

NSW Health

Registered Training Organisation



Student Handbook

NSW Health RTO

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NSW Health Registered Training Organisation

Welcome to NSW Health Registered Training Organisation (RTO), RTO number 90198.

This handbook is designed to introduce students to NSW Health RTO processes and requirements and should be read in conjunction with the NSW Health RTO's policies and procedures available on the RTO's website and the Program Guide issued by the Program Coordinator.

NSW Health Registered Training Organisation (RTO) is an enterprise-government RTO registered with the Australian Skills Quality Authority (ASQA). The RTO supports individuals in the NSW Health workforce to increase their skills and knowledge in key areas through the attainment of Nationally Recognised Training products. Whilst the RTO mainly delivers programs to current NSW Health RTO staff, it also delivers training to non-NSW Health staff members to build the future workforce and a small number of non-NSW Health healthcare professionals to support knowledge and growth in specific

healthcare priority areas.

NSW Health RTO delivers and assesses VET programs across a range of industry sectors. Programs are designed with industry to meet the current and future needs of the NSW Health workforce. Programs reflect current industry practice and help to achieve national, state and NSW Health priorities.

Upon successful completion of some programs, graduates may be able to apply for a specific licence or registration. Before enrolling into a program with a graduate licensing or registration opportunity, students should check their eligibility for this license or registration.

Due to the range of qualifications that NSW Health RTO has on offer, students may have the opportunity to complete qualifications at a higher level after the initial qualification has been completed. Information on any available learning pathways relevant to the course you are studying is in the Program Guide for each course.

Vocational Education and Training

Vocational Education and Training (VET), gives people workplace skills and knowledge. It emphasises hands-on experience, and teaches many skills that are in demand in NSW and Australia. (NSW Department of Education)

Nationally Recognised Training is any program or training that leads to vocational education and training qualifications and credentials. NRT is recognised across Australia. Programs are set by the Australian Government and can only be delivered by Registered Training Organisations (RTOs) registered with a National (Australian Skills Quality Authority (ASQA)) or State body. NSW Health RTO is registered with ASQA.



The NRT logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.

(ASQA)

Programs comprise several core and elective units.

RTOs can determine which elective units to include within the pre-determined rules.

Nationally Recognised Training can be identified by the NRT logo.

Workplace skills vary and depend on the work role but can include anything like moving patients safely, writing complex documents, infection control, providing nursing services to people with diabetes, thinking critically, managing projects, managing operational budgets and leading teams.

Whilst some of these skills e.g. manual handling and infection control, are gained through an everyday workplace environment, Nationally Recognised Training is a way to demonstrate that a person can perform the skill to an acceptable standard.

Vocational education and training is **competency based training**. Students are assessed against a benchmark standard. Unlike school and university programs, a mark or a ranking is not given. Competency is demonstrated by showing that students have sufficient knowledge and can perform the skills correctly and safely.

The Training.Gov.Au website is a valuable source of information for students to find out more information about the course they wish to enroll into.

Why study with the NSW Health RTO?

NSW Health RTO recognises that a valuable contribution to learning happens in the workplace. The RTO's courses are designed to assist students to improve their work performance by broadening their knowledge and skills; or for some students, to start their career.

As most NSW Health RTO programs are targeted to existing employees, training is contextualized to the NSW Health context. Students receive access to NSW Health resources during their

training and the amount of training provided is generally lower than that offered elsewhere to individuals with no vocational experience.

Students generally do not have to pay fees for NSW Health RTO programs as the NSW Health Organisations fund the programs on students behalf. Some programs are supported with funding from other NSW government departments.

Program structure

Programs start with an orientation session to further introduce students to the program's activities, and academic requirements. Students who do not wish to continue following the orientation session, should discuss this with the Program Coordinator.

Students will be issued with a Program Schedule which outlines the key learning and assessment activity dates.

