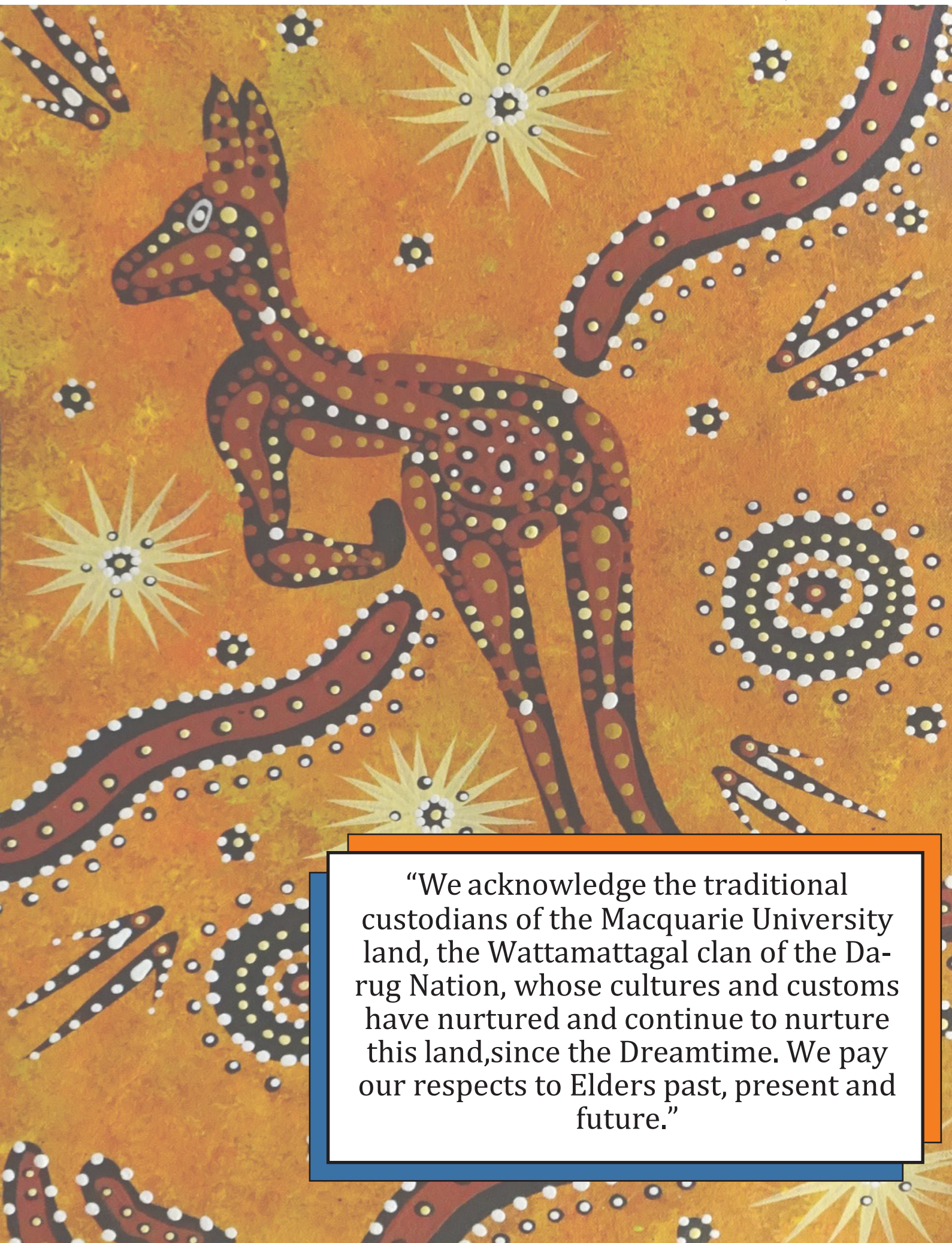


# **DIPLOMA OF NURSING**

**STUDENT HANDBOOK**

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“We acknowledge the traditional custodians of the Macquarie University land, the Wattamattagal clan of the Darug Nation, whose cultures and customs have nurtured and continue to nurture this land, since the Dreamtime. We pay our respects to Elders past, present and future.”



*“When a person decides to become a nurse, they make the most important decision of their life. They choose to dedicate themselves to the care of others”*

*-Margaret Harwey, PhD, RN*

# Diploma of Nursing HLT54121

TrEd College's nationally accredited HLT54121 Diploma of Nursing will provide you with the qualification that you need to become an enrolled nurse and obtain practical on the job experience under the supervision of a qualified Registered Nurses. \*\*\*\*Subject to accreditation by ANMAC, approval by the NMBA and successful completion of the course by the student.

## Course Focus

- This qualification reflects the role of an enrolled nurse working under supervision of a registered nurse.
- This qualification covers the application of skills and knowledge required to provide nursing care for people across the health sector.
- A lifespan approach underpins this qualification with relevant competencies that relate to the different stages of life identified within the units.

