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IHNA Australia

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EDUCATION *for* EMPLOYMENT:
Bridging the gap globally

RTO ID: 21985
CRICOS Provider Code: 03386G

STUDENT HANDBOOK

Version: 01 I Dated: July 2024

DISCLAIMER

The information in the Institute of Health and Nursing Australia's (IHNA) student handbook was current as of 5th July 2024. In today's educational environment, course changes occur more frequently than in the past. For the most current information on IHNA's courses, readers can access the Institute's online course database at www.ihna.edu.au/courses

If you have difficulty accessing this material electronically, please email enquiry@ihna.edu.au for assistance.

IMPORTANT INFORMATION

The course details in this handbook (along with details of all other IHNA courses) can also be searched on the Institute's online courses database at www.ihna.edu.au/courses.

This handbook can be downloaded as a PDF file from the IHNA website.

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www.ihna.edu.au

To learn more about IHNA, please scan the QR code.

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Section 1

WELCOME TO IHNA

How to use this Handbook

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How to Use This Handbook

The **Institute of Health and Nursing Australia's (IHNA)** 2024 Handbook is designed to provide students with detailed information on course structures and unit details for the undergraduate courses offered by IHNA in 2024.

Please Note: This handbook guides courses available within the Institute of Health and Nursing Australia in 2024. Although all attempts have been made to ensure the information is as accurate as possible, students should check with the Institute to confirm the information when planning their courses.

Note: Prospective students are strongly advised to search IHNA's online courses database at www.ihna.edu.au/courses for the most up-to-date list of courses. This handbook includes descriptions of courses that may later be altered or not be offered due to unforeseen circumstances, such as insufficient enrolments or changes in teaching personnel. Including course details in this handbook cannot be taken as creating an obligation by IHNA to teach it in any given year or in the manner described. IHNA reserves the right to discontinue or vary courses at any time without notice.

Other Information: Information about course fees, articulation and credit transfer, recognition of prior learning, admission and enrolment procedures, examinations, and student services can be accessed on the Institute's website or by contacting IHNA directly.

Accreditations

The **Institute of Health and Nursing Australia (IHNA)** is a registered training organization that delivers nationally accredited education and training. IHNA is registered with the Australian Skills Quality Authority (ASQA), RTO ID 21985, and is an approved CRICOS provider, CRICOS Provider Code 03386G.

Our students can access VET Student Loans for eligible Diploma courses. IHNA has established robust relationships with industry partners, ensuring ongoing successful bilateral stakeholder advantages in clinical placements and recruitment opportunities. IHNA has gained ANMAC Accreditation since 2012 to deliver a Diploma of Nursing Program.

We are committed to providing high-quality education and training to help our students achieve their career goals in the healthcare sector. For further details and the most current information, please visit www.ihna.edu.au or contact us directly.

Welcome Message from the CEO

It gives me immense pleasure to welcome new entrants to Institute of Health & Nursing Australia. We have growing reputation for excellence in teaching and providing students with excellent opportunities for shaping your future career.

The provision of healthcare is tied to the skills and future productivity of its workforce and the innovation of its people. As a provider specialising in the healthcare sector, the Institute of Health and Nursing Australia (IHNA) offers workforce focused education programs for its students in the Health and Nursing sectors.

IHNA's Board of Studies brings together experts from business and health to oversee and advise management and the academic staff. The Board ensures our programs remain relevant to industry, meet the high expectations of students and satisfy the changing requirements of industry.

Our range of programs is expanding into new areas such as Home and Community care and healthcare management. our existing bridging and re-entry courses for registered nurses, Diploma of Nursing, Certificate III and IV and short courses for the health and nursing professions are working closely with industry stakeholders to meet the specific needs of industry.

We presently offer programs from campuses in Melbourne, Sydney and Perth, as well as an extensive library of online programs. Online and flexible learning, supported by practical training in a nursing laboratory, is a primary method of delivery for education in the healthcare sector.

IHNA is proud of its on campus and off campus learning environments. The Institute's facilities include new classrooms, nursing laboratories with state of the art equipment, an online library, computer labs and e-learning systems.

Our student services team works closely with each student to provide a supported and positive learning experience. The Institute's approach is encapsulated in our core values of Innovation, Caring, Excellence, Honesty, Openness and Trust (ICEHOT).

We are excited by this vision as we strive to deliver the highest quality education for the health and nursing sectors. On behalf of the faculty, staff and administration of Institute of Health & Nursing Australia, we look forward to joining you and offer you the very best wishes, as you begin this exciting journey towards a successful future.

Dr. Bijo Kunnumpurath
CEO & Managing Director,
HCI Australia

About IHNA

Our Vision:

Empowering Healthcare Leaders to Shape the Future: A Pathway to University Education

Our Mission:

Education for Employment: Bridging the gap globally

Our Purpose:

Enhancing Lives through Education, Training, and Technology.

Our Values:

At IHNA, we are guided by our core values, which form the foundation of our work and interactions. These values are encapsulated in the acronym ICEHOT:

Innovation: We strive to be creative and forward-thinking in the design and delivery of our programs and services.

Caring: We maintain a primary focus on the welfare of our students, understanding and celebrating their diverse needs.

Excellence: We aim to exceed expectations and consistently deliver high-quality training and education.

Honesty: We are committed to being truthful and demonstrating fairness in all our actions.

Openness: We promote transparency, open-mindedness, and a willingness to explore new ideas.

Trust: We build trust through consistency, compassion, effective communication, and competency.

Overview of IHNA

The Institute of Health and Nursing Australia (IHNA) is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to provide education and training courses in the fields of Nursing and Healthcare. Since its inception in 2007, IHNA has been dedicated to offering quality education and a positive student experience to over 22,000 students. Our comprehensive healthcare courses provide a multitude of education pathways, complemented by professional education and upskilling programs. These work-ready programs are available at our campuses in Melbourne, Sydney, Perth, Brisbane and Kochi (India).

Why Choose IHNA?

- **High-Quality Education:** Accredited with ASQA and ANMAC, IHNA offers premier nursing and healthcare education
- **State-of-the-Art Facilities:** Our campuses are equipped with contemporary laboratories and facilities to support your learning journey.
- **Expert Faculty:** Our programs are delivered by healthcare experts and trainers committed to career-focused learning and real-life outcomes.
- **Comprehensive Support:** From administrative and educational support to student welfare, IHNA ensures a positive experience from start to finish.

Commitment to Excellence

IHNA's commitment to excellence is reflected in its numerous accolades, including:

2023 WINNER Victorian International Education Awards

2022 WINNER Victorian International Education Awards

2021 WINNER Victorian International Education Awards

Ranked 67th Among Australia's Top Educational Institutions.

#Among Universities, TAFE, Independent RTO's.
Webometrics Ranking

Join Us

At IHNA, we believe in Education for Employment: Bridging the gap globally. Join our diverse learning community and prepare for a life-enhancing career in the ever-changing world of healthcare.
For more detailed information, please refer to our website - www.ihna.edu.au

IHNA Campuses

MELBOURNE CBD
Level 4 and 10, 399 Lonsdale Street, Melbourne, VIC - 3000, Australia

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enquiry@ihna.edu.au

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+61 3 9450 5100
enquiry@ihna.edu.au

PERTH CBD
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enquiry@ihna.edu.au

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SYDNEY WENTWORTH
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BRISBANE
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KOCHI (INDIA)
37/1989 A, Bhattathiripad Road, Kaloor, Kochi – 682 017, India

1800 309 9995
enquiry@ihna.edu.au

Enrolment Step-by-Step Process Model

STEP 01	Expression of Interest from the student.
STEP 02	Student handbook and other relevant course marketing material
STEP 03	Submitting the Application Form
STEP 04	Necessary Document Collection and Verification
STEP 05	Language, Literacy, and Numeracy (LLN Test Completion)
STEP 06	Undertake Pre-Training Review (PTR)
STEP 07	Offer Letter & Offer Acceptance
STEP 08	Acceptance of offer letter
STEP 09	Invoice and fee payment
STEP 10	Issuance of Confirmation of Enrolment (COE) or Confirmation of Admission (COA)
STEP 11	Induction/Orientation
STEP 12	Commence the course

Section 2

SCHOOL OF MANAGEMENT AND EDUCATION

HLT57715 – Diploma of Practice Management

BSB50420 – Diploma of Leadership and Management

BSB40520 – Certificate IV in Leadership and Management

HLT47321 – Certificate IV in Health Administration

CHC30121 – Certificate III in Early Childhood Education and Care

CHC50121 – Diploma of Early Childhood Education and Care

HLT57715 – Diploma of Practice Management

About This Course:

The Diploma of Practice Management is designed for business or practice managers who oversee small to medium-sized health practices. It teaches the skills to effectively manage and promote medical, dental, and health practices. Students will learn to plan, organise, implement, and monitor both their own workload and that of others. They will develop communication skills to support individuals and teams in a medical workplace. The course covers planning, medical terminology, accounting, billing systems, and problem-solving. Students will learn to apply and evaluate solutions to unpredictable problems and to identify, analyse, and synthesise information from various sources.

Course Objectives:

- **Operational Management:** Equip students with the ability to oversee the day-to-day operations of a healthcare practice, ensuring that administrative and clinical activities are carried out efficiently and in compliance with relevant regulations.
- **Planning and Organisation:** Develop skills in planning and organising practice activities, from managing schedules and resources to implementing systems and processes that enhance practice efficiency.
- **Medical Administration:** Provide in-depth knowledge of medical terminology, health billing, and accounting systems, enabling students to manage financial and administrative tasks proficiently.
- **Communication and Team Support:** Enhance communication skills to interact with patients, healthcare providers, and staff effectively. Students will learn to support and manage teams, fostering a collaborative and productive work environment.
- **Problem-Solving:** Train students to identify, analyse, and resolve unpredictable issues within the practice setting, ensuring that problems are managed promptly and effectively to minimise disruption.
- **Compliance and Risk Management:** Teach students to ensure the practice complies with legal and ethical standards, manage risks, and implement infection prevention and control measures.

Careers:

Graduates of the Diploma of Practice Management can pursue a variety of roles within the healthcare sector, including:

- **Practice Manager:** Responsible for overseeing the daily operations of a healthcare practice, managing staff, finances, patient services, and ensuring compliance with healthcare regulations.
- **Business Manager:** Focuses on the business aspects of a healthcare practice, including financial management, marketing, and strategic planning to support the growth and sustainability of the practice.
- **Program Manager:** Manages specific health programs within a practice, coordinating resources, staff, and activities to achieve program goals.
- **Service Manager:** Ensures high-quality services are provided in health practices, focusing on patient care, service delivery, and operational efficiency.