Where students have indicated that they will require additional support and assistance, then students will be issued with an individualised training and support plan within 12 weeks of course commencement.

Most programs run for 12 – 18 months. The class size depends on the training and assessment resources available to support the program.

Students complete several units of competency for each program. The number and type of units vary for each Program. The volume of learning and assessment for each program depends on the program's training package or accredited course requirements and the Australian Qualifications Framework (AQF) level.

Some units of competency are core units and other units of competency are elective units. The RTO cannot select or change the core units but elective units are chosen specifically for the learner cohort and the program's objectives.

Units of competency have multiple components including learning, skills practice and assessment. Some units include simulation activities and clinical placement activities. Assessment includes a knowledge test and skills demonstration.

Units are generally delivered as individual units meaning that students will undertake learning activities and then complete assessments before moving onto the next unit.

Some programs cluster or join units together because the units have some of the same knowledge and skills requirements. This can shorten the amount of time to complete the units than if the units were delivered individually. This also reduces repetition. Students with approved credit transfer, will complete less units in total.

The units of competency and the activities within them, are scaffolded to enable students to build on their knowledge and skills.

Clinical placement

Some NSW Health RTO programs have a clinical placement component. Clinical placements occur in NSW Health hospitals in appropriate clinical and or non-clinical locations. Clinical placements are organised by RTO staff and supervised by hospital staff, facilitators and or RTO staff with the appropriate qualifications. All clinical placement opportunities are safe and appropriate for students. Please discuss any clinical placement concerns with the Program Coordinator prior to attending.

Students must meet the mandatory pre-placement requirements for a police check, vaccinations, the Code of Conduct declaration and mandatory eLearning prior to commencing placement. These are to be obtained at the students own cost. For more information, please visit the [Student Placements website](#).

Simulation activities

Some NSW Health RTO programs utilise simulation for learning and assessment. Simulation may occur in a simulation laboratory, or through access to documents and resources that simulate a NSW Health workplace environment.

Workplace activities

Some RTO programs utilise the student's workplace for learning and assessment activities. Where this is required, the availability of the workplace and opportunities within the workplace and manager support will be determined prior to enrolment.

Program resources

Students are provided with access to NSW Health facilities and equipment to complete the program. This may include access to training rooms, library services, computers and software, textbooks, clinical placements, clinical placement uniform and simulation laboratories.

Some programs require students to provide their own resources for the program. This may include for example the student's work computer and its software. Some programs may require students to purchase resources or equipment. Where this is required, students will be informed of this prior to enrolment.

All students and staff are to comply with the NSW Health dress code.

Program eligibility

NSW Health RTO programs have several eligibility requirements. Please contact the Program Coordinator if you have any questions or concerns about the eligibility criteria for your program.

Australian citizenship

Students studying with the NSW Health RTO must hold Australian citizenship or an appropriate Australian Visa. The RTO is not registered to deliver training or assessment to international students.

Commitment

Students are expected to attend all training sessions, all clinical placement and simulation hours (if the program requires these) and complete all assessment activities by the due date. Students are also required to engage in self-directed learning opportunities.

Language, literacy and numeracy requirements

NSW Health RTO programs require students to meet minimum English language levels before enrolment. Students should be able to read and understand written and numerical information, complete written

assignments and conduct research independently.

Students may be required to complete a Language Literacy and Numeracy assessment on the computer. This assessment is designed to identify any language, literacy and numeracy assistance students might need so that a support plan can be established.

Digital literacy

All NSW Health RTO programs require students to read and perform tasks using a computer and various pieces of software such as the Microsoft Outlook, Word and Excel, the Internet, My Health Learning and Moodle.

Physical abilities

Some programs require students to perform skills that require a degree of strength or flexibility e.g. performing cardiopulmonary resuscitation on the floor.

Pre-requisites and prior qualifications or previously completed learning

Some programs require applicants to

have completed previous units, qualifications or education to be eligible to enroll into the program. Where this is required, students must provide documented evidence of the education completed.