## Career Outcome

- Enrolled Nurse

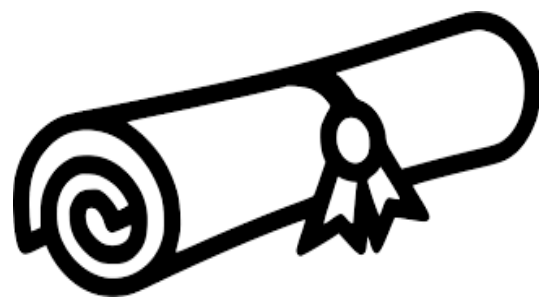
\*\* Subject to accreditation by ANMAC and approval by the NMBA and successful completion of course



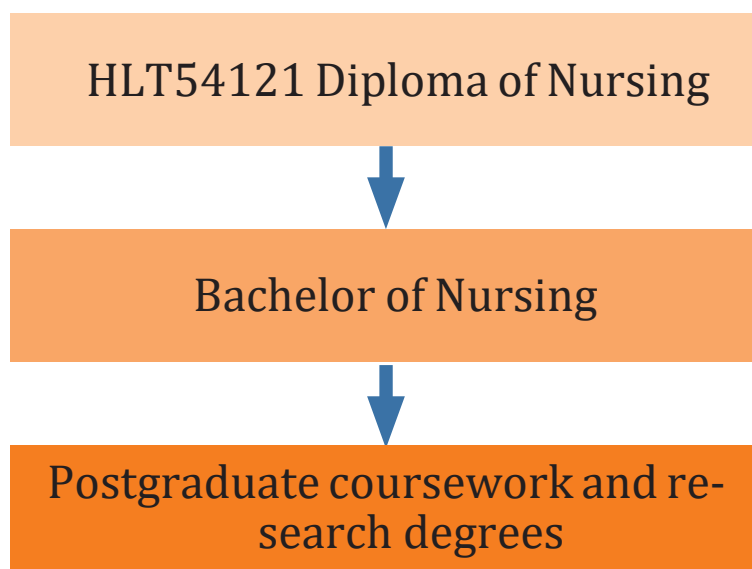


## Career opportunities

**Diploma of Nursing** is a nationally recognised qualification that allows you to assume the role of an enrolled nurse working alongside the supervision of a registered nurse. After completing this qualification, you can apply your skills and knowledge to provide nursing care for people in the health sector. With a HLT54121 Diploma of Nursing qualification which has been approved by the Nursing and Midwifery Board of Australia (NMBA), the qualification holder is eligible to apply to the Australian Health Practitioner Regulation Agency (AHPRA) for registration as an enrolled nurse.



With your HLT54121 Diploma of Nursing qualification, you have the opportunity to enroll in the next step.



# Units of Competency

The following Units of Competency are part of your Diploma of Nursing Training.

\*\* All unit descriptors are from Training.gov.au

## CORE UNITS

### CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people

### CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

### CHCPRP003 Reflect on and improve own professional practice

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

### HLTAAP002 Confirm physical health status

This unit describes the skills and knowledge required to obtain and interpret information about client health status and to check a client's physical health. It requires a detailed knowledge of anatomy and physiology.

### HLTAAP003 Analyse and respond to client health information

This unit of competency describes the skills and knowledge required to analyse client health information and then to plan appropriate health services within scope of own role. It requires an in-depth knowledge of anatomy and physiology.

### HLTENN035 Practice nursing within the Australian health care system

This unit describes the skills and knowledge required to practice as a nursing professional within the Australian health care system, providing health care across the lifespan of people in a range of health and community care services or environments.

### HLTENN036 Apply communication skills in nursing practice

This unit describes the skills and knowledge required to apply effective communication skills with a person, family or carer and with other Healthcare professionals in a variety of health care settings.

### HLTENN037 Perform clinical assessment and contribute to planning nursing care

This unit of competency describes the skills and knowledge required, within the scope of practice to perform preliminary and ongoing physical health assessments of all body systems, gathering data that contributes to a person's individualised health care plan.

### HLTENN038 Implement, monitor and evaluate nursing care plans

This unit describes the skills and knowledge required to implement nursing care as outlined in a person's plan of care, evaluate outcomes of care provided, record and report progress, and respond to an emergency situation.

### HLTENN068 Apply a palliative approach in nursing practice

This unit describes the skills and knowledge required to provide nursing care using a palliative approach in care environments such as hospitals, home and community care, hospices and long-term care facilities.

### **HLTENN039 Apply principles of wound management in the clinical environment**

This unit describes the skills and knowledge required to apply contemporary wound management principles to the care of various types of wounds. It involves working with the interdisciplinary health care team to contribute to assessment, treatment, and ongoing management of a person's wounds

### **HLTENN040 Administer and monitor medicines and intravenous therapy**

This unit describes the skills and knowledge required to administer and monitor medications and intravenous (IV) therapy including calculating dosage requirements, interpreting written instructions from an authorised prescriber, assessing the person for medication effectiveness and side effects, and responding to an allergic pharmacological reaction.

### **HLTENN041 Apply legal and ethical parameters to nursing practice**

This unit describes the skills and knowledge required to work within legal and ethical parameters in professional nursing practice, including supporting rights and meeting the duty of care requirements.

### **HLTENN042 Implement and monitor care for a person with mental health conditions**

This unit describes the skills and knowledge required to contribute to the nursing care and treatment of a person with a mental health condition.

### **HLTENN043 Implement and monitor care for a person with acute health problems**

This unit describes the skills and knowledge required to contribute to the care of the person with an acute health problem by performing clinical nursing skills and interventions that support the person's health care needs and assist them to regain optimal function and lifestyle.

### **HLTENN044 Implement and monitor care for a person with chronic health problems**

This unit describes the skills and knowledge required to contribute to the care of a person with chronic health problems by performing nursing interventions that support the person's needs and assist them in maintaining an optimal lifestyle.