Duration: **52 weeks (1 Year)**

Mode of Delivery:
Domestic: **Blended (Face-to-Face and Online)**

Campuses:
Melbourne, Sydney, Perth, Brisbane

Admission Requirements (Domestic):

- 18 years of age and above at the time of commencement of the course.
- Successful completion of an Australian Year 12 qualification or equivalent.
- Competence in literacy and numeracy levels at exit Level 3 of the Australian Core Skills Framework (ACSF).
- Participation in a pre-training review upon enrolling in the course.
- Basic computer skills and possession of a laptop that meets specified requirements.

Admission Requirements (Mature Age): Mature age students (22+) will also be considered without the minimum education requirements. Each case will be reviewed individually to ascertain the capacity of the student to meet course. requirements

Course Units:

The course consists of 15 units:

Core Units:

- CHCDIV001 - Work with diverse people
- HLTWHS004 - Manage work health and safety
- HLTADM004 - Manage health billing and accounting system
- HLTINF007 - Implement and monitor infection prevention and control standards, policies, and procedures
- BSBMED301 - Interpret and apply medical terminology appropriately
- CHCLEG003 - Manage legal and ethical compliance
- BSBRSK501 - Manage risk
- BSBCUS501 - Manage quality customer service
- BSBFIM501 - Manage budgets and financial plans
- BSBMGT502 - Manage people performance

Elective Units:

- BSBWOR502 - Lead and manage team effectiveness
- CHCPRP003 - Reflect on and improve your own professional practice
- BSBADM502 - Manage meetings
- BSBMGT516 - Facilitate continuous improvement
- BSBINM501 - Manage an information or knowledge management system

RTO ID: 21985 | CRICOS Provider Code: 03386G

BSB50420 – Diploma of Leadership and Management

About This Course:

The Diploma of Leadership and Management is designed to equip individuals with the skills and knowledge required to effectively lead and manage teams in various industries. This course covers various topics, including leadership, communication, operational planning, and financial management. Students will learn to plan, organise, implement, and monitor their workload and that of their team members. The course emphasises the development of emotional intelligence, problem-solving abilities, and the application of strategic solutions to tackle unpredictable challenges in a business environment. By the end of the course, students will be well-prepared to take on leadership roles and drive organisational success.

Course Objectives:

- **Leadership and Team Management:** Students will develop the ability to lead teams effectively by understanding team dynamics, motivating members, and fostering a positive work environment. They will learn to build and maintain effective workplace relationships, handle conflicts, and support team members in achieving organisational goals.
- **Operational Planning:** This objective focuses on teaching students how to develop and implement business operational plans. Students will learn to set objectives, allocate resources, and monitor progress to ensure business operations run smoothly and efficiently.
- **Emotional Intelligence:** Enhancing emotional intelligence is a key component of this course. Students will learn to increase their self-awareness, self-management, social awareness, and relationship management skills. These skills are crucial for effective leadership and for building strong interpersonal relationships within the workplace.
- **Financial Management:** Students will gain proficiency in managing budgets and financial plans. This includes learning how to prepare and monitor financial reports, manage cash flow, and make informed financial decisions to support organisational sustainability and growth.
- **Continuous Improvement:** The course will teach students strategies for facilitating continuous improvement in organisational processes. Students will learn to evaluate current practices, identify areas for improvement, and implement changes that enhance efficiency and effectiveness.
- **Workplace Safety:** Ensuring a safe work environment is essential to leadership. Students will learn to establish and maintain work health and safety (WHS) policies and procedures, conduct risk assessments, and promote a safety culture within the organisation.

Careers:

Graduates of the Diploma of Leadership and Management can pursue various leadership and management roles across different industries. Some potential career paths include:

- **Frontline Sales Manager:** Oversees sales teams and ensures targets are met.
- **Team Leader:** Manages team objectives and supports members.
- **Production Supervisor:** Ensures efficient and quality production processes.
- **Leading Hand:** Provides hands-on leadership in various settings.
- **Distribution Centre Supervisor:** Manages receipt, storage, and dispatch of goods.
- **Warehouse Team Leader:** Leads warehouse operations and inventory management.
- **Sales Team Manager:** Develops and monitors sales teams and strategies.
- **Line Manager:** Oversees staff and processes within a department.
- **Coordinator (Business Operations):** Manages and coordinates business operations.

Duration: **52 weeks (1 Year)**

Mode of Delivery:
Domestic: **Blended (Face-to-Face and Online)**

Campuses: **Melbourne, Sydney, Perth, Brisbane**

→ Admission Requirements (Domestic):

- Applicants must be 18 years old or above.
- Successful completion of an Australian Year 12 qualification or equivalent.
- Mature age students (22+) without the minimum education requirements may be considered individually.
- Competence in literacy and numeracy levels at exit Level 3 of the Australian Core Skills Framework (ACSF).
- Participation in a pre-training review upon enrolling in the course.
- Basic computer skills and possession of a laptop that meets specified requirements.

Admission Requirements (Mature Age):

- Mature age students (22+) may be considered individually without the minimum education requirements, ensuring they can meet the qualification requirements.

Course Units:

The course consists of 12 units:

Core Units:

- BSBCMM511 - Communicate with influence
- BSBCRT511 - Develop critical thinking in others
- BSBLDR523 - Lead and manage effective workplace relationships
- BSBOPS502 - Manage business operational plans
- BSBPEF502 - Develop and use emotional intelligence
- BSBTWK502 - Manage team effectiveness

Elective Units:

- BSBFIN501 - Manage budgets and financial plans
- BSBOPS504 - Manage business risk
- BSBOPS505 - Manage organisational customer service
- BSBSTR502 - Facilitate continuous improvement
- BSBTWK503 - Manage meetings
- BSBWHS521 - Ensure a safe workplace for a work area

BSB40520 – Certificate IV in Leadership and Management

About This Course:

The Certificate IV in Leadership and Management is designed for individuals looking to step into leadership roles or enhance their current leadership capabilities. This course provides comprehensive training in essential leadership and management skills across various industries. Students will learn how to lead and manage teams, implement operational plans, develop emotional intelligence, and apply risk management processes. The course emphasises practical skills and knowledge needed to manage workplace relationships, communicate effectively, and foster team collaboration. By the end of this course, students will be equipped to handle leadership responsibilities and drive team performance effectively.

Course Objectives:

- **Leadership and Team Management:** Equip students with the skills to lead and manage teams, including motivating team members, managing workplace relationships, and facilitating team effectiveness.
- **Operational Planning:** Develop the ability to plan, implement, and monitor business operational plans to ensure organisational goals are met efficiently.
- **Communication Skills:** Enhance communication strategies to improve interactions within the workplace, ensuring clear and effective communication with team members and stakeholders.
- **Emotional Intelligence:** Foster emotional intelligence to improve self-awareness, self-management, social awareness, and relationship management, essential for effective leadership.
- **Risk Management:** Teach students to identify and manage business risks, applying established risk management processes to various operational areas.
- **Workplace Safety:** Ensure students understand and can implement work health and safety (WHS) policies and procedures to maintain a safe working environment.

Careers:

Graduates of the Certificate IV in Leadership and Management can pursue various roles across multiple industries, including:

- Frontline Sales Manager: Oversees sales teams and ensures targets are met.
- Team Leader: Manages team objectives and supports members.
- Production Supervisor: Ensures efficient and quality production processes.
- Leading Hand: Provides hands-on leadership in various settings.
- Distribution Centre Supervisor: Manages receipt, storage, and dispatch of goods.
- Warehouse Team Leader: Leads warehouse operations and inventory management.
- Sales Team Manager: Develops and monitors sales teams and strategies.
- Line Manager: Oversees staff and processes within a department.
- Coordinator (Business Operations): Manages and coordinates business operations.

Course Duration:
26 weeks (6 Months)

Mode of Delivery:
Domestic: **Blended (Face-to-Face and Online)**

Campuses:
Melbourne, Sydney, Perth

Admission Requirements (Domestic):

- Applicants must be 16 years old or above at the time of commencement.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Competence in literacy and numeracy levels in the Australian Core Skills Framework (ACSF) at exit Level 3.
- Participation in a pre-training review upon enrolling in the course.
- Basic computer skills and possession of a laptop meeting specified requirements.

Admission Requirements (Mature Age):

- Mature age students (22+) without the minimum education requirements may be considered individually.

Course Units:

The course consists of 12 units:

Core Units:

- BSBLDR411 - Demonstrate leadership in the workplace
- BSBLDR413 - Lead effective workplace relationships
- BSBOPS402 - Coordinate business operational plans
- BSBXCM401 - Apply communication strategies in the workplace
- BSBXTW401 - Lead and facilitate a team

Elective Units:

- BSBOPS404 - Implement customer service strategies
- BSBPEF502 - Develop and use emotional intelligence
- BSBWHS411 - Implement and monitor WHS policies, procedures and programs
- BSBLDR521 - Lead the development of diverse workforces
- BSBOPS403 - Apply business risk management processes
- BSBCMM412 - Lead difficult conversations
- BSBSTR502 - Facilitate continuous improvement

RTO ID: 21985 | CRICOS Provider Code: 03386G

HLT47321 – Certificate IV in Health Administration

About This Course:

The Certificate IV in Health Administration is designed to provide students with the essential skills and knowledge required for administrative roles within the healthcare sector. This course covers various topics, including medical terminology, infection control, legal and ethical compliance, and customer service strategies. Students will engage in both theoretical learning and practical training, ensuring they are well-prepared for the complexities of health administration. The program includes simulation-based assessments and professional experience placements, offering a comprehensive and hands-on approach to learning.

Course Objectives:

- **Develop Administrative Skills:** Enhance your ability to manage billing and accounting systems in healthcare, use medical terminology accurately, and efficiently meet customer needs.
- **Workplace Health and Safety:** Learn to implement and monitor health and safety policies to maintain a safe working environment and address potential hazards.
- **Legal and Ethical Compliance:** Understand and apply legal and ethical responsibilities in healthcare, ensuring compliance with laws and regulations.
- **Communication Skills:** Develop effective communication skills to interact professionally with clients, colleagues, and healthcare professionals in various contexts.
- **Professional Development:** Reflect on and improve your professional practice through continuous learning and self-evaluation.
- **Risk Management:** Gain skills to identify, assess, and manage risks, developing strategies to ensure patient and staff safety.
- **Customer Service:** Implement and evaluate strategies to meet patient expectations and resolve issues, ensuring high levels of satisfaction.

Careers:

Graduates of the Certificate IV in Health Administration can pursue various administrative roles in the healthcare sector, including:

- **Administration Supervisor:** Oversees administrative tasks and staff in a healthcare setting.
- **Business Manager:** Manages business operations, including finances, staffing, and strategic planning.
- **Executive Assistant:** Provides high-level administrative support to healthcare executives and managers.
- **Medical Records Section Leader:** Manages the medical records department, ensuring accurate and secure record-keeping.
- **Practice Manager:** Oversees daily operations of a medical practice, including staff and financial management, and patient services.
- **Senior Clinical Coder:** Leads the clinical coding team, ensuring accurate coding of medical diagnoses and procedures.
- **Team Leader for Clinical Services:** Manages a healthcare team, ensuring high-quality clinical services.
- **Ward Clerk:** Manages administrative tasks on a hospital ward, supporting healthcare professionals and ensuring smooth operations.