Job role, license or registration

Some programs require applicants to be working in a certain job role and or hold a specific license or registration to be eligible for enrolment. Documented evidence will be required.

Drivers licence

Some programs may require students to hold a current driver's licence as driving may be part of the assessment activities.

Manager, Chief Executive or school approval

Some programs require approval from the student's manager, Chief Executive or school prior to enrolment.

Learning and opportunities in the student's workplace

Some programs require students to complete workplace tasks in the student's actual workplace, supervised by their manager or supervisor. These are designed to benefit both the student and the workplace.

Marketing, selection and enrolment

Marketing and selection

Delivery sites market programs through various channels. Programs available to non-NSW Health staff are advertised through other methods. Applicants who meet the eligibility criteria, are encouraged to apply.

Applicants will be assessed against the program's eligibility requirements. An interview may be conducted for some courses to discuss course requirements, time and self-study commitments, and any support the student may require.

Enrolment

Successful applicants will enroll through the NSW Health My Health Learning system. Students must enroll in their legal name as this will be the name associated with the Unique Student Identifier as required by law.

Identification and proof of Australian citizenship

NSW Health employees must show their employee ID card. VET in School students must show their student ID card. All other applicants must show 100 points of identification.

Unique Student Identifier (USI)

All students must have a Unique Student Identifier and provide it to administrative staff on enrolment. The USI is a student's own personal learning identifier and is a Commonwealth Government requirement. The RTO is legally not allowed to issue a Certificate or Statement of Attainment (SOA) without the student's USI.

The USI must be created in a student's legal name and needs to be created by the student themselves at:

<http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

In exceptional circumstances, and only with the student's written permission and identification documentation, NSW Health RTO may create a USI on a student's behalf.

The RTO is required to verify the USI with the USI register to ensure that the USI students have provided is correct. If students need to update their personal details associated with their USI, they will need to do this in the USI register and inform the RTO.

AVETMISS enrolment form and consent

AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a nationally consistent data standard that ensures the accurate capture, reporting and analysis of Vocational Education and Training (VET) activities throughout Australia.

NSW Health RTO is required to collect Student AVETMISS data during the enrolment process, and submit it to the National Regulator, National Centre for Vocational Education and Training (NCVER) annually.

Students must enter their AVETMISS information directly into My Health Learning upon enrolment after receiving an email requesting this. It is important that the information is completed accurately.

NSW Health Code of Conduct

All students must abide by the NSW Health Code of Conduct and the core values and principles that it promotes.

RTO systems and privacy

All students are required to complete the RTO Consent form which covers:

- Consent to having your personal details stored in NSW Health RTO's student management,

learning management and certificate issuance systems

- Consent to having your photo taken or be recorded in an online session for the purpose of learning, assisting others to learn or for the RTO to collect evidence of participation.
- Consent for the RTO to interact with a student's manager (NSW Health employees) or school (VET in Schools) for purposes such as non-attendance, misconduct issues, disciplinary matters and withdrawal.
- Consent for the RTO to reasonably contact students for evaluation purposes required of the RTO by the National Regulator, including after course completion.

NSW Government Smart and Skilled funding and consent

NSW Health RTO receives funding from the NSW Department of Education (DoE) under the Smart and Skilled program for eligible students enrolled in eligible programs. Funding is designed to support students to enroll into programs by significantly reducing fees.

For each program, the Department of Education sets a qualification price. Smart and skilled funding generally covers a part-payment of the

qualification price, and then the student covers the rest. For non-Smart and Skilled programs, students are charged the entire qualification price.

As most students enrolled in NSW Health RTO programs are NSW Health employees, NSW Health usually 'pays' the student's fee on the student's behalf. If students are required to pay any fees, students will be advised of this on confirmation of their place.

For the RTO to receive Smart and Skilled funding, and for students to pay no fees, students are required to sign a consent form indicating that they agree to share personal information with the NSW Department of Education and other government agencies.