### **HLTENN045 Implement and monitor care of the older person**

This unit describes the skills and knowledge required to perform nursing interventions to support the social and emotional wellbeing and nursing care needs of the older person in both acute care settings and residential care environments.

### **HLTENN047 Apply nursing practice in the primary health care setting**

This unit describes the nursing skills and knowledge required to work in a primary health care environment including community-based, educational, occupational, and informal settings, and in general practice.

### **HLTINF001 Comply with infection prevention and control policies and procedures**

This unit describes the skills and knowledge required to follow organisational infection prevention and control procedures, including implementing standard and transmission-based precautions, and responding to infection risks.

### **HLTWHS002 Follow safe work practices for direct client care**

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus on maintaining safety of the worker, the people being supported and other community members.



## ELECTIVE UNITS

### **BSBPEF402 Develop personal work priorities**

This unit describes the skills and knowledge required to monitor and obtain feedback on own work performance and access learning opportunities for professional development.

### **CHCPOL003 Research and apply evidence to practice**

This unit describes the skills and knowledge required to establish the information need, gather information and critically analyse the information for relevance to own work. This unit applies to health and community service workers who need to research existing information to support and improve their work practice. It does not cover primary research.

### **HLTAID011 Provide first aid**

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

### **HLTENN057 Contribute to the nursing care of a person with diabetes**

This unit describes the skills and knowledge required to provide nursing care to a person with diabetes including assessing needs, planning, and implementing complex nursing interventions, evaluating outcomes, and educating the person on his/her condition and available resources.

### **BSBLDR414 Lead team effectiveness**

This unit describes the skills, knowledge and outcomes required to lead the performance of a team and to develop team cohesion. The unit applies to team leaders, supervisors and new emerging managers who have an important leadership role in the development of efficient and effective work teams. Leaders at this level also provide leadership for the team and bridge the gap between the management of the organisation and team members.

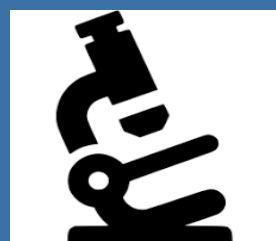


# Graduate Attributes



LIFELONG LEARNING

SCHOLARSHIP



RESEARCH AND INQUIRY

ETHICAL, SOCIAL, AND PROFESSIONAL CONSIDERATIONS



COMMUNICATION & CULTURAL SAFETY

INTERPROFESSIONAL EDUCATION



# International Students

## Policies and Procedures for Australian International Students in Diploma of Nursing

### Attendance Policy in TrEd College

*International students must attend on a fulltime basis. This means you must be in attendance at the College each day of the course as required by TrEd College. You must maintain a minimum of 80% attendance. Your attendance will be recorded at each session. If you cannot attend a class notify the student support officer and bring supporting evidence e.g. Medical Certificate. No consideration can be given to extended absences, if you are an international student your CoE will be cancelled, if you are a domestic student your enrolment will be cancelled. Check the attendance policy on website.*

#### Attendance Monitoring & Warning System

The College will attempt to inform students as soon as possible if it is noted that attendance is dropping. However, it is students' responsibility to ensure that attendance is above 80%. All students need to keep contact details up to date especially emails to ensure you get your warning letters.

You will receive reminder emails, Warning letter once attendance is likely to fall below 80% and once it has dropped below 80% you will receive a 2nd Reminder letter and finally an intent to cancel enrolment via PRISMS for International Students and Local Students via cancellation of enrolment once the attendance falls below 70%. As a TrEd College Student you can appeal the low attendance letters and intent to report however it must be done within 20 working days of the date of the intention to report notice. Please see the complaints and appeals section in the handbook for more information.



#### Punctuality

Punctuality dramatically affects your understanding of the class material. All trainers/assessors are expected to provide an overview at the beginning of the lesson, so that you have some appreciation of the context of the material being presented. If you are late, you will miss this crucial information. Students who arrive late are also a distraction to all the other students in the class and this affects the communication of ideas. In addition, trainers/assessors often have to waste time going over material a second or third time, which detracts from the quality of the teaching they can offer to students who made the effort to be in class on time. Make sure you allow enough time to get to the College when planning your travel.

## Deferral, Suspension and Leave of Absence

*For international students, all approved leave, deferral, and suspension will be recorded on PRISMS and may affect your student visa and length of CoE. Domestic students your enrolment will be updated in the database with new dates given if applicable for completion.*

### Extension

- An extension is a request for additional time to complete course requirements including assessments, simulation-based assessment and clinical placements (if appropriate). To be granted an extension you must apply in writing via email to the National Training & Development Manager as early as possible and prior to the due dates (except for circumstances that prevent you from doing so). You must include the following information in your request:
- Explanation in writing regarding your inability to complete the course requirements with the original due dates
- Evidence to further support your circumstances and your request i.e. medical certificate

### Deferral, Leave & Course Suspension

Leave of absence, deferral of studies and course suspension by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other special reason. Students will be required to provide evidence of the compassionate or compelling circumstances. Students who require a deferral, leave or suspension must first have an appointment with the student services support manager to determine the best option any other options available to the student. Students still seeking deferral from their enrolled course must complete a 'Deferral from Enrolment Request Form' available on the TC website [www.tredcollege.edu.au](http://www.tredcollege.edu.au) or from the TC campus and must include relevant evidence. E.g medical condition and will require a medical

document. The decision for a deferral will be at the discretion of the Campus Manager. All factors including but not limited to next available course intake, student's visa requirements, student's reason and student's academic performance will be considered by TC. Students will be informed regarding the outcome of their request to defer by the Student Service Officer. The outcome of the student request for deferral will be recorded on the student management system, under the student's profile in accelerate and PRISMS if you are an international Student TC allow for only 1 deferral per student, per course.