Course Duration:
26 weeks (6 Months)

Mode of Delivery:
Domestic: **Blended (Face - to - Face and Online)**

Campuses:
Melbourne, Sydney, Perth, Brisbane

Admission Requirements (Domestic):

- Applicants must be 16 years old or above at the time of commencement.
- Successful completion of an Australian Year 11 qualification or equivalent.
- Competence in literacy and numeracy levels at an Australian Core Skills Framework (ACSF) at exit Level 3.
- Participation in a pre-training review.
- Basic computer skills and possession of a laptop meeting specified requirements.

Admission Requirements (Mature Age):

Mature age students (22+) without the minimum education requirements may be considered individually, ensuring they can meet the qualification requirements.

Course Units:

The course comprises a total of 15 units of competency, which include 9 core units and 6 elective units.

Core Units:

- BSBMED305: Apply the principles of confidentiality, privacy, and security within the medical environment.
- CHCCCS020: Respond effectively to behaviours of concern.
- CHCCOM005: Communicate and work in health or community services.
- CHCDIV001: Work with diverse people.
- CHCLEG001: Work legally and ethically.
- HLTADM010: Facilitate a coordinated approach to client care.
- HLTCCD003: Use medical terminology in health care.
- HLTINF007: Implement and monitor infection prevention and control standards, policies, and procedures.
- HLTWHS003: Maintain work health and safety.

Elective Units:

- BSBLDR414: Lead team effectiveness.
- BSBOPS404: Implement customer service strategies.
- BSBOPS504: Manage business risk.
- CHCPRP003: Reflect on and improve own professional practice.
- HLTADM008: Administer and coordinate Telehealth services.
- HLTADM011: Manage health billing and accounting system.

CHC30121 – Certificate III in Early Childhood Education and Care

About This Course:

The Certificate III in Early Childhood Education and Care is designed to provide students with the foundational skills and knowledge needed to work effectively in various early childhood settings. This course covers various topics, including child development, health and safety, and creating inclusive learning environments. Students will learn to support children's well-being, learning, and development through both theoretical study and practical experience. The course prepares students to foster a safe, nurturing environment where children can thrive. Practical experience is gained through professional placements, ensuring that students are well-prepared to apply their knowledge in real-world settings.

Course Objectives:

- **Child Development:** Understand the stages of child development and support their holistic growth.
- **Health and Safety:** Create and maintain safe and healthy environments for children, focusing on hygiene, nutrition, and safety practices.
- **Inclusive Education:** Support inclusion and diversity in early childhood settings, ensuring equal opportunities for all children to learn and develop.
- **Legal and Ethical Practices:** Understand and apply legal and ethical requirements in early childhood education and care.
- **Family and Community Engagement:** Build collaborative partnerships with families and communities to enhance children's learning and development.
- **Practical Skills:** Apply knowledge through hands-on experience in real early childhood education settings, integrating theory with practice.

Admission Requirements (Domestic):

- Must be at least 17 years and 3 months of age at the commencement of the course.
- Successful completion of Australian Year 10 or equivalent.
- Applicants must demonstrate competence in literacy and numeracy levels in an Australian Core Skills Framework (ACSF) at exit Level 2 and participate in a pre-training review when enrolling in the course.
- Basic computer skills and access to a computer with internet are required.

Careers:

Graduates of this course can pursue various roles within the early childhood education sector, including:

- **Early Childhood Educator:** Work in childcare centres, kindergartens, and preschools, providing care and educational activities for young children.
- **Family Day Care Educator:** Provide care for children in a home-based setting, following regulations and standards for early childhood education.
- **Kindergarten Assistant:** Assist in the delivery of early childhood education programs in kindergartens.
- **Long Day Care Educator:** Work in long day care centres, supporting the development and learning of children.

CRICOS CODE :
108092E

Course Duration:
52 weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**
International:
Face - to - Face

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements Mature Age:

- Applicants who are 21 years and above can apply as mature-age students.
- They must demonstrate literacy and numeracy skills through an ACSF assessment at exit Level 2 and participate in a pre-training review.
- Basic computer skills and access to a computer with the Internet are required.

Admission Requirements (International):

- Must be at least 18 years of age at the commencement of the course.
- Successful completion of an Australian Year 11 or equivalent.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Basic computer skills and access to a computer with the Internet are required.

Course Units:

The course consists of a total of 17 units of competency, including 15 core units and 2 elective units.

Core Units:

- CHCECE055 - Meet legal and ethical obligations in children's education and care
- CHCECE056 - Work effectively in children's education and care
- CHCECE032 - Nurture babies and toddlers
- CHCECE037 - Support children to connect with the natural environment
- CHCECE038 - Observe children to inform practice
- HLTWHS001 - Participate in workplace health and safety
- CHCECE054 - Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures
- CHCPRT001 - Identify and respond to children and young people at risk
- CHCECE030 - Support inclusion and diversity
- CHCECE031 - Support children's health, safety, and wellbeing
- CHCECE033 - Develop positive and respectful relationships with children
- CHCECE034 - Use an approved learning framework to guide practice
- CHCECE035 - Support the holistic learning and development of children
- CHCECE036 - Provide experiences to support children's play and learning
- HLTAID012 - Provide First Aid in an education and care setting

Elective Units:

- CHCDIV001 - Work with diverse people
- CHCPRP003 - Reflect on and improve own professional practice

CHC50121 – Diploma of Early Childhood Education and Care

About This Course:

The Diploma of Early Childhood Education and Care is designed to prepare students for a rewarding career in early childhood education and care settings. This course provides comprehensive training in developing and implementing curriculum for early childhood education. Students will gain the skills and knowledge required to support children's holistic development and well-being from birth to five years. The program integrates both theoretical and practical learning experiences, ensuring students are well-prepared to enter the workforce upon graduation. Practical experience is gained through professional placements, where students can apply their learning in real-world settings.

Course Objectives:

- **Holistic Child Development:** Equip students with the skills to support the physical, emotional, cognitive, and social development of children.
- **Safe and Healthy Environments:** Teach students how to create and maintain safe and healthy environments for children, including the implementation of health and safety policies and procedures.
- **Curriculum Design and Implementation:** Provide training in designing and implementing educational programs that cater to the individual needs and interests of children.
- **Leadership and Management:** Develop leadership and management skills necessary for overseeing early childhood education and care services, including staff supervision, compliance with regulations, and fostering positive workplace cultures.
- **Family and Community Engagement:** Enhance the ability to build collaborative partnerships with families and communities to support children's learning and development.
- **Legal and Ethical Practices:** Ensure students understand and can apply legal and ethical standards in early childhood education settings.

Course Prerequisites:

Completion of one of the following:

Hold a CHC30121 Certificate III in Early Childhood Education and Care or
CHC30113 Certificate III in Early Childhood Education and Care.

Careers:

Graduates of the Diploma of Early Childhood Education and Care can pursue a variety of roles in the early childhood education sector, including:

- **Early Childhood Educator:** Work in childcare centres, preschools, and kindergartens to plan and implement educational activities for young children.
- **Preschool Teacher:** Teach and nurture children in preschool settings, preparing them for primary school.
- **Childcare Centre Manager:** Oversee the operations of a childcare centre, including staff management, enrolment, and compliance with regulatory requirements.
- **Family Day Care Coordinator:** Support and coordinate family day care educators, ensuring quality care and education for children in home-based settings.
- **Child Development Worker:** Work in various settings to support the development and wellbeing of children, including community centres and early intervention programs.

Course Duration:
52 Weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online**)
International:
Face - to - Face

Campuses: Melbourne, Sydney, Perth, Brisbane

Admission Requirements (Domestic):

- Successful completion of an Australian Year 12 qualification or equivalent.
- Demonstrated competence in literacy and numeracy at ACSF Level 3.
- Participation in a pre-training review and completion of a Language, Literacy, and Numeracy (LLN) assessment.
- Basic computer skills and access to a computer with internet.

Admission Requirements Mature Age:

- Applicants over the age of 21 can apply based on relevant work experience or qualifications.
- Participation in a pre-training review and completing a Language, Literacy, and Numeracy (LLN) assessment.
- Basic computer skills and access to a computer with internet.

Admission Requirements (International):

- Successful completion of an Australian Year 12 qualification or equivalent.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Participation in a pre-training review and completing a Language, Literacy, and Numeracy (LLN) assessment.
- Basic computer skills and access to a computer with internet.

Course Units:

The course includes a total of 15 units of competency, comprising 12 core units and 3 elective units.

Core Units:

- CHCECE050 - Work in partnership with children's families
- BSBTWK502 - Manage team effectiveness
- CHCPRP003 - Reflect on and improve own professional practice
- CHCECE041 - Maintain a safe and healthy environment for children
- CHCECE042 - Foster holistic early childhood learning development and wellbeing
- CHCECE046 - Implement strategies for the inclusion of all children
- CHCECE045 - Foster positive and respectful interactions and behaviour in children
- CHCECE047 - Analyse information to inform children's learning
- CHCECE043 - Nurture creativity in children
- CHCECE044 - Facilitate compliance in a children's education and care service
- CHCECE048 - Plan and implement children's education and care curriculum
- CHCECE049 - Embed environmental responsibility in service operations

Elective Units:

- CHCECE057 - Use collaborative practices to uphold child protection principles
- CHCMGT003 - Lead the work team
- BSBHRM413 - Support the learning and development of teams and individuals

Section 3

SCHOOL OF ALLIED HEALTH AND HUMAN SERVICES

CHC33021 – Certificate III in Individual Support (Ageing and Disability)

HLT33115 – Certificate III in Health Services Assistance (Assisting in nursing work in acute care)

CHC43121 – Certificate IV in Disability Support

CHC43015 – Certificate IV in Ageing Support

CHC52021 – Diploma of Community Services (Case Management)

CHC51015 – Diploma of Counselling

CHC53315 – Diploma of Mental Health

HLT43021 – Certificate IV in Allied Health Assistance

HLT37215 – Certificate III in Pathology Collection

HLT37015 – Certificate III in Sterilisation Services

HLT35021 – Certificate III in Dental Assisting

CHC33021 – Certificate III in Individual Support (Ageing and Disability)

About This Course:

The Certificate III in Individual Support (Ageing and Disability) prepares individuals to work in community, home, or residential care settings as part of a multi-disciplinary team. They follow an individualised plan to provide person-centred support for people who need assistance due to ageing, disability, or other reasons. Workers take responsibility for their tasks within their job role, using a mix of practical and theoretical knowledge. The skills required must comply with Australian legislation, standards, and industry codes. To complete this qualification, students must undertake at least 120 hours of practical work as specified in the units of competency.

