maintain personal hygiene and use personal protective equipment. Students will also learn how to limit contamination, manage waste correctly and clean the environment.

You can find out more details about this and other training courses we offer by downloading our course information booklet from our website or by requesting a copy of the booklet to be sent to you.

If you have any further questions, please contact the Training and Accreditation Manager on 02 8204 0720 or email us at [education@ashm.org.au](mailto:education@ashm.org.au)

## *Delivery and assessment*

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### ***Training delivery***

ASHM training is designed to provide students with the skills and knowledge they need to meet the requirements of a Training Package qualification or unit/s of competency. Current training is delivered through the provision of pre-workshop reading materials and an interactive one day workshop.

ASHM training is conducted by qualified staff with both skills and knowledge in training and assessment and in the relevant community and health area.

### ***Assessment***

Assessment activities must be completed successfully by students requiring a statement of attainment or qualification for a course they enrol in. The course information booklet for each course that ASHM offers provides details of the assessment that students will have to complete.

A range of assessment activities may be offered depending on the course including:

- Short answer and multiple choice questions
- Discussion of case studies/scenarios
- Active participation in a workshop session
- Workplace observation
- Simulated workplace observation
- Essays/assignments
- Presentations
- Group work

Qualified assessors will assess student assessments. Students will be advised of the outcome including feedback and support in cases where the outcome is not yet competent. Students who do not pass the assessment the first time will be given a further opportunity to complete the assessment. However, after two attempts, the student must re-enrol in the course.

Students who are not satisfied with the results of their assessment may appeal under ASHM's Student Assessment Appeals process as set out in ASHM's Assessment Information for Students.

ASHM will ensure consistency of marking assessments through a series of standardised marking guides to be used by assessors and by discussing a random sample of assessments at least once annually to ensure that marking is consistent.

## *Selection and enrolment*

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Our selection processes are designed to provide equal opportunities for all and students are selected based on the principle that they are able to satisfactorily complete or achieve a satisfactory outcome in the chosen course of study. For assistance with choosing the right course for you, contact the Training and Accreditation Manager on 02 8204 0720 or [education@ashm.org.au](mailto:education@ashm.org.au).

Most courses have minimum entry requirements. These requirements are included in the information booklet for each course.

If you have a disability or medical condition that may affect your participation, please advise us on the enrolment form so that we are able to support you in the best possible way.

## *How to enrol*

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To register for a course, simply complete the enrolment form that can be downloaded from the ASHM website ([www.ashm.org.au](http://www.ashm.org.au)) or sent to you by post. Enrolment forms can be completed mailed or faxed with payment details to the Professional Education Division. Enrolments cannot be confirmed without full payment except in the case where ASHM has agreed that the student may pay in instalments.

Once your enrolment form has been processed you will receive written confirmation including details relevant to the particular course: venue, date and course duration. If you are undertaking a course that requires pre-reading prior to attending a workshop, the pre-reading materials and assessment will also be sent to you.

As ASHM is a member organisation, a fee differential exists between members and non-members.

Payment can be made by cheque, EFTPOS, money order or credit card.

Please note that the details you provide us with on your enrolment form will be entered into our database. It would be helpful if you could advise us of any changes to your details such as address or phone number so that we always have the most up to date contact details for you.

## *Course fees and refunds*

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Course fees are advertised on the website and in the information booklet for each course. ASHM members are entitled to a 10% discount on all course fees.

Students wishing to cancel their enrolment in a course must give written notice to ASHM prior to course commencement. Otherwise a student will forfeit a percentage of the course fee plus an administration fee as set out in detail in ASHM's refund policy.

If students are unable to attend a pre-booked date, they are able to transfer their registration to another date. Transfer requests should be made in writing and ASHM will advise the student of the date of the next course.

If insufficient enrolments are received, ASHM reserves the right to cancel a course five days prior to course commencement. Participants already booked into these courses will be notified by email, phone or fax. If the course is cancelled, changed to a time and location that does not suit a student or if the course is full, students will receive a full refund of fees paid.

Further details on refunds can be found on the ASHM website under the student refunds policy.