*Note: Students along with TC will need to follow and comply with CoE variation requirements.*



## Cancellation or Withdrawal

### Withdrawal

Withdrawing from a training program removes any claim to re-enrol in the same program. You are however entitled to receive a Statement of Attainment for any units of competency achieved (this will be issued to you within thirty (30) days of receiving the Withdrawal Form). You must give formal notice of your intent to withdraw by completing and submitting the Course Withdrawal form available from the TrEd website or from the front desk where Student Support Services is situated.



Where the reason for withdrawal relates to dissatisfaction with the delivery of the training by TrEd College, the National Training and Development Manager and the Student Services Officer will arrange a meeting with you to discuss this and attempt to resolve the issues so that you can continue in your course. Where you are dissatisfied with outcomes from this discussion, you may also access TrEd Colleges Complaints and Appeals Process and Request a Fee's Refund process. Where a student is still not with an outcome/decision made by

TrEd College, students have a right to further action and can contact the Overseas Student Ombudsman via the following link [www.ombudsman.gov.au/making-a-complaint/overseas-students](http://www.ombudsman.gov.au/making-a-complaint/overseas-students)

Withdrawn students may be able to enroll in another course/program delivered by TrEd College. However, the reasons for the withdrawal will be taken into account in any decision to accept the student into a later program.

Students wishing to withdraw must complete the following:

- Complete Request to Withdraw Form (and any of the forms mentioned above)
- Book an appointment with the National Training and Development Manager and the Student Services Officer.

### International Students Transfers and Cancellations:

Students must complete six months of their principal program of study (except under exceptional circumstances) before changing providers in accordance with Standard 7 of the National Code 2018 of the ESOS Act. Students who have completed less than six months of their principal course with the college may transfer to another provider only if they are released by the college. In order for release approval the student must apply for a transfer via the Student Support Officer. Circumstances in which Transfer will not be granted is the student has not made satisfactory academic progress and is seeking a transfer to avoid being reported to immigration or has not genuinely engaged with the college's intervention strategy, has not attended the courses required and is seeking a transfer to avoid being reported to immigration and/or the student owes course fees to the college.

A student may seek to internally appeal any decision within 20 working days of the outcome of cancellation and follow the external appeal process should the internal appeal not be of a satisfactory outcome to the student.

## Complaints and Appeals Procedure

The first point of reporting any complaint or grievance is to your Educator or to your Education Support Officer (ESO) assigned to your class. The Educator and ESO should attempt to resolve, in an informal manner, any complaints to do with course delivery. If this outcome is not achievable, or if the source of the grievance is the Educator or ESO, the student should refer the grievance to the Student Services Officer. The Student Services Officer must then investigate the grievance, document action taken in order to resolve the dispute and review the effectiveness of those actions to ensure that the grievance is effectively resolved.

If this outcome is not achievable and a grievance or dispute still exists, the National Training & Development Manager must become involved and handle all further escalations, including escalation to the Academic Board and another party not previously involved in the grievance will review the case. The appellant and the Chairperson will mutually agree on the independent person. This panel will provide a report in writing to the aggrieved party.

This documentation is to be held as part of TrEd College's Records Management System.

The Full complaints and Appeals policy and procedure can be found on the website and with the Student Support officer if needed.

Complaints and Appeals must be lodged ASAP or within 20 days from receipt of intent to cancel or any decision made and sent to you by the TC team. TC team has 10 days to get back to you with an outcome. If you are unhappy with the outcome please see external appeals page for further information on applying for external review.

Check our website for the detailed Complaints and Appeals policy



## ESOS Framework

### ESOS Framework

The College is committed to providing you with quality education and protecting your rights. The Australian Government requires providers of education to overseas students to ensure that you have a safe, enjoyable and rewarding place to study. These laws are known as the ESOS framework and include the National Code and ESOS act.

### Protection for International Students

As an International student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course, including location, match the information on CRICOS.

### Your Rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your providers' agents.
- Your right to sign a written agreement with your provider before, or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

- Your right to know:
  1. Who the contact officer is for International students
  2. If you can apply for course credit
  3. When your enrolment can be deferred, suspended or cancelled
  4. How to use your provider's Student Support Services
  5. What your providers requirements are for satisfactory progress in the courses you study
  6. Provider attendance requirements
  7. Consequences in changing your providers
  8. How to access the providers complaints and appeals processes.

## Your Responsibilities as an International Student

- Inform TrEd COLlege as soon as you change your address
- Ensure you satisfy all your visa conditions
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet all the written agreements you have signed with TrED College
- Follow the TrEd College student code of conduct
- Maintain Satisfactory Course Progress
- Maintain the required attendance required by TrEd College

### Contact Details as an International Student

TrEd Admissions- P or E

TrEd Student Services Officer - P or E

ESOS Helpline - 1300 615 262 or go to [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

Visa Helpline from Home Affairs - 131 881 or go to [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

# Domestic Students

## Requirements

In order to meet our accreditation with the Australian Nursing and Midwifery Accreditation Council, the applicants must meet minimum standards to enter into the HLT54121 Diploma of Nursing. Below is a quick introduction to the necessary requirements.