For further information on Smart and Skilled, refer to

www.smartandskilled.nsw.gov.au

To be eligible for Smart and Skilled funding, students must be:

- an Australian citizen, permanent resident or humanitarian visa holder, or New Zealand citizen, and
- aged 15 years or older, and
- no longer at school, and
- living or working in NSW.

Ahpra privacy notice and consent

For students enrolled in the Diploma of Nursing program, the RTO is required by law to provide student information to the Australian Health Practitioner Regulation Agency (Ahpra).

These students must read the Ahpra Privacy Notice and complete the relevant section in the NSW Health RTO *Student Support and Consent Form*. Students must be aware that the RTO is required under legislation to provide their personal information to state and federal government entities for the purpose of reporting, and informing other government entities of a student's program completion so that the students can then apply for licencing and or registration.

Security licencing course consent

All students enrolled in the Security Licencing Course (SLC) must read and sign the SLC Student Declaration Form prior to the completion of each course.

Credit Transfer

Credit transfer is recognition that a unit has previously been completed through the NSW Health RTO, another RTO or higher education institution. Gaining credit can shorten the program for the student. Credit transfer will be granted for any unit previously attained that

directly matches or is deemed equivalent to a unit of competency in the program.

Contact the Program Coordinator during the enrolment process about applying for credit transfer.

Students must provide relevant documentation showing evidence of unit completion and their written permission for the RTO to verify the document with the issuing institution. Where the units of competency do not quite match and are not equivalent to each other, the student will have to apply for the recognition of prior learning pathway. There is no charge for the Credit Transfer process. Contact the Program Coordinator for more information.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment of a student's knowledge and skills that have been acquired through previous training, work or life experience which are relevant to the unit of competency. Recognition of Prior Learning may shorten the program for the student, avoids duplication of training, maximises the value of learning and creates a learning culture by valuing any knowledge and skills already held.

When enrolling in the program, speak to the Program Coordinator about applying

for Recognition of Prior Learning.

Some programs may charge an additional fee for the Recognition of Prior Learning process on top of any other fees charged.

Student support and wellbeing

NSW Health RTO is committed to providing all students with the support that they need to be successful in their studies. The RTO offers a range of support services which may include:

- Study support and study skills programs
- One on one support from the RTO's trainers/assessors
- Study groups where students can work with their fellow students
- Referral to relevant external services e.g. specialist sources of support for English language development
- Career guidance
- Library services
- Access to computers
- Information technology support
- Access to clinical skills laboratories
- Student facilities including student common rooms, and food preparation areas.

Students are encouraged to disclose any disabilities or special needs and any modifications or aids that would assist

them to complete the program at any time.

Where specialised support assessment or support is required, students may be able to be referred to appropriate support providers.

Students may access wellbeing resources using the following link:

<https://heti.edu.au/resources-and-links/heti-wellbeing-resource-corner>

The Employee Assistance Program is available to all NSW Health staff members and any NSW Health RTO

students who are not current NSW Health staff members. This is a free, confidential service that students can access for support in any area.

If students require any support to assist them to complete their program, they should discuss this with their Program Coordinator.

Any support requests will be assessed by the delivery site. Where support can reasonably be provided, then a support agreement and action plan will be developed with the student.

Learning and assessment

Training

Training is delivered in an inclusive training environment, free from harassment and discrimination. Training and facilitation practices are chosen to support students to learn. Training delivery is adjusted to meet individual cohort and student needs.

Training sessions may be face to face, online or a combination of the two.

Students are provided with training and learning aids to support their learning such as learner resource books, textbooks, text book subscriptions, modules in My Health Learning, Moodle, online journals and online forums and chats.

Students are required to attend all training sessions or notify the trainer/program coordinator in advance of their planned non-attendance. For NSW Health employees and VET in Schools students, the manager or school may be notified if a student fails to attend training sessions without prior notification, a reasonable excuse and supporting documentation.