## *Recognition of Prior Learning (RPL)*

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Students may be able to receive full or partial credit for a unit or qualification based on their prior learning and experience. Students wishing to apply for RPL should read the information about RPL on the ASHM website. You may also discuss your RPL potential with the Training and Accreditation Manager.

Once you have established that you are going to apply for RPL, you will need to document your evidence including compiling any documentation such as certificates that are required. Some students may be able to apply for RPL

through participating in an interview with an assessor and/or having the assessor observe them in their workplace.

## *Mutual Recognition Policy*

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ASHM recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO). If you have a current qualification from another RTO that you wish to seek credit for, you can apply to ASHM for recognition of this achievement, including Credit Transfer where appropriate.

## *Issuing of Certificates and Statements of Attainment*

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ASHM will issue Statements of Attainment for all qualifications and/or units of competency completed as part of a qualification. Where a whole qualification has been undertaken, ASHM will issue a Certificate showing the qualification name and a nationally recognised code together with a Transcript of Results for all units contained within the qualification. For individual units of competency, a Statement of Attainment will be issued including the unit code and title.

## *Lost and replacement certificates or results*

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Lost or damaged transcripts and certificates can be replaced on request. Fees apply for this replacement, which may also require the extract of student records from archived records. Contact the Training and Accreditation Manager if you require this service for details of fees and timelines.

## *Attendance at ASHM Workshops*

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All ASHM vocational courses are currently held in external training venues. You will be advised once you have enrolled in the course where the workshop will be held.

When attending workshops, students should:

- Ensure that they abide by the health and safety requirements of the venue, including not smoking.
- Turn off mobile phones – where a student is expecting an important message, they may advise that person of the telephone number of the venue and a message can be left. Break times occur regularly and should provide enough opportunity for retrieval of important messages.
- Adhere to starting and finishing times to ensure that none of the training is missed and to avoid distracting both the trainer and other members of the class if constant interruptions occur due to late arrivals.

## *Privacy and Records Management*

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ASHM recognises a student's right to privacy, and information collected from students is protected and stored according to stringent privacy and records management procedures. Students are entitled to view their own records and can do so at the ASHM office. Students who wish to view their records should contact the Training and Accreditation Manager.

## *Access and Equity*

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ASHM is committed to access and equity principles and processes in the delivery of its services in accordance with relevant legislation.

ASHM will ensure that all course participants have sufficient resources provided to them to assist them to successfully complete course requirements.

Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- Ensuring that the venue where training is provided is suitable e.g. access for people with a physical disability.

## *Student rights and responsibilities*

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As a course participant you are expected to conduct yourself in an appropriate manner and respect the rights of others.

You have the right to undergo training and assessment in an environment that is free from discrimination, bullying and harassment and that is healthy and safe as set out in the ASHM Discrimination, Bullying and Harassment policy and procedures, as well as the ASHM Occupational Health and Safety Policy and Procedures.

Student rights and responsibilities are set out in detail in ASHM's Student Code of Conduct.

For complaints, see the information below on Student Complaint and Appeals.

## *Student feedback*

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We welcome your feedback on ASHM training and services. For any suggestions or comments please email us at [education@ashm.org.au](mailto:education@ashm.org.au) or telephone the Training and Accreditation Manager on 02 8204 0720.

In addition, to assist us in continuing to offer a quality service, all students will be asked to complete questionnaires on their training, enrolment and assessment experiences.

## *Complaints and appeals*

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ASHM recognises that students have a right to complain about any aspects of the services that ASHM provides and with that in mind has a comprehensive complaints and appeals process. Details of this process can be found on the ASHM website.

In summary, students should always tell us if they are dissatisfied or have any concerns about our products, services, processes or policies or if they think they have been treated unfairly or unjustly.

ASHM will discuss the matter with the student and try to resolve the problem informally. If the student is still dissatisfied with the outcome, the formal process will begin which includes referral to a senior officer who will review the matter. Following this process, if the student is still not satisfied, the matter will be referred to the Student Appeals Committee.

Students may at all times refer their complaint to an appropriate external body such as the NSW Vocational Training and Accreditation Board (VETAB) or the Department of Fair Trading. ASHM understands that the advice of these external bodies is that students should first attempt to resolve their complaints internally using the documented procedures of ASHM before seeking external review.