- Year 12 or equivalent; OR An Australian Certificate III in Individual Support or disability work; OR
- For students wanting to apply as a mature age entry, be 21 years of age or older; AND
- Undertake Language, Literacy and Numeracy (LLN) testing from an Australian Government approved provider and demonstrate competency at exit level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy;
- AND Provide evidence of meeting at least one of the Nursing and Midwifery Board of Australia (NMBA) English language standards prior to enrolment <http://www.nursing-midwiferyboard.gov.au/Registration-Standards/English-language-skills.aspx> If you are required to provide evidence in the form of an English test please.

*NOTE: Australian students who have successfully completed an Australian Grade 12 certificate with an English subject and students who have undertaken a formal English language skills test (for example, the International Language Testing System) that meets program entry criteria referred to in criterion 6.1a, need only undertake the numeracy component of the LLN test.*

All applicants must also satisfy the following:

- Provide their Unique Student Identifier (USI) at the time of application if they already have one or authorise TrEd College to apply for one on their behalf.
- Students must be 18 years of age prior to course commencement.

- Applicants are required to declare their physical and mental fitness to safely perform the duties associated with direct care work.

*NOTE: Under National Law, TrEd College are required to notify the Australian Health Practitioner Regulation Agency if a student undertaking clinical training has an impairment that may place the public at substantial risk of harm.*

## Admissions Criteria

TrEd College has in place an admission criterion for courses in its scope as required by its 'Application and Enrolment Procedure for VET Courses' to ensure that applicants meet industry requirements. Offshore International students who wish to apply for this course must meet the following requirements.

Applicants are required to be 18 years and above and need to have obtained a Senior Secondary certificate of Education or a Year 12 pass.

OR

Be of mature age which can be demonstrated by a candidate who is at least of 21 years and has a qualification at Certificate II level or higher OR has 2 years industry experience in a role that requires the use of written documentation and communication. All the applicants are required to have successfully completed an ACSF test and demonstrate competence as working at Level 4 for all indicators to enroll for this qualification (issued within the last 12 months from the time of admission). Find out more here: <https://www.employment.gov.au/download-acsf>

- A satisfactory National Police Clearance/ Australian Federal Police Clearance Certificate (AFP)/NCC will be required for all practical placements.



- Students must complete the immunisation process before the practical placement start date as some facilities will not provide placement to student's without immunisation.
- Current Working with Children Check (WWCC)

It is also essential for the students to possess basic computer skills. Aboriginal and Torres Strait Islanders are encouraged to apply.

For Detailed criterion please visit our website Admissions Requirement both Domestic and



International Diploma of Nursing students

## External Complaints and Appeals

If a student is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the student may wish the matter be dealt with through an external dispute resolution process facilitated by the Overseas Students Ombudsman. The College does not charge any student for the referral to external support services/agencies.

Overseas Student Ombudsman (OSO)

- In Australia, you have the right to complain.

- The Overseas Students Ombudsman's services are free.
- In some cases, the Ombudsman may decide not to investigate your complaint. This might happen where another organisation can help you, or you have not spoken to your provider about your complaint.
- If OSO decides not to investigate, they will tell you why. The Overseas Students Ombudsman may refer you to another organisation that can help.
- The Ombudsman is independent and impartial. If OSO does decide to investigate your complaint, they will contact the education provider and ask us what happened.
- The Overseas Students Ombudsman will treat your information with privacy and respect, and collect, store, use and disclose your personal information only in accordance with Australian privacy laws.

Where, the outcome of the internal and external complaints and appeals process, supports the student, The College will implement the decision or corrective action as soon as possible and advise accordingly.

You can make your complaint online via the following link or call 1300 362 072

<https://forms.australia.gov.au/forms/ombudsman/overseas-students-ombudsman-complaint-form>

Other External bodies include

- Intermediate - <https://www.intermediate.com.au/>
- Australian Mediation Association - <https://ama.asn.au>
- Local Community Justice Centre - <https://www.cjc.justice.nsw.gov.au/>
- ASQA Australian Skills and Quality Authority <https://www.asqa.gov.au/>

# Assessments

All accredited courses at TrEd College involve assessment processes. Assessments serve the purpose of allowing all our enrolled students to provide evidence of their skills and abilities against the competencies of the course or qualification.

During the first lesson of your course, your trainer will advise you of the assessments required for your course. All assessments must be submitted on or before the due date. Students must meet all assessment criteria outlined in the assessment, which may include assessment tasks, exams, work placements, labs, simulated assessments, practical tasks and attendance requirements to be deemed competent.

In keeping with the requirements of competency-based training, assessments conducted by our organisation demonstrate compliance with the four key assessment principles of validity, reliability, flexibility and fairness.

Persons who conduct assessments for accredited courses and competencies in Training Packages have the appropriate assessor credentials. Participants who do not achieve competency at the first assessment attempt will have further reasonable opportunities to achieve competency.

Students who do not wish to be assessed are able to sign a declaration. However, students must have a reasonable explanation. Student also will be responsible for any delays in academic progression, including delays in course completion. Students who repeat any units or study period will incur the full fee costs of those unit (s) and or study period.

## Clinical Placement

The theoretical and practical skills content of the course is structured to prepare the students for clinical placement. Students are given an opportunity to integrate theory into practice from classroom to the simulation laboratory. Students are required to receive a mark of satisfactory in all theoretical and practical assessments and must be deemed “safe to practice” by their educator prior to clinical placement for related

units of competencies. TrEd College will facilitate clinical placement with providers that TrEd College has signed an agreement with regarding student placement in the clinical environment.