Students are expected to not just attend, but also participate in training sessions.

Participation means that a student actively engages with the material being delivered by asking or answering questions or completing learning activities. Some programs require students to complete participation activities through the Moodle system.

Online training sessions will be recorded from time to time so that students can access the recordings again at later dates. Photos may be taken in training sessions as evidence of student participation.

Self directed learning

Students will be required to undertake self directed learning outside of formal training sessions to enhance their knowledge and skills and prepare for assessment activities. Students may be provided with resources to watch or read, or students may explore other resources to enhance their knowledge on a topic.

Assessment

Nationally Recognised Training programs have knowledge and skills assessment requirements for each unit of competency. Students are provided with all assessment materials and resources. Assessments are completed in

assessment booklets, and or My Health Learning and or Moodle.

Assessment methods can include:

Knowledge assessment

Long and short answer questions, multiple choice questions, knowledge application to case studies.

Skills assessment

Skills demonstration including role plays, completing project or business activities or gathering a portfolio of work completed previously that demonstrates skill performance.

The assessment process for each unit has multiple assessment tasks. Once students complete an assessment task, they will be assessed as Satisfactory or Not Satisfactory in that task. If students are deemed Not Satisfactory, they will be provided with a further opportunity to successfully complete the task. The Assessor will provide students with feedback to improve student knowledge and to assist with any assessment resubmission. Students have a maximum of three (3) assessment attempts for each unit of competency – the initial submission and two re-submissions.

Students will need to achieve a satisfactory result in all assessment tasks in a unit of competency to achieve

an overall unit outcome of Competent (C).

If students are unable to achieve a satisfactory result on the third submission, they will need to have a conversation with the Program Coordinator/Assessor about further options.

Sometimes students will undertake assessment activities in the student's actual workplace or the clinical placement environment, supervised by a workplace supervisor such as the student's manager or clinical placement supervisor. In these cases, the workplace supervisor will provide their opinion of the student's performance to the assessor who will make the final judgement of satisfactory knowledge and skills performance.

Students must complete each assessment by the due date. If students cannot submit an assessment by the due date, they will need to explain the reason and negotiate an extension with the program coordinator prior to the assessment due date. Students may be provided with up to three extensions of time throughout a full program.

If students are unable to achieve a satisfactory result for all assessment tasks, they will be assessed as Not Competent (NC). The Academic Progress Procedure will be triggered, and the

student's Manager/School will be notified.

If students do not agree with an assessment decision, they can lodge an assessment appeal.

Referencing

NSW Health RTO uses the APA 7th edition Referencing System.

Reasonable adjustment

Reasonable adjustment means a modification made to the learning environment, training or assessment methods used, to enable students with a specific identified need, such as disability, learning difficulty, to access and participate in training on the same basis as others. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the student or RTO and must not compromise the integrity of the assessment or provide an advantage not offered to other students.

Examples of reasonable adjustment could include, providing support to individual students, providing assistive

technology, modifying the assessment process or the format of materials, or adjusting the physical environment. Please discuss reasonable adjustment needs with your Program Coordinator/Assessor during the enrolment process.

Program changes and program transitions

From time to time, training packages and the units of competency within them change. Where this occurs, students will be provided with advanced warning and information about how the RTO will support them to transition into and complete the newer program. Where timing permits, students will be supported to graduate with the newer program.

Students who hold completed units of competency and who choose not to progress into the new program, will exit the program and be issued with a Statement of Attainment.

Students must be aware that to transition into the newer program, they may be required to undertake partial (gap) or full training and assessment for one or more units of competency.

RTO workforce

Program Coordinator

The Program Coordinator manages the program. In many cases, the Program Coordinator will also train and assess in the program.