Course Objectives:

- **Work with Diverse People:** Learn to respect and work with people from various social and cultural backgrounds, including Aboriginal and Torres Strait Islander people.
- **Safe Work Practices:** Ensure health and safety in direct client care environments.
- **Effective Communication:** Communicate effectively with clients, colleagues, management, and other service providers.
- **Legal and Ethical Frameworks:** Understand and operate within the legal and ethical guidelines of the job.
- **Recognise Healthy Body Systems:** Understand basic information about healthy body systems and the effects of ageing and disability.
- **Provide Individualised Support:** Plan and monitor support services according to individual plans
- **Support Independence and Wellbeing:** Offer services that enhance clients' physical and emotional well-being.
- **Facilitate Empowerment:** Empower clients by providing rights-based, person-centred support
- **Infection Prevention and Control:** Apply basic infection prevention and control practices in the workplace.

Careers:

Graduates of Certificate III in Individual Support (Ageing and Disability) can pursue various roles within the aged care and disability support sectors. Potential job titles include:

- **Home Care Assistant:** Help clients with daily activities in their homes.
- **Personal Care Worker:** Provide personal care in residential and community settings
- **Support Worker:** Assist people with disabilities in engaging with the community and participating in social activities
- **Disability Worker:** Support community participation and social inclusion for people with disabilities.
- **Care Assistant:** Help elderly clients with their daily needs.
- **Accommodation Support Worker:** Support individuals in accommodation settings, promoting their independence.
- **Residential Support Worker:** Provide care and support in residential facilities.
- Community Access Coordinator: Assist clients in accessing community resources and activities.
- Community Access Coordinator: Help clients access community resources and participate in community activities.

CRICOS Provider Code: **112921E**

Course Duration:
26 Weeks (6 Months)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online**)
International: **Face - to - Face**

Campuses: **Melbourne, Sydney, Perth, Brisbane, Kochi (India)**

Admission Requirements (Domestic):

- Applicants must be 18 years or older.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Demonstrated competence in literacy and numeracy levels at Australian Core Skills Framework (ACSF) exit Level 3.
- Participation in a pre-training review to assess suitability for the course.
- Basic computer skills and access to a computer with internet.

Admission Requirements (Mature Age):

- Applicants aged 22 and above may be considered without formal educational qualifications.

Admission Requirements (International):

- Applicants must be 18 years or older
- Completing an equivalent secondary education level to the Australian Year 10.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Participation in a pre-training review to assess suitability for the course.
- Basic computer skills and access to a computer with internet.

Course Units:

The course consists of a total of 15 units of competency, including 9 core units and 6 elective units, tailored to specialise in Ageing and Disability support.

Core Units:

- CHCDIV001 - Work with diverse people
- HLTWHS002 - Follow safe work practices for direct client care
- CHCCOM005 - Communicate and work in health or community services
- CHCLEG001 - Work legally and ethically
- CHCCCS041 - Recognise healthy body systems
- CHCCCS031 - Provide individualised support
- CHCCCS040 - Support independence and well-being
- CHCCCS038 - Facilitate the empowerment of people receiving support
- HLTINF006 - Apply basic principles and practices of infection prevention and control

Elective Units:

- CHCAGE011 - Provide support to people living with dementia
- CHCAGE013 - Work effectively in aged care
- CHCPAL003 - Deliver care services using a palliative approach
- CHCDIS011 - Contribute to ongoing skills development using a strengths-based approach
- CHCDIS012 - Support community participation and social inclusion
- CHCDIS020 - Work effectively in disability support

HLT33115 – Certificate III in Health Services Assistance (Assisting in nursing work in acute care)

About This Course:

The Certificate III in Health Services Assistance (Assisting in Nursing Work in Acute Care) is designed to equip students with the fundamental skills and knowledge needed to assist in nursing work within acute care settings. This course provides comprehensive training to support nursing staff in delivering high-quality patient care in hospitals and other healthcare facilities. Students will learn to perform various tasks, including assisting with patient mobility, infection control, and basic nursing care. The curriculum combines theoretical knowledge with practical experience through clinical placements, ensuring that graduates are job-ready and able to contribute effectively to healthcare teams.

Course Objectives:

- **Nursing Assistance:** Train students to assist with nursing care tasks, including patient hygiene, mobility, and basic clinical procedures, under the supervision of registered nurses.
- **Patient Care:** Equip students with the skills to provide compassionate and effective care to patients in acute care settings, enhancing their comfort and wellbeing.
- **Infection Control:** Teach students the principles and practices of infection prevention and control to ensure a safe healthcare environment.
- **Communication Skills:** Develop effective communication skills to interact professionally with patients, families, and healthcare team members.
- **Health and Safety:** Ensure students understand and adhere to workplace health and safety regulations, maintaining a safe environment for patients and staff.
- **Collaboration:** Promote teamwork and collaboration within healthcare settings, preparing students to work effectively as part of a multidisciplinary team.

Admission Requirements (Domestic):

- Applicants must be 18 years or older.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Completion of a Language, Literacy, and Numeracy (LLN) assessment.
- National Police Clearance and Working with Children Check.

Careers:

Graduates of this course can pursue various roles in the healthcare sector, including:

- **Acute Care Assistant:** Work in hospitals and acute care facilities, assisting nurses with patient care and support tasks.
- **Medical Assistant:** Provide support in medical clinics, helping with patient preparation and administrative tasks.
- **Rehabilitation Assistant:** Assist in rehabilitation centres, supporting patients with recovery and therapy activities.
- **Community Care Worker:** Deliver care and support to patients in community healthcare settings, ensuring their wellbeing and independence.
- **Aged Care Assistant:** Provide support in residential aged care facilities, assisting with daily living activities and care needs.

CRICOS Provider Code: **093193E**

Course Duration: **52 Weeks (1 Year)**

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**
International: **Face - to - Face**

Campuses: **Melbourne, Sydney, Perth, Brisbane, Kochi (India)**

Admission Requirements (Mature Age):

- Candidates over 21 years of age without formal qualifications may be considered based on relevant work experience and demonstrated ability to complete the course.

Admission Requirements (International):

- Applicants must be 18 years or older.
- Successful completion of an equivalent secondary education level to the Australian Year 10.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Completion of a Language, Literacy, and Numeracy (LLN) assessment.
- National Police Clearance and Working with Children Check.

Course Units:

The course includes a total of 15 units of competency, comprising 7 core units and 8 elective units:

Core Units:

- CHCDIV001 - Work with diverse people
- HLTWHS001 - Participate in workplace health and safety
- HLTAAP001 - Recognise healthy body systems
- BSBMED301 - Interpret and apply medical terminology appropriately
- CHCCOM005 - Communicate and work in health or community services
- BSBWOR301 - Organise personal work priorities and development
- CHCCCS012 - Prepare and maintain beds

Elective Units:

- CHCCCS002 - Assist with movement
- CHCCCS026 - Transport individuals
- CHCCCS015 - Provide individualised support
- CHCCCS020 - Respond effectively to behaviours of concern
- HLTAID011 - Provide first aid
- HLTAIN002 - Provide non-client contact support in an acute care environment
- HLTAIN001 - Assist with nursing care in an acute care environment
- HLTINF006 - Apply basic principles and practices of infection prevention and control
- CHCCCS025 - Support relationships with carers and families
- CHCCCS009 - Facilitate responsible behaviour

CHC43121 – Certificate IV in Disability Support

About This Course:

The Certificate IV in Disability Support is designed to equip students with the necessary skills and knowledge to provide high-quality support to individuals with disabilities. This course promotes independence, social inclusion, and well-being among people with disabilities. Students will learn to work effectively in community settings, residential facilities, and various support services. The curriculum covers essential topics such as person-centred support, facilitating community participation, and legal and ethical compliance. The course combines theoretical learning with practical experience through clinical placements, ensuring students are job-ready upon graduation.

Course Objectives:

- **Person-Centred Support:** Train students to deliver personalised support services tailored to the individual needs and preferences of people with disabilities, enhancing their quality of life and promoting independence.
- **Skills Development:** Equip students with strategies to facilitate ongoing skills development for individuals with disabilities, using a strengths-based and person-centred approach.
- **Community Participation:** Teach students how to encourage and support the community participation and social inclusion of people with disabilities, fostering a sense of belonging and engagement.
- **Legal and Ethical Compliance:** Ensure students understand and adhere to legal and ethical standards in disability support, maintaining professionalism and protecting the rights of individuals.
- **Health and Safety:** Instruct students on maintaining a safe and healthy work environment, following workplace health and safety regulations to prevent injuries and ensure the well-being of clients and staff.
- **Mental Health Support:** Develop students' ability to work effectively with individuals with mental health issues, providing appropriate support and interventions.

Careers:

Graduates of the Certificate IV in Disability Support can pursue various roles within the disability sector, including:

- **Disability Support Worker:** Provide care and support to individuals with disabilities, assisting with daily activities, personal care, and promoting independence.
- **Community Development Officer:** Work in community settings to develop and implement programs that enhance the participation and inclusion of people with disabilities.
- **Disability Team Leader:** Supervise and manage a team of disability support workers, ensuring high-quality service delivery and compliance with regulations.
- **Residential Care Officer:** Support individuals living in residential care facilities, helping with daily living tasks and ensuring their safety and well-being.
- **Senior Personal Care Assistant:** Offer advanced personal care services to individuals with complex needs, supporting their health and independence.

CRICOS CODE: **112922D**

Course Duration:
26 Weeks (6 Months)

Mode of delivery:
Domestic**: Blended (Face - to - Face and Online)**
Internationa:
Face - to - Face

Campuses: **Melbourne, Sydney, Perth, Brisban**e

Course Prerequisites:

Completion of one of the following:

- CHC33021 Certificate III in Individual Support (Disability)
- CHC33015 Certificate III in Individual Support (Disability)
- CHC30408 Certificate III in Disability plus the CHCSS00125 Entry to Certificate IV in Disability Support Skill Set

Admission Requirements (Domestic):

- 16 years of age and above at the time of commencement of the course.
- Successful completion of an Australian Year 11 qualification or equivalent.
- Demonstrated proficiency in English, literacy, and numeracy skills.
- Participation in a pre-training review to assess suitability for the course.
- National Police Clearance and Working with Children Check.

Admission Requirements (International):

- 18 years of age and above at the time of commencement of the course.
- Successful completion of an Australian Year 10 qualification or equivalent.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Successful completion of a pre-training review to ensure readiness for the course content and assessments.
- National Police Clearance and Working with Children Check.

Admission Requirements Mature Age:

- Applicants aged 21 years and above without formal qualifications may be admitted based on relevant work experience and demonstrated skills in English, literacy, and numeracy.

Course Units:

The course consists of a total of 10 units, including 7 core units and 3 elective units, tailored to provide comprehensive training in disability support.