Students will undertake a minimum of 440hrs of professional experience across 4 semesters in a public or private health service within NSW to achieve the Diploma of Nursing qualification. Each placement in each semester will have its own required amount of set hours to complete as per course delivery schedule. Skills are observed and assessed in real time during clinical placement as per assessment conditions listed in the assessment instrument and the Unit Outline.

Students are provided with Clinical Placement Books for each clinical placement and should retain as evidence of clinical skills achieved in clinical placement. All clinical skill assessments are observed using observational checklists found in the Clinical Placement Books. All assessment tasks and skills are mapped to the EN Standard for Practice performance competency skills.

## Mutual Recognition

TrEd College recognises the Qualifications and Statements of Attainment issued by other Registered Training Organisations in Australia in accordance with the requirements of the Australian Quality Training Framework (AQTF) Essential Standards. Any student seeking recognition should contact the National Training & Development Manager at Admissions or no later than 10 days of your course start date.

## How do I get my certificate?

On successful completion of your course and all associated assessment work, your Certificate or Statement of Attainment will be available for collection from our TrEd College campus. If any other arrangements need to be made, please speak with our Student Services Support team who can further assist you. Any costs involved for certificate will be the responsibility of the student i.e postage.

# Academic Performance

## Satisfactory Academic Performance

All students enrolled in the Diploma of Nursing HLT54121 program must maintain satisfactory attendance in your course and satisfactory course progress for each unit in each study period as required by TrEd College. This means that each unit component must be assessed in the following:

**Knowledge Based Assessment (Theory) must = Satisfactory** to progress to **Simulation Based Assessment must = satisfactory** to progress to clinical training. **Clinical training must = satisfactory**. Only then will students be assessed as Competent by the Educator. All units in each study period **must** have an outcome grade of **Competency** in order for students to

maintain progression with the intake they are enrolled in. This will be orchestrated on a Learning Contract which students and TrEd College are obliged to maintain to ensure adequate support and intervention strategies are in place for all our students.

## Unsatisfactory Academic Performance

Students who are **Not yet Competent** in 2 or more units of their study period will not meet TrEd College's academic progression requirements and therefore will fail that period of study (semester) forfeiting their enrolment and progression to the next study period. Students must successfully complete all requirements of each unit in each study period to progress.



progress to the next study period (semester). A break down of each unit requirement can also be found on Unit outlines. Each unit will allow 3 attempts and may include verbal challenge. Where necessary, students will need to adjust study hours to include additional hours/days of

In this instance, students must meet with student support services as well as the National Training and Development Manager to implement a plan for the student. This may include repeating a study period, or possible termination from the college. Please refer to Student at Risk Policy

# Records and Trainer

## What about my records?

TrEd College accepts responsibility to provide secure storage of student records. There is safe storage on and off the campus as per the AQF standards. We have a Privacy Policy to protect all student information. Student and staff information will not be given to any person or organisation unable to produce written proof of legal right to that information. Student information and records will not be used for any purpose other than that related to their training. All details of both staff and students are stored in accordance with relevant Privacy and Security ~~with~~

All course attendances at TrEd College are recorded on class rolls. Educators are responsible for keeping rolls up to date and securing rolls while courses are in progress. At the end of the course, TrEd College retains the roll.

Records of Credentials issued (Qualifications and Statements of Attainment) are kept and are available for re-issue for 30 years as required by the National Vocational Regulations Australian Quality Skills Authority

Re-issuance of certificates require a \$40 fee and can be arranged by appointment by contacting TrEd College

## What if I don't agree with my assessment results?

If you disagree with an assessment decision you should address the matter with your Educator first and if you are not satisfied with the feedback from your Educator, you can contact the Head of Nursing who will conduct a review of the assessment process. If the Head of Nursing feels you have a case for review a suitably qualified independent person will be employed to conduct another assessment. If the Head of Nursing does not believe there is a case for review,



you will be notified of the decision and provided with a copy of TrEd College's Appeals Policy. Students are welcome to nominate a third party to be present at all meetings.

## Trainer qualifications

All trainers/Educators appointed to teach accredited courses are qualified in accordance with the Australian Quality Skills Authority for Registration and [www.training.gov.au](http://www.training.gov.au). Trainers must hold a Certificate IV in Training and Assessment (TAE40116), relevant industry qualifications and have recent and extensive industry experience. TrEd College is committed to providing ongoing professional development to trainers to ensure their skills and knowledge are updated. All our Nursing Educators are highly qualified with experience in the Australian Healthcare industry and also require current industry experience to teach in the Diploma of Nursing. This is to ensure that all our students are being taught the most up to date skills and receive current knowledge and skills in the Diploma of Nursing.

# Course

The administration – student support services staff will collect your details; this will include the completion of an enrolment form and provision of your USI. If you do not have a USI, the college will assist you through the process enabling you to create your own USI. Within the enrolment form you are asked if there may be anything that you feel may affect your learning, such as reading and writing concerns. If this is identified or you simply wish to improve your language, literacy, and numeracy, the administration staff will make an appointment for you to see the Student Support LLN Officer. The Student Support LLN Officer will discuss with you your needs and any potential barriers to successful completion of your desired learning activity.

The Student Support LLN Officer in consultation with the individual will develop a plan whereby barriers may be managed or removed. This may include a range of structures to develop you for your language, literacy, and numeracy level and advise you of what to do next. This may include deciding what course is best for you or what you need to do before entering a selected course.