Trainers and Assessors

The RTO's trainers and assessors are fully qualified; have expertise in their field and current industry experience. Trainers and assessors undertake regular professional development to ensure that their training and industry skills remain up to date. All trainers and assessors undergo a police check upon appointment, and where required, hold current licensing, registration, and a working with children's check.

Industry experts

Some programs engage industry experts to accompany trainers and assessors to

enhance student learning and skills acquisition. Industry experts must hold any relevant qualifications, licensing, registration, and have the knowledge and skills expertise.

Third party supervisors

Some programs engage third party supervisors to support student learning in skills practice in a workplace environment such as during clinical placement or the student's actual workplace. Third party supervisors help teach students in the workplace and may provide their opinion to the trainer and assessor on how a student is progressing, and whether the student has been able to demonstrate satisfactory knowledge or skills performance in the workplace. Third party supervisors, must hold relevant qualifications, licensing, registration, knowledge and experience.

Student performance and progression

Students enrolled in NSW Health RTO programs must meet academic progress requirements. Students will receive reasonable access to trainers and assessors throughout their programs, including when attending clinical placements and simulation laboratories. Student progression and wellbeing is monitored and where required; reasonable support is provided.

Academic progression issues and misconduct

All NSW Health RTO staff and students are bound by the NSW Health Code of Conduct, all NSW Health policies and procedures and all NSW Health RTO policies and procedures.

Academic misconduct is any action or attempted action that may result in creating an unfair academic advantage for oneself or an unfair academic advantage or disadvantage for any other member or members of the academic community. Examples include, but not limited to, cheating, collusion, plagiarism.

NSW Health RTO has no tolerance for academic misconduct and where identified, will undertake disciplinary action. Substantial misconduct will result

in enrolment cancellation.

All students enrolled in NSW Health RTO courses are required to meet behavioural standards and academic progress requirements. Students who do not meet these requirements, may have their enrolment cancelled.

Student feedback

Student feedback is important to the RTO and assists in ensuring that the RTO's service meets student needs. Students should have their say and complete the surveys provided throughout the program. The RTO also welcomes student feedback at any time in person or by email, online chat, or phone. Students and their manager may also be asked to complete a survey about their training experience as part of a Commonwealth or State Government requirement.

Complaints and appeals

For information about lodging a complaint or an appeal including an appeal for an assessment outcome, please refer to the Complaints and Appeals policy.

Extension, deferral and withdrawal

Program extension

An extension is a request for additional time to complete program requirements including assessments, clinical placements (if appropriate) and clinical simulation, etc. To be granted an extension, students must apply in writing to the Program Coordinator prior to the due dates (except for circumstances that prevent the student from doing so).

Students may be provided with up to three (3) extensions of time throughout a full program. Extension requests will be considered on a case by case basis.

Deferral

A deferral is a request to delay the continuance of training without affecting enrolment. Deferral is only granted in exceptional circumstances and only where a student has shown that they have, until the request for deferral, fully committed to the program. Commitment can be shown by a reasonable training attendance and a history of on time assessment submission, or appropriate negotiation of extensions in a timely manner. The maximum time allowed for deferral is twelve (12) months.

Deferral will not be granted for students who have participated in training and/or attended class but have not handed in any assessments. Deferral is not granted as a mechanism for delaying Assessment submission.

NSW Health RTO cannot guarantee that the student's program will still be available at the same delivery site when the student is ready to return to their studies.

Students must return to study by the deferral end date otherwise students will be withdrawn from the program.

Students wanting to defer, must complete the Deferral Application form and return it to the Program Coordinator.

Withdrawal

Students, wanting to withdraw should discuss this with the Program Coordinator prior to withdrawing from the program as there may be options to support continuation. Students wishing to withdraw, must complete the Application to Withdraw form and return it to the Program Coordinator.

Withdrawn students are entitled to

receive a Statement of Attainment for any units of competency achieved.

Withdrawn students may be able to enroll in subsequent programs. However, the reasons for the withdrawal may be considered in any decision to accept the student into a later program.