Core Units:

- CHCCCS044 Follow established person-centred behaviour supports
- CHCDIS017 Facilitate community participation and social inclusion
- CHCDIS018 Facilitate ongoing skills development using a person-centred approach
- CHCDIS019 Provide person-centred services to people with disability with complex needs
- CHCLEG003 Manage legal and ethical compliance
- CHCMHS001 Work with people with mental health issues
- HLTWHS003 Maintain work health and safety

Elective Units:

- CHCCCS006 Facilitate individual service planning and delivery
- HLTAAP002 Confirm physical health status
- CHCCCS036 Support relationships with carer and family

CHC43015 – Certificate IV in Ageing Support

About This Course:

Certificate IV in Ageing Support is designed to provide students with the skills and knowledge required to support older individuals in residential, home, or community-based environments. This qualification prepares students for specialised tasks and responsibilities in aged care services. Students will learn to work independently and as part of a team, ensuring quality service delivery through individualised care planning and implementation. The course emphasises person-centred care, promoting the health and well-being of older people and supporting their independence and participation in the community. The program includes both theoretical learning and practical placements to ensure students are job-ready upon completion.

Course Objectives:

- **Person-Centred Care:** Train students to deliver personalised care services that meet older individuals' specific needs and preferences, enhancing their quality of life.
- **Health and Well-being:** Equip students with the knowledge and skills to support older people's physical, emotional, and social well-being.
- **Independence and Participation:** Promote older individuals' independence and facilitate their community participation.
- **Care Planning:** Develop students' ability to create, implement, and review individualised care plans.
- **Safety and Compliance:** Ensure students understand and adhere to health and safety regulations, legal requirements, and ethical standards in aged care.
- **Leadership Skills:** Prepare students to take on leadership roles within aged care settings, managing care teams and overseeing service delivery.

Admission Requirements (Domestic):

- 16 years and above at the time of commencement of the course.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Demonstrated competence in English, literacy, and numeracy skills at ACSF Level 3.
- Participation in a pre-training review to assess suitability for the course.
- National Police Clearance and Working with Children Check.

Careers:

Graduates of the Certificate IV in Ageing Support can pursue various roles in the aged care sector, including:

- **Aged Care Worker:** Provide care and support to older individuals in residential and community settings.
- **Personal Care Assistant:** Assist with daily living activities, personal care, and health monitoring for older people.
- **Community Support Worker:** Deliver support services in community settings, helping older individuals maintain their independence.
- **Residential Care Worker:** Work in residential aged care facilities, providing comprehensive care and support to residents.
- **Team Leader/Supervisor:** Oversee care teams, manage care plans, and ensure the quality-of-care services.

CRICOS CODE:
092899A

Course Duration:
52 Weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**
International : **Face - to - Face**

Campuses:
Melbourne, Sydney, Perth, Brisbane

Admission Requirements Mature Age:

- Applicants aged 21 years and above without formal qualifications may be admitted based on relevant work experience and demonstrated English, literacy, and numeracy skills.

Admission Requirements (International):

- 18 years and above at the time of commencement of the course.
- Successful completion of an Australian Year 10 qualification or equivalent.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Successful completion of a pre-training review to ensure readiness for the course content and assessments.
- National Police Clearance and Working with Children Check.

Course Units or Structure:

The Certificate IV in Ageing Support requires the completion of 18 units of competency, including 15 core units and 3 elective units:

Core Units:

- CHCDIV001 - Work with diverse people
- HLTAAP001 - Recognise healthy body systems
- CHCDIS007 - Facilitate the empowerment of people with disability
- HLTWHS002 - Follow safe work practices for direct client care
- CHCCCS023 - Support independence and wellbeing
- CHCCCS011 - Meet personal support needs
- CHCAGE001 - Facilitate the empowerment of older people
- CHCAGE005 - Provide support to people living with dementia
- CHCAGE003 - Coordinate services for older people
- CHCPRP001 - Develop and maintain networks and collaborative partnerships
- CHCAGE004 - Implement interventions with older people at risk
- CHCCCS006 - Facilitate individual service planning and delivery
- CHCPAL001 - Deliver care services using a palliative approach
- CHCLEG003 - Manage legal and ethical compliance
- CHCCCS025 - Support relationships with carers and families
- CHCADV001 - Facilitate the interests and rights of clients

Elective Units:

- HLTHPS006 - Assist clients with medication
- HLTAID011 - Provide first aid
- One additional elective unit - Can be chosen from the electives listed or any endorsed Training Package or accredited course, relevant to the work outcome

CHC52021 – Diploma of Community Services (Case Management)

About This Course:

The Diploma of Community Services (Case Management) is designed to equip students with the advanced skills and knowledge necessary for effective management and co-ordination of community services. This course focuses on delivering person-centred services to individuals, groups, and communities. Students will develop specialised skills to work autonomously in various community service settings, supporting people to improve their personal and social well-being. The curriculum includes training in supervising other workers and volunteers and undertaking case management and program coordination. The course is aligned with Commonwealth and State/Territory legislation, Australian standards, and industry codes of practice. Practical experience through mandatory work placements ensures that students gain hands-on experience in real-world settings.

Course Objectives:

- **Person-Centred Services:** Train students to manage and coordinate services that are centred on the needs and preferences of individuals, enhancing their quality of life.
- **Specialised Skills:** Equip students with specialised skills to support individuals and groups in various community service contexts.
- **Well-Being Improvement:** Enable students to support individuals in making positive changes to their personal and social well-being.
- **Supervision and Management:** Prepare students to supervise other workers and volunteers, ensuring high standards of service delivery.
- **Case Management:** Develop competencies in case management and program coordination, including assessing needs, planning, and implementing support strategies.
- **Legal and Ethical Compliance:** Ensure students understand and adhere to relevant legislation, standards, and industry codes of practice.
- **Work Placement:** Complete at least 200 hours of mandatory work placement to gain practical experience and apply learned skills in real-world settings.

Careers:

Graduates of the Diploma of Community Services (Case Management) can pursue various roles within the community services sector, including:

- **Case Manager**: Oversee the planning and coordination of care services for clients, ensuring their needs are met effectively.
- **Community Services Worker:** Provide support and services to individuals and groups within the community, addressing various social and personal needs.
- **Program Coordinator:** Manage and coordinate community service programs, ensuring they run smoothly and effectively.
- **Support Worker:** Assist clients with daily activities and provide emotional and practical support.
- **Welfare Worker:** Support individuals and families in need, helping them access resources and services.
- **Community Development Officer:** Work with communities to develop programs and initiatives that promote social well-being.
- **Youth Worker:** Provide support and services to young people, helping them navigate challenges and achieve their goals.

CRICOS CODE : **112923C**

Course Duration:
78 Weeks (18 Months)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**
International:
Face - to - Face

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- 18 years of age and above at the time of commencement of the course.
- Successful completion of an Australian Year 12 qualification or equivalent, or relevant qualifications/experience.
- Participation in a pre-training review and completion of a Language, Literacy, and Numeracy (LLN) assessment.
- National Police Clearance and Working with Children Check.

Admission Requirements Mature Age:

- Applicants aged 21 years and above without formal qualifications may be admitted based on relevant work experience and demonstrated skills.

Admission Requirements (International):

- 18 years of age and above at the time of commencement of the course.
- Successful completion of an equivalent secondary school qualification to the Australian Year 12, or relevant qualifications/experience.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Successful completion of a pre-training review and LLN (Language, Literacy, and Numeracy) assessment.
- National Police Clearance and Working with Children Check.

Course Units:

The Diploma of Community Services (Case Management) comprises a total of 20 units, including 12 core units and 8 elective units:

Core Units:

- CHCCCS004 - Assess co-existing needs
- CHCCCS007 - Develop and implement service programs
- CHCCCS019 - Recognise and respond to crisis situations
- CHCCSM013 - Facilitate and review case management
- CHCDEV005 - Analyse impacts of sociological factors on people in community work and services
- CHCDFV001 - Recognise and respond appropriately to domestic and family violence
- CHCDIV001 - Work with diverse people
- CHCDIV002 - Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCLEG003 - Manage legal and ethical compliance
- CHCMGT005 - Facilitate workplace debriefing and support processes
- CHCPRP003 - Reflect on and improve own professional practice
- HLTWHS003 - Maintain work health and safety

Elective Units:

- CHCCSM009 - Facilitate goal-directed planning
- CHCCSM010 - Implement case management practice
- CHCCSM012 - Coordinate complex case requirements
- CHCCSM016 - Undertake advanced assessments
- CHCPOL003 - Research and apply evidence to practice
- CHCCDE028 - Work within organisation and government structures to enable community development outcomes
- CHCDEV004 - Confirm developmental status
- CHCCSL002 - Apply specialist interpersonal and counselling interview skills

CHC51015 – Diploma of Counselling

About This Course:

The Diploma of Counselling is designed to provide students with the necessary skills and knowledge to effectively work in the community services sector. This course focuses on developing a deep understanding of various counselling theories and practices, enabling graduates to offer support and guidance to individuals and groups experiencing emotional and psychological issues. Through a combination of theoretical learning and practical applications, students will learn to apply a range of interventions and strategies to assist clients in improving their personal and social well-being. The program is aligned with the latest industry standards and practices, ensuring that students are well-prepared for their roles as professional counsellors.

Course Objectives:

- **Counselling Techniques:** Train students in various counselling theories and techniques to support individuals facing diverse life challenges.
- **Counselling Plans:** Develop the ability to create and implement effective counselling plans and interventions tailored to individual client needs.
- **Communication Skills:** Enhance advanced communication skills to facilitate positive outcomes in the counselling process.
- **Ethical Practice:** Instil a thorough understanding of ethical and professional standards in counselling, ensuring adherence to relevant legislation and guidelines.
- **Crisis Management:** Equip students with the skills to recognize and respond to crisis situations, providing appropriate support and interventions.

Careers:

Graduates of the Diploma of Counselling can pursue a variety of career opportunities in the community services sector, including roles such as:

- **Counsellor:** Provide counselling services to individuals and groups, helping them to address and manage personal and psychological issues.
- **Case Manager:** Oversee and coordinate support services for clients, ensuring that their needs are met through appropriate interventions and resources.
- **Community Services Worker:** Assist individuals and communities in accessing support services and resources to improve their quality of life.
- **Support Worker:** Offer practical and emotional support to clients, helping them navigate life challenges and achieve their goals.
- **Mental Health Worker:** Work with individuals experiencing mental health issues, providing support and facilitating access to mental health services.

Course Duration:
52 Weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- 21 years and above at the time of commencement of the course.
- Completion of Year 12 or equivalent, or relevant work experience in the community services sector.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.