The Nursing and Midwifery Board of Australia (NMBA) has a number of provisions in place and it is a requirement of registration that you are able to demonstrate and legally declare yourself to be of good character to practice in the field of nursing. The interview is an opportunity for us and you to discuss the requirements of nursing as a profession, including the NMBA registration.

To enroll into a course as an overseas student at TrEd College, applicants must complete an International Student Course Acceptance and Student Agreement Form along with the Student Interview Questionnaire .

The form should be completed in full and submitted by mail with full payment to:

Address: Suite 2, 17 Khartoum Road, Macquarie Park NSW 2113

Ph: +61 02 9870 7688

Email: [info@tredcollege.edu.au](mailto:info@tredcollege.edu.au)

It is your responsibility to inform TrEd College if you have a disability or medical condition that may impact on your placement. All students will need to disclose this through the Admissions Form or the Enrolment Form to ensure your safety and any potential risk to others may be assessed. Talk to your Educator or Student Services Officer about any requirements or adjustments that might need to be made. Information about your disability will only be shared with your approval.

Under National Law, TrEd College are required to notify the Australian Health Practitioner Regulation Agency if a student undertaking clinical training has an impairment that may place the public at substantial risk of harm.

# Privacy Policy

Personal information includes any information or opinion about an identified individual or an individual who is reasonably identifiable. For further information visit the Office of the Australian Information Commissioner website.

The types of personal information which TRED® collects may include an individual's name, phone number, email address, address, nationality, date of birth, and educational history. Due to the nature of the services provided by TRED®, some of the information we collect may be sensitive information, including details about an individual's religion, race or ethnic background. It is not common practice for TRED® to collect information about an individual's medical history, political opinion, sexual preference or criminal record, unless such information is required in order to process a student's application for admission, enrolment and education. TRED® will only collect sensitive information with an individual's consent.

Personal information may be collected by TRED® in a number of circumstances, including when an individual:

- lodges an enquiry through TRED®'s online enquiry service.
- applies for admission to a TRED® facility.
- registers or enrolls for a class or course offered by TRED®.
- attends a seminar; or
- applies for employment with us.

We generally collect personal information directly from the individual concerned, although there may be occasions when information is collected from third parties, such as a family member who contacts us on the individual's behalf, from our contractors who supply services to us, through our partner institutions or from a publicly maintained record. If an individual does not provide the information requested by us, we may not be able to provide them with our services.

If you provide personal information to us about someone else, you must ensure you are entitled to disclose that information to us and that, without us taking any further steps required by privacy laws, we may collect, use and disclose such information for the purposes described in this Privacy Policy. For example, you should take reasonable steps to ensure the individual concerned is aware of the various matters detailed in this Privacy Policy, including our identity and how to contact us, the purposes for which we collect personal information, our information disclosure practices, the individual's right to obtain access to the information we hold about them and the consequences for the individual if the information is not provided. The individual must also provide the consents set out in this Privacy Policy in respect of how TRED® will deal with their personal information.

For more on the Policy please visit [www.tredcollege.edu.au/privacy-policy](http://www.tredcollege.edu.au/privacy-policy)

## Legislation

Information about current legislative and regulatory requirements impacting on you as a student can be found at

<https://www.legislation.nsw.gov.au/>

## Copyright / Plagiarism

TrEd College will be using a plagiarism detection software (PlagiarismcheckerX©) as one way of identifying instances of plagiarism. This software is used for submission of assessment in some VET courses at TrEd College, the Diploma of Nursing program will be one of the courses where TrEd College will be using PlagiarismcheckerX©. It analyses the content of assessment items and generates an Originality Report that measures the originality of the material in relation to previously submitted assignments and published material, including Internet sources.

Educators and students must acknowledge the author or creator of any material you copy. Poor acknowledgment of sources can be considered as Plagiarism and will result in resubmission. TrEd College is committed to academic integrity and incidents of plagiarism will be managed by your Educator and the Academic team.

TrEd College also provide workshops on Academic writing, referencing and plagiarism as part of our support classes incorporated into the Diploma of Nursing program course.

More information is available in TrEd College's Plagiarism Policy.

## Social Media

All Diploma of Nursing students are required to be familiar with and follow social media policy set by AHPRA. Please follow the links below and read before commencing the course.

<https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines/Social-media-guidance.aspx>

Social media has become an important platform for student interaction. All students are expected to act professionally when communicating online social media platforms where TrEd College is involved.

# Student Support - What if I need extra help?

TrEd College provide a student support officer appointed for afterhours ensuring that all our students have access to support services on a 24 hour basis. Student support officer After hours can be contacted on TrEd College's emergency contact number which will be provided to all students upon enrolment. During your enrolment, the administration – student support services team will engage with you regularly. Your Education Support Officers will be available daily and your student support officers team will engage with each intake on a fortnightly basis to ensure that all student feedback and concerns are being actively addressed.

TrEd College will use a combination of our own available services on campus listed below, and also the services of referral agencies to either provide or refer you to their services at the cost of student. The below student support service professionals are available on campus and free in-house for all TrEd College Students:

- Education Support Officers
- Admin Student Support Manager/Officer
- Student Support LLN Officer
- Student Welfare Officer
- Education Support: Aboriginal and Torres Strait Islander & Cultural linguistic Officer
- IT Support Officer
- Lab Manager

## Students support Services Programs

- One on one support from our trainers/assessors including providing you with their phone and email contact details.
- Workshops available for LLN
- Study groups where you can work in groups with our Education Support Officers

- Library services
- Workshops for simulation-based training with our Lab Manager
- Soft skills/career work shops
- Access to computers, printers, student common room, student quiet room/study areas
- Student counselling services
- Access to general information about local facilities information on transport etc all available under the guidance of our Student Service Officer.