Where a student has failed to

demonstrate satisfactory performance and progression, the RTO may initiate withdrawal proceedings.

Where applicable, the student's manager or school will be notified of the withdrawal.

Program postponement and cancellations

The RTO takes all steps to ensure that programs continue as planned. In the unlikely but absolutely necessary situation where the RTO must post-pone or cancel a program, students will be informed in advance along with any progression and support options.

Funding, fees and charges

Many of the RTO's programs are subsidised through the Department of Education's Smart and Skilled and VET in Schools programs. Where programs do attract a fee, students will be advised of any fees and provided with a fee schedule prior to enrolment. NSW Health RTO does not collect fees of more than \$1,500 at any one time. Recognition of Prior Learning and Credit Transfer, may reduce fees. Please refer to the Fee Policy and Procedure for more information.

The RTO is a VET Student Loans provider but because the RTO does not generally charge fees, it does not offer any VET

Student Loans. The RTO holds VET Student Loans provider status so that non-NSW Health staff enrolled in specific programs, can access Centrelink benefits.

Program completion

Students who complete all requirements for a qualification, will be awarded a Certificate and Record of Results.

Students enrolled in full qualifications but who choose to exit the program before completing the full qualification will be issued a Statement of Attainment for the unit(s) of competency (UOCs) marked as competent. Students who complete all requirements of a skill set / microcredential / single unit of competency will be issued a Statement of Attainment.

NSW Health RTO is conscious of its environmental impact so does not provide students with a hardcopy of their certificate or statement of attainment. All students will receive an electronic version of their certificate or statement of attainment in the My eEquals system.

The RTO will create an account for students in the My eEquals system and add the student's certification documentation. Student accounts will be created with the student's work or school email address. Students should log into the system as soon as possible after receiving their certification documentation to add their private email address so that they can access the system when they are no longer a NSW

Health employee or school student.

For specific programs, the RTO is required to inform other government entities of the student's completion so that the student can apply for a license and or registration.



My eEquals is a tertiary credentials platform for universities, RTOs, TAFEs, and tertiary education providers. It makes it easy for Education Providers, Learners, and Verifiers to view, share and verify certified credentials online. Credentials issued through My eEquals are authentic, tamper-evident, and legally valid. Accepted internationally and with every major Australian and New Zealand university [and Registered Training Organisation] participating, My eEquals is the trusted platform for viewing, sharing, and verifying tertiary credentials.

<https://www.myequals.edu.au/>

Student Rights and Responsibilities

The NSW Health employees are from many diverse backgrounds and hold a variety of beliefs and ideas. This enriches the workplace and training environment. The RTO expects all students to embrace diversity and adhere to the following rights and responsibilities when participating in training and assessment.

Students have the right to:

- Be treated fairly and with respect
- Learn in an environment free from discrimination and harassment
- Pursue their training and assessment in a supportive environment
- Receive high quality training and assessment and access to qualified trainers and assessors
- Privacy and security of personal details and training records
- Prompt and appropriate handling of complaints and appeals
- Receive information about assessment procedures and their progress in the course in a timely and professional manner
- Reasonable modification to their Learning Plan if circumstances change, in consultation with their program coordinator
- Present Recognition of Prior Learning and Credit Transfer requests at program commencement and during their studies
- Defer or discontinue their studies through a formal notification process

Students' responsibilities include to:

- Treat others with respect, fairness and courtesy
- Ensure all work submitted is their own work. Students must not engage in plagiarism, collusion or cheating in any assessment activity
- Meet academic progress requirements
- Be punctual and regular in attendance
- Submit assessment items by the due date or seek approval to extend submission date
- Participate actively in their learning and be aware of their own progress
- Observe the Work Health Safety (WHS) requirements in all areas
- Avoid any behaviour that may offend, embarrass or threaten others
- Provide adequate notice to defer, withdraw or extend training