Course Units:

The course comprises a total of 17 units of competency, including 13 core units and 4 elective units. Below is a summary of the units:

Core Units:

- CHCCCS019 - Recognise and respond to crisis situations
- CHCCSL001 - Establish and confirm the counselling relationship
- CHCCSL002 - Apply specialist interpersonal and counselling interview skills
- CHCCSL003 - Facilitate the counselling relationship and process
- CHCCSL004 - Research and apply personality and development theories
- CHCCSL005 - Apply learning theories in counselling
- CHCCSL006 - Select and use counselling therapies
- CHCCSL007 - Support counselling clients in decision-making processes
- CHCCSM005 - Develop, facilitate and review all aspects of case management
- CHCDIV001 - Work with diverse people
- CHCDIV002 - Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCLEG001 - Work legally and ethically
- CHCPRP003 - Reflect on and improve own professional practice

Elective Units

- CHCCCS017 - Provide loss and grief support
- CHCDFV001 - Recognise and respond appropriately to domestic and family violence
- CHCFAM003 - Support people to improve relationships
- CHCAOD001 - Work in an alcohol and other drugs conte

RTO ID: 21985 | CRICOS Provider Code: 03386G

CHC53315 – Diploma of Mental Health

About This Course:

The Diploma of Mental Health is designed to provide students with the skills and knowledge necessary to support individuals experiencing mental health issues. This course prepares graduates to deliver counselling, referral, advocacy, and education/health promotion services. Students will develop high-level specialist skills, particularly in understanding the laws affecting people with mental health issues, the range of services available, and health issues related to mental health. Through a combination of theoretical knowledge and practical experience, students will learn to support clients in their journey towards mental well-being and recovery.

Course Objectives:

- **Specialist Knowledge:** Develop advanced knowledge of mental health issues, laws affecting individuals with mental health concerns, and the range of available services.
- **Counselling and Support:** Equip students with the skills to provide effective counselling and support services tailored to individual client needs.
- **Advocacy and Education:** Train students to advocate for clients and promote mental health awareness through education and health promotion programs.
- **Crisis Management:** Teach students to recognize and respond to crisis situations, providing timely and appropriate interventions.
- **Professional Practice:** Instil a strong understanding of ethical and professional standards in mental health practice, ensuring compliance with relevant legislation and guidelines.

Careers:

Graduates of the Diploma of Mental Health can pursue a variety of roles within the mental health and community services sector, including:

- **Community Rehabilitation and Support Worker:** Provide support to individuals with mental health issues, assisting them in their recovery and rehabilitation process.
- **Welfare Support Worker:** Offer practical and emotional support to clients, helping them access resources and navigate the mental health system.
- **Mental Health Support Worker:** Work with clients to develop and implement individualized support plans, promoting mental well-being and recovery.
- **Mental Health Outreach Worker:** Engage with clients in the community, providing support and connecting them with appropriate services.
- **Community Services Worker:** Assist individuals and groups in accessing mental health services and resources, promoting overall community well-being.

Course Duration:
78 Weeks (18 Months)

Mode of delivery:
Domestic: **Blended**
(Face - to - Face and Online)

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- Successful completion of an Australian Year 12 qualification or equivalent.
- Minimum age of 18 years at the time of commencement of the course.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- Satisfactory Police Clearance (AFP/NCC), Working with Children Check (WWCC), and a valid NDIS Worker Screening Check.

Course Units:

The Diploma of Mental Health consists of a total of 20 units, including 15 core units and 5 elective units. These units cover a broad range of topics essential for working in mental health services.

Core Units:

- CHCADV005 - Provide systems advocacy services
- CHCDIV001 - Work with diverse people
- CHCDIV002 - Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCMHS002 - Establish self-directed recovery relationships
- CHCMHS003 - Provide recovery oriented mental health services
- CHCMHS004 - Work collaboratively with the care network and other services
- CHCMHS005 - Provide services to people with co-existing mental health and alcohol and other drugs issues
- CHCMHS009 - Provide early intervention, health prevention, and promotion programs
- CHCMHS010 - Implement recovery-oriented approaches to complexity
- CHCMHS011 - Assess and promote social, emotional, and physical well-being
- CHCMHS012 - Provide support to develop wellness plans and advanced directives
- CHCMHS013 - Implement trauma-informed care
- CHCPOL003 - Research and apply evidence to practice
- CHCPRP003 - Reflect on and improve own professional practice
- HLTWHS004 - Manage work health and safety

Elective Units:

- CHCAOD001 - Work in an alcohol and other drugs context
- CHCEDU001 - Provide community focused health promotion and prevention strategies
- CHCCSM004 - Coordinate complex case requirements
- CHCDEV004 - Confirm developmental status
- CHCCSL002 - Apply specialist interpersonal and counselling interview skills

RTO ID: 21985 | CRICOS Provider Code: 03386G

HLT43021 – Certificate IV in Allied Health Assistance

About This Course:

The Certificate IV in Allied Health Assistance is designed to provide students with the skills and knowledge necessary to assist allied health professionals in delivering therapeutic and program-related support to individuals. This qualification prepares students to work under the delegation and supervision of allied health professionals in various settings, including health, aged care, and disability services. The course emphasizes practical skills and knowledge, ensuring that graduates are well-equipped to support the delivery of allied health services. The curriculum includes both theoretical learning and practical placements, allowing students to apply their skills in real-world settings.

Course Objectives:

- **Therapeutic Support:** Train students to provide effective therapeutic and program-related support under the supervision of allied health professionals.
- **Client Empowerment:** Equip students with the skills to empower clients, support their independence, and facilitate community participation.
- **Workplace Safety:** Ensure students understand and adhere to safe work practices, including infection prevention and control.
- **Cultural Competence:** Develop students' ability to work respectfully and effectively with people from diverse social and cultural backgrounds.
- **Professional Practice:** Prepare students to work ethically and professionally within the scope of practice of an allied health assistant.

Careers:

Graduates of the Certificate IV in Allied Health Assistance can pursue a variety of roles within the healthcare sector, including:

- **Allied Health Assistant:** Support allied health professionals in the delivery of therapeutic and program-related services.
- **Physiotherapy Assistant:** Assist physiotherapists in implementing rehabilitation programs and conducting group sessions.
- **Occupational Therapy Assistant:** Support occupational therapists in providing interventions that promote independence and participation.
- **Nutrition Assistant:** Assist dietitians and nutritionists in delivering dietary advice and support.
- **Diversional Therapy Assistant:** Help implement programs that enhance the quality of life for individuals in aged care or disability services.
- **Speech Pathology Assistant:** Support speech pathologists in providing communication and swallowing interventions.

Course Duration:
26 Weeks (6 Months)

Mode of delivery:
Domestic: Blended (Face - to - Face and Online)

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- Minimum age of 18 years at the time of commencement of the course.
- Successful completion of an Australian Year 12 qualification or equivalent.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- Basic computer skills, including the ability to manage files, use word processing software, and navigate online resources.
- Satisfactory Police Clearance (AFP/NCC), Working with Children Check (WWCC), and a valid NDIS Worker Screening Check.

Admission Requirements Mature Age:

- Applicants aged 21 years and above without formal qualifications may be admitted based on relevant work experience and demonstrated skills.

Course Units:

The Certificate IV in Allied Health Assistance consists of a total of 18 units, including 10 core units and 8 elective units. These units cover a broad range of topics essential for working in allied health services.

Core Units:

- CHCDIV001 - Work with diverse people
- HLTWHS002 - Follow safe work practices for direct client care
- CHCCCS020 - Respond effectively to behaviours of concern
- CHCCCS036 - Support relationships with career and family
- BSBMED301 - Interpret and apply medical terminology appropriately
- CHCCCS038 - Facilitate the empowerment of people receiving support
- HLTINF006 - Apply basic principles and practices of infection prevention and control
- HLTAHA049 - Recognise impact of health conditions
- HLTAHA027 - Assist with an allied health program
- HLTAHA047 - Engage with clinical supervision and delegation

Elective Units:

- CHCCCS002 - Assist with movement
- HLTADM008 - Administer and coordinate Telehealth services
- BSBMED303 - Maintain patient records
- CHCAGE007 - Recognise and report risk of falls
- HLTAHA031 - Assist in rehabilitation programs
- HLTAHA033 - Conduct group sessions for individual outcomes
- HLTAHA029 - Support independence and community participation
- HLTAHA044 - Work within a community rehabilitation environment

HLT37215 – Certificate III in Pathology Collection

About This Course:

The Certificate III in Pathology Collection is designed to provide students with the skills and knowledge required to perform a range of tasks in pathology collection. This course prepares students to work in a variety of healthcare settings, collecting blood and other specimens for testing. The program emphasizes the importance of communication and customer service skills, as well as the technical aspects of pathology collection. Students will learn to adhere to workplace health and safety standards, ensuring the highest level of care and precision in their work. The course includes both theoretical learning and practical training components, ensuring graduates are well-prepared for their roles in the healthcare industry.

Course Objectives:

- **Pathology Collection Skills:** Equip students with the skills to perform venous blood collections, collect other pathology specimens, and conduct drug testing collections.
- **Communication and Customer Service:** Develop effective communication and customer service skills to interact professionally with patients and healthcare teams.
- **Health and Safety Compliance:** Ensure students understand and comply with infection prevention and control policies and procedures, maintaining a safe working environment.
- **Technical Proficiency:** Train students in the technical aspects of pathology specimen handling, preparation, and dispatch, ensuring accuracy and reliability in their work.
- **Ethical and Professional Standards:** Instil a strong understanding of ethical and professional standards in pathology collection, ensuring adherence to relevant legislation and guidelines.

Careers:

Graduates of the Certificate III in Pathology Collection can pursue a variety of roles within the healthcare sector, including:

- **Pathology Collector:** Perform blood and other specimen collections in hospitals, clinics, and pathology laboratories.
- **Specimen Collection Officer:** Collect and handle specimens for testing, ensuring proper labelling and processing.
- **Phlebotomist:** Specialize in drawing blood from patients for various tests, transfusions, donations, or research.
- **Laboratory Assistant:** Support the operations of pathology laboratories, assisting with specimen preparation and testing procedures.

CRICOS CODE: **103695G**

Course Duration:
26 Weeks (6 Months)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**
International:
Face - to - Face

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- Applicants must be 18 years old and above.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- A current Police Clearance and a Working with Children Check.

Admission Requirements Mature Age:

- Relevant work experience in the healthcare sector.
- Applicants aged 21 years and above without formal qualifications may be admitted based on their work experience.

Admission Requirements (International):

- Applicants must be 18 years old and above.
- Successful completion of an equivalent secondary school qualification to the Australian Year 10.
- IELTS test score of 6.0 overall (Academic) or equivalent as per the Department of Home Affairs website.
  - IELTS test score of 5.5 equivalent with at least 10 weeks ELICOS, or IELTS test score of 5.0 equivalent with at least 20 weeks ELICOS, or successful completion of a General English course with an Upper Intermediate outcome.
  - Exemptions are available for students who have studied for 5 years in an English-speaking country, completed at least 6 months of a Certificate IV or higher level course in an Australian Education Provider under a student visa, completed a foundation course in Australia, or completed their high school or higher tertiary qualification in English.
    *For more information on exemptions, refer to page no 54
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- A current Police Clearance and a Working with Children Check.

Admission Requirements Mature Age:

- Relevant work experience in the healthcare sector.
- Applicants aged 21 years and above without formal qualifications may be admitted based on their work experience.

Course Units or Structure:

The Certificate III in Pathology Collection consists of a total of 14 units, including 9 core units and 5 elective units. These units cover a broad range of topics essential for working in pathology collection services.

Core Units:

- CHCCOM005 - Communicate and work in health or community services
- CHCDIV001 - Work with diverse people
- HLTINF006 - Apply basic principles and practices of infection prevention and control
- HLTPAT001 - Identify and respond to clinical risks in pathology collection
- HLTPAT002 - Perform venous blood collections
- HLTPAT004 - Collect pathology specimens other than blood
- HLTWHS001 - Participate in workplace health and safety
- BSBCUS201 - Deliver a service to customers
- BSBMED301 - Interpret and apply medical terminology appropriately

Elective Units:

- CHCCCS027 - Visit client residence
- HLTAAP001 - Recognise healthy body systems
- HLTAID011 - Provide first aid
- HLTCAR001 - Perform electrocardiography (ECG)
- HLTPAT006 - Receive, prepare and dispatch pathology specimens

HLT37015 – Certificate III in Sterilisation Services

About This Course:

The Certificate III in Sterilisation Services is designed to provide students with the essential skills and knowledge required to perform sterilisation services in a range of healthcare settings. This course equips students to ensure the safety and cleanliness of medical instruments and environments, adhering to industry standards and regulations. Students will learn the principles and procedures of sterilisation, infection control, and workplace health and safety. The curriculum combines both theoretical learning and practical training, allowing students to apply their knowledge in real-world settings through professional placements.

Course Objectives:

- **Sterilisation Procedures:** Train students in the proper techniques for sterilising medical instruments and equipment.
- **Infection Control:** Ensure students understand and can implement infection control protocols to prevent contamination and spread of infection.
- **Health and Safety Compliance:** Equip students with the knowledge to comply with workplace health and safety regulations, maintaining a safe environment for both staff and patients.
- **Professional Practice:** Prepare students to work effectively in sterilisation roles within hospitals, clinics, and other healthcare facilities, adhering to industry standards and best practices.

Careers:

Graduates of the Certificate III in Sterilisation Services can pursue various roles within the healthcare sector, including:

- **Sterilisation Technician:** Work in hospitals and clinics to sterilise medical instruments and ensure a clean environment.
- **Central Sterile Supply Department (CSSD) Technician:** Manage the sterilisation processes within the CSSD of healthcare facilities.
- **Infection Control Assistant:** Support infection control initiatives within healthcare settings.
- **Sterile Services Assistant:** Assist in maintaining the cleanliness and safety of medical instruments and environments.

Course Duration:
26 Weeks (6 Months)

Mode of delivery:
Domestic: **Face - to - Face**

Campuses: **Melbourne, Sydney, Perth, Brisbane**

Admission Requirements (Domestic):

- Minimum age of 18 years at the time of commencement of the course.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- A current Police Clearance and a Working with Children Check.

Admission Requirements Mature Age:

- Relevant work experience in the healthcare sector.
- Applicants aged 21 years and above without formal qualifications may be admitted based on their work experience.

Course Units:

The Certificate III in Sterilisation Services consists of a total of 14 units, including 10 core units and 4 elective units. These units cover a broad range of topics essential for working in sterilisation services.

Core Units:

- CHCCOM005: Communicate and work in health or community services
- CHCDIV001: Work with diverse people
- HLTINF006: Apply basic principles and practices of infection prevention and control
- HLTSTE001: Clean and disinfect reusable medical devices
- HLTSTE002: Inspect and pack reusable medical devices
- HLTSTE003: Sterilise loads
- HLTSTE004: Manage sterile stock
- HLTSTE005: Care for reusable medical devices
- HLTWHS001: Participate in workplace health and safety
- HLTWHS005: Conduct manual tasks safely

Elective Units:

- HLTSTE006: Chemically disinfect reusable medical devices
- BSBTEC201: Use business software applications
- BSBTWK201: Work effectively with others
- BSBPEF301: Develop personal work priorities

HLT35021 – Certificate III in Dental Assisting

About This Course:

The Certificate III in Dental Assisting is designed to provide students with the essential skills and knowledge required to assist dentists, dental hygienists, and dental therapists in delivering high-quality oral healthcare. This course covers a range of topics, including infection control, patient care, preparation of dental materials, and administrative tasks. Students will gain practical experience through clinical placements, ensuring they are well-prepared to support dental professionals in various settings. The curriculum emphasizes both the theoretical and practical aspects of dental assisting, ensuring a comprehensive learning experience.

Course Objectives:

- **Dental Procedures Support:** Train students to assist with a variety of dental procedures, including preparing and handling dental instruments and materials.
- **Infection Control:** Ensure students understand and can implement infection control policies and procedures to maintain a safe and hygienic environment.
- **Patient Management:** Develop skills in managing patients, including preparation, communication, and ensuring comfort during dental procedures.
- **Administrative Skills:** Equip students with the ability to perform administrative tasks such as appointment scheduling, record keeping, and inventory management.
- **Dental Knowledge:** Provide students with a strong foundation in dental anatomy, terminology, and pathology to support dental professionals effectively.

Careers:

Graduates of the Certificate III in Dental Assisting can pursue various roles within the dental industry, including:

- **Dental Assistant:** Support dentists and dental hygienists in clinical procedures and patient care.
- **Dental Nurse:** Assist in the preparation and management of dental instruments and materials.
- **Dental Receptionist:** Handle administrative tasks, including scheduling appointments and managing patient records.
- **Oral Health Support Worker:** Provide assistance in community health settings, promoting oral health education and support.

These positions are available in diverse settings such as private dental practices, community health clinics, dental hospitals, and educational institutions.

Course Duration:
52 Weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**

Campuses:
Melbourne, Sydney, Perth, Brisbane

Admission Requirements (Domestic):

- Minimum age of 16 years at the time of commencement of the course.
- Successful completion of an Australian Year 10 qualification or equivalent.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- A current Police Clearance and a Working with Children Check.

Admission Requirements Mature Age:

Mature Age Students (22+):

- Considered without the minimum education requirements.
- Each case reviewed individually to ascertain the capacity of the student to meet course requirements.
- Students below 18 years of age need consent from their parents prior to enrolment.

Course Units or Structure:

The Certificate III in Dental Assisting consists of a total of 10 units, including 8 core units and 2 elective units. These units cover a broad range of topics essential for working in dental assisting services.

Core Units:

- CHCCOM005: Communicate and work in health or community services
- CHCDIV001: Work with diverse people
- HLTINF006: Apply basic principles and practices of infection prevention and control
- HLTWHS001: Participate in workplace health and safety
- HLTINF002: Process reusable medical devices and equipment
- HLTDEN017: Assist with administration in dental practice
- HLTDEN016: Assist with dental radiography
- HLTDEN015: Prepare for and assist with dental procedures

Elective Units:

- HLTDEN028: Provide effective oral hygiene instruction to patients with an oral health treatment plan
- HLTDEN030: Assist the dental practitioner during medical emergencies in a dental setting

Section 4

SCHOOL OF NURSING

HLT54121 – Diploma of Nursing

HLT57921 – Diploma of Anaesthetic Technology and Practice

HLT54121 – Diploma of Nursing

About This Course:

The Diploma of Nursing is designed to prepare students for a career as an Enrolled Nurse (EN). This qualification equips students with the skills and knowledge required to provide nursing care for people across various healthcare settings. The course includes both theoretical learning and practical training, enabling students to apply their knowledge in real-world healthcare environments. Students will learn to work under the supervision of a Registered Nurse (RN) and collaborate with other healthcare professionals to deliver high-quality care. The curriculum covers essential aspects of nursing, including anatomy and physiology, infection control, mental health, aged care, and more.

Course Objectives:

- **Nursing Skills:** Equip students with practical nursing skills to provide comprehensive care across different healthcare settings.
- **Patient Care:** Train students to deliver person-centred care, respecting patients' rights, dignity, and confidentiality.
- **Professional Practice:** Ensure students understand and adhere to legal, ethical, and professional standards in nursing.
- **Clinical Assessment:** Develop students' ability to conduct clinical assessments and contribute to care planning and evaluation.
- **Communication:** Enhance students' communication skills to effectively interact with patients, families, and healthcare teams.
- **Infection Control:** Teach students the principles and practices of infection prevention and control in healthcare settings.
- **Medication Administration:** Prepare students to administer and monitor medications and intravenous therapy safely.

Careers:

Graduates of the Diploma of Nursing can pursue a variety of roles within the healthcare sector, including:

- **Enrolled Nurse:** Provide nursing care under the supervision of a Registered Nurse in hospitals, aged care facilities, community health centres, and other healthcare settings.
- **Aged Care Nurse:** Specialise in caring for elderly patients in aged care facilities and residential homes.
- **Mental Health Nurse:** Work in mental health services, providing support and care for individuals with mental health conditions.
- **Community Health Nurse:** Deliver healthcare services and education in community settings, promoting health and wellbeing.

CRICOS CODE: **108323F**

Course Duration:
78 Weeks (18 Months)

Mode of delivery:
Domestic: B**lended**
(Face - to - Face and Online)
International: **Face - to - Face**

Campuses: **Melbourne, Sydney, Perth**

Admission Requirements (Domestic):

- Successful completion of Australian Year 12 or equivalent.
- Minimum age of 18 years at the time of commencement of the course.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment and achieving an exit level 3 in both reading and numeracy.
- NMBA specified level of English language skills.
- A satisfactory National Police Clearance (NCC) or Australian Federal Police (AFP) Clearance certificate, required immunisations, Working with Children Check (WWCC), and a valid NDIS Worker Screening Check.

Admission Requirements Mature Age:

- Relevant work experience in the healthcare sector.
- Applicants aged 21 years and above without formal qualifications may be admitted based on their work experience.

Admission Requirements (International):

- Successful completion of an equivalent secondary school qualification.
- Minimum age of 18 years at the time of commencement of the course.
- NMBA specified level of English language skills.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- A satisfactory National Police Clearance (NCC) or Australian Federal Police (AFP) Clearance certificate, required immunisations, Working with Children Check (WWCC), and a valid NDIS Worker Screening Check.

Course Units or Structure:

The Diploma of Nursing consists of a total of 25 units, including 20 core units and 5 elective units. These units cover a broad range of topics essential for working as an Enrolled Nurse.

Core Units:

- CHCDIV001 - Work with diverse people
- CHCDIV002 - Promote Aboriginal and/or Torres Strait Islander cultural safety
- CHCPRP003 - Reflect on and improve own professional practice
- HLTAAP002 - Confirm physical health status
- HLTAAP003 - Analyse and respond to client health information
- HLTENN035 - Practise nursing within the Australian health care system
- HLTENN036 - Apply communication skills in nursing practice
- HLTENN037 - Perform clinical assessment and contribute to planning nursing care
- HLTENN038 - Implement, monitor, and evaluate nursing care
- HLTENN039 - Apply principles of wound management
- HLTENN040 - Administer and monitor medicines and intravenous therapy
- HLTENN041 - Apply legal and ethical parameters to nursing practice
- HLTENN042 - Implement and monitor care for a person with mental health conditions
- HLTENN043 - Implement and monitor care for a person with acute health conditions
- HLTENN044 - Implement and monitor care for a person with chronic health conditions
- HLTENN045 - Implement and monitor care of the older person
- HLTENN047 - Apply nursing practice in the primary health care setting
- HLTENN068 - Provide end of life care and a palliative approach in nursing practice
- HLTINF006 - Apply basic principles and practices of infection prevention and control
- HLTWHS002 - Follow safe work practices for direct client care

Elective Units:

- BSBLDR414 - Lead team effectiveness
- BSBPEF402 - Develop personal work priorities
- CHCPOL003 - Research and apply evidence to practice
- HLTENN057 - Contribute to nursing care of a person with diabetes
- HLTADM008 - Administer and coordinate Telehealth services

HLT57921 - Diploma of Anaesthetic Technology and Practice

About This Course:

The Diploma of Anaesthetic Technology and Practice is designed to equip students with the comprehensive skills and knowledge required to assist anaesthetists in delivering safe and effective anaesthesia care. This course focuses on preparing students to support the anaesthetic team during the induction, maintenance, and emergence phases of anaesthesia. Students will learn to prepare and maintain anaesthetic equipment, monitor patients, and respond to anaesthesia-related emergencies. The curriculum combines theoretical learning with practical training, ensuring that students are well-prepared for their roles in various medical settings.

Course Objectives:

- **Clinical Assistance:** Train students to assist anaesthetists with clinical procedures, including preparing and administering anaesthesia.
- **Equipment Management:** Ensure students can effectively prepare, maintain, and troubleshoot anaesthetic equipment.
- **Patient Monitoring:** Develop skills to monitor patients' vital signs and overall condition during anaesthesia, ensuring their safety and comfort.
- **Emergency Response:** Equip students with the ability to respond promptly and effectively to anaesthesia-related emergencies.
- **Professional Practice:** Instill a thorough understanding of legal, ethical, and professional standards in anaesthetic technology and practice.

Careers:

Graduates of the Diploma of Anaesthetic Technology and Practice can pursue various roles within the healthcare sector, including:

- **Anaesthetic Technician:** Assist anaesthetists in the administration of anaesthesia, preparation and maintenance of equipment, and patient monitoring.
- **Anaesthesia Assistant:** Support the anaesthesia team in ensuring safe and effective anaesthetic care in surgical and procedural settings.
- **Clinical Technician:** Work in hospitals, day surgeries, and other medical facilities where anaesthesia services are provided, ensuring compliance with relevant standards and protocols.

Course Duration:
52 Weeks (1 Year)

Mode of delivery:
Domestic: **Blended (Face - to - Face and Online)**

Campuses: **Melbourne**

Admission Requirements (Domestic):

- Successful completion of an Australian Year 12 qualification or equivalent.
- Minimum age of 18 years at the time of commencement of the course.
- Successful completion of a Language, Literacy, and Numeracy (LLN) assessment.
- Hold a current First Aid Certificate.
- Satisfactory completion of a National Police Check and current immunisation records.

Admission Requirements Mature Age:

- Relevant work experience in the healthcare sector.
- Applicants aged 21 years and above without formal qualifications may be admitted based on their work experience.

Course Units:

The Diploma of Anaesthetic Technology and Practice consists of a total of 10 core units and 3 elective units. These units cover a broad range of topics essential for working in anaesthetic technology and practice.

Core Units:

- HLTANA001 - Assist with clinical procedures
- HLTANA002 - Prepare and maintain anaesthetic equipment
- HLTANA003 - Assist with anaesthesia
- HLTANA004 - Monitor patients during anaesthesia
- HLTANA005 - Respond to anaesthesia-related emergencies
- HLTAID011 - Provide First Aid
- HLTWHS003 - Maintain work health and safety
- CHCCOM005 - Communicate and work in health or community services
- CHCDIV001 - Work with diverse people
- BSBMED301 - Interpret and apply medical terminology appropriately

Elective Units:

- BSBWOR301 - Organise personal work priorities and development
- CHCPRP003 - Reflect on and improve own professional practice
- HLTINF001 - Comply with infection prevention and control policies and procedures

Section 5

IHNA STUDENT INFORMATION AND SUPPORT HUB

Exclusion to English Language Proficiency (ELP) Tests requirements

Quick Guide to Key Personnel

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Exclusion to English Language Proficiency (ELP) Tests requirements

The exclusion to English Language Proficiency Tests requirements outlines the circumstances under which applicants are exempt from the English language proficiency test requirements for the Subclass 500 (Student) visa.English Language Test Requirements

English language test requirements:

- The applicant must undertake one of the following English language tests:
  - Cambridge English: Advanced test (CAE) (also known as Certificate in Advanced English);
  - International English Language Testing System (IELTS);
  - Occupational English Test (OET);
  - Pearson Test of English Academic (PTE);
  - Test of English as a Foreign Language internet based test (TOEFL iBT); and
- The applicant must have undertaken the test within the following period:
  - If evidence of the test is provided at the time the applicant makes an application for a Subclass 500 (Student) visa—the 2 year period immediately before the day on which the visa application is made; or
  - If evidence of the test is not provided at the time the visa application is made—the 2 year period immediately before the day on which a decision to grant or refuse to grant the visa is made; and
  - The applicant meets the requirements in subsection
- The applicant achieved the required English language test score specified in Column 2 of an item in the table in Schedule 1.
- If the applicant is enrolled in:
  - At least 10 weeks of an ELICOS that accompanies a principal course and that is intended to commence after the Subclass 500 (Student) visa application was made; or
  - A standard foundation program; or
  - An extended foundation program; or
- If the applicant is enrolled in at least 20 weeks of an ELICOS that accompanies a principal course and that is intended to commence after the Subclass 500 (Student) visa application was made, the applicant achieved the required English language test score specified in Column 4 of an item in the table in Schedule 1.

English language test requirements do not apply

- An applicant who is a citizen of, and who holds a valid passport issued by, one or more of the following countries:
  - Canada;
  - New Zealand;
  - The Republic of Ireland
  - The United Kingdom;
  - The United States of America;
- An applicant who is enrolled in one of the following courses, where that course is the only course of study enrolled in for the purposes of the Subclass 500 (Student) visa application:
  - A course of study that is registered to be delivered in a language other than English;
  - An ELICOS;
  - A registered school course;
  - A registered post-graduate research course
- An applicant who is:
  - A Foreign Affairs student; or
  - A Defence Student; or
  - A Secondary exchange student.
- An applicant, who, in the 2 years before applying for a Subclass 500 (Student) visa, has successfully completed:
  - The requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English; or
  - A substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English, while the applicant was holding a student visa;
- An applicant who has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries;
  - Australia;
  - Canada;
  - New Zealand;
  - South Africa;
  - The Republic of Ireland;
  - The United Kingdom;
  - The United States of America

English language test scores				
Item	Column 1:	Column 2:	Column 3:	Column 4:
	Test name	Minimum test score	Minimum test score: → if principal course is accompanied by at least 10 weeks of an ELICOS; or → if a standard foundation program; or → if an extended foundation program; or → if an eligible pathway program.	Minimum test score: → if principal course is accompanied by at least 20 weeks of an ELICOS.
1	Cambridge English: Advanced (CAE) test/ Certificate in Advanced English	169	162	154
2	International English Language Testing system (IELTS Test)	Overall band score 6.0	Overall band score of 5.5	Overall band score of 5.0
3	Occupational English Test (OET)	A score of at least B for each test component	A score of at least B for each test component	A score of at least B for each test component
4	Pearson Test of English Academic (PTE)	50	42	36
5	Test of English as a Foreign Language internet-based test (TOEFL iBT)	64	46	35

Application Process

Applicants seeking an exemption must provide relevant documentation to support their eligibility. The evidence will be assessed to confirm if the applicant meets the criteria for an ELP test exclusion.

Contact Information

For further assistance or to submit your documentation, please get in touch with IHNA:

Phone: 1800 22 52 83 (within Australia) or +61 3 9455 4462 (outside Australia)

Email: enquiry@ihna.edu.au

Quick Guide to Key Personnel:

WHO TO SEE	ISSUES
ACADEMIC	
Nurse Educators or Trainer / Assessors	Questions about content of units, teaching procedures, assessment.
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Education Office)
Academic Skills Adviser / Course Coordinator	Help with reading, writing, note taking, preparation for exams & assignments
ADMINISTRATIVE	
International Student Support Officer	Visa problems, financial problems, enrolment and short term accommodation
International Student Support Officer	Health care/ insurance problems, academic progression, accommodation, understanding of how to utilize institution processes effectively.
Student Administration	Timetable, registration in subject units, change of address.
PERSONAL	
International Student Support Officer	Problems with relationships, home-sickness, gambling, depression, relationship issues.
Campus Manager	Spiritual / religious issues, personal problems.
Campus Manager	Sexual harassment, discrimination issues.
Training Manager	Examination / study adjustments.
Student Support Manager	Accommodation issues

Studying at IHNA

Delivery Style

All IHNA courses are delivered on campus in a traditional face-to-face classroom setting as well as blended which includes online lectures, on-campus simulations and placements. The interactive sessions consist of lectures, tutorials, and various activities and workshops. This form of learning allows you to engage more with your classmates and education staff, ask questions, and express your thoughts and ideas.
Upon enrolment, you will receive your timetable and individualised training plan, which outlines all your scheduled classes and practical sessions. Weekly support classes provide additional assistance to enhance learning, consolidate knowledge, and ensure readiness for assessments.

Teaching and Learning

Teaching and learning at IHNA is supported by excellent learning design, assessment, learning engagement, resources, and continuous improvement practices. Throughout the course, students are encouraged to be active participants, making the most of learning opportunities and seeking feedback.
Students are expected to undertake self-directed learning, depending on the programme of study. This includes completing assessments, pre-reading, and accessing e-books and e-learning programmes.

Classroom Attendance Requirements

IHNA students must aim for a 90% attendance rate for all scheduled classes and 100% attendance for compulsory practical skills lab sessions. However, the minimum attendance rate for all theoretical classes is 80%.

Classroom Expectations

All students and staff are expected to be respectful of each other. The campus simulates a work environment, and students should dress and behave professionally at all times. This includes:

- Punctuality
- No food or drink in the classroom or skills lab (water is allowed)