Further referral services to agencies can be made by TrEd College at the cost of student. See below referral services include but are not limited to:

- Counselling referral services
- Medical Services Referral
- Legal Services Referral
- Housing / Accommodation Services Referral
- Employment Services Referral
- English language skills referral
- Financial planning referral
- Specialist appointments

If you require support, this information is available online at [www.tredcollege.edu.au](http://www.tredcollege.edu.au) or you can complete a self-referral form on campus. All referrals will be confidential and only shared with the relevant departments in which you have indicated a referral for.





### Counselling at TrEd College

Counselling provided by our Welfare Counsellor is available to those studying at the College, on matters ranging from private concerns to living issues. Students can see the counsellor for a variety of reasons. Everyone finds themselves in difficult circumstances at some time in their lives. Sometimes students want to speak to someone who is professional, confidential, and separate from family and friends.

Reasons to speak with the Counsellor and make an appointment if you are having personal difficulties, or just want to talk about:

- Your special needs
- Your disability
- Relationships

- Family issues
- Ongoing problems with anxiety, stress, shyness, depression, low self-esteem
- If you need moral support in attempting something challenging
- The College will provide access to welfare-related support services to assist students at no additional cost to the student. This includes The College counselling services. In some cases, the College counsellor may refer the student to an external provider. This referral will be at no additional cost, however, the external provider might have their own service fees and students may have to pay the external provider.

# Student Feedback

Your feedback matters to us. We value your feedback on our service at any time during the process from enrolment to completion of your course. TrEd College are committed to the continuous improvement of our student's experience and hearing our students is of importance to us which is why we have provided multiple platforms for students to leave feedback and suggestions.

Below are ways students can leave feedback and suggestions:

- **Unit of Competency Feedback** – will be conducted by the educator on the last delivery day of the unit.
- **Quarterly/Mid Semester Student Feedback** – will be conducted by the Lead Educator to capture the students overall learning experience for the past quarter or mid semester.
- **End of Course Satisfaction Feedback (AQTF Learner Questionnaire will be utilised)** – will be conducted by the National VET Manager on the last day/graduation day of the course.
- **Suggestion Box** available at Student Break room which will be reviewed fortnightly by Management
- **Student Representative Council** – TrEd College management staff will meet with TC SRC on a monthly basis to review campus practices and ways of improvement, including student and campus events and projects.
- Students are also encouraged to contact Student Support Services directly on the below email to leave feedback: **studentsupport@tredcollege.edu.au**



# Important Health and Community Services Contact Details

For Emergency assistance with Police, Ambulance and Fire call 000

## Emergency and Health Services

Below are phone numbers you should know:

- The College Student Services Officers (02) 8263 1200
- Australian Health Management 1800 888 942
- Department of Home Affairs 131 881
- Health Services Australia (Medical Examination) (02) 8396 0600
- Public Transport Information Line (Timetables, routes etc) 131 500
- Telephone Directory Service 12455
- International Directory Service 1225
- Lifeline Counselling Service (Telephone Counselling) 131 114
- Translating and Interpreting Service (24 hours) 131 450
- Domestic Violence Line (24 hours) 1800 656 463
- The College Counsellor 02 82631200

## Counselling and Mental Health Services available 24 hours:

- Lifeline (24 Hour Counselling) 13 1114
- Salvo Crisis Line 9331 2000
- International student's emergency line
- International Student OSHC World Care (24hour) 1800 814 781

## Specialist and Welfare Telephone Services:

- Domestic Violence Service 1800 656 463
- Rape Crisis Centre 9819 6565
- Women's and Girls' Emergency Centre 9360 5388
- Poisons Information Service 13 112

## Community Services

- ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill) 9805 1883
- Abortion Grief Counselling 1300 363 550
- Alcohol & Drug Info Service 9361 8000

- G-Line (Gambling Counselling) 1800 633 649
- Men's Line Australia 1300 789 978
- Pregnancy Help Line 1300 139 313
- SIDS NSW (Sudden Infant Death Syndrome Support) 1800 651 186
- Alcoholics Anonymous Central South, West 9799 1199, City East 9387 7788 North 9488 9820
- Gay & Lesbian Counselling Service 9207 2800
- Donna Maria Pre & Post Natal Support Network 1300 555 578
- Ted Noffs Foundation (Drug & Alcohol Counselling) 1800 151 045
- SANE Helpline (Mental Illness Info & Referral) 1800 187 263
- OCD Support Group 1800 626 055
- Mental Health Info Service 9816 5688

## Housing

- Tenants Union of NSW Hotline 9251 6590
- Youth Emergency Accommodation Line (Recorded info) 9318 1531

## Money & Credit

- Credit Helpline 1800 808 488
- Moneycare Counselling Service 9633 5011
- Fair Trading 1800 802 055
- Welfare Rights Centre 9211 5300

## Department of Industrial Relations:

- Wageline 1300 369 945
- Workplace Rights Hotline 1300 737 841
- Employment 1300 369 925
- Human Rights & Equal Opportunity Commission (02) 9284 9600

## Legal

- International Students Legal Advice Service 9698 7645
- Legal Aid (Sydney Head Office) 9219 5000
- Ombudsman's Office of NSW 92861000
- Combined Community Legal Centres group(NSW) 92127333



# “TrEd on the path to Healthcare success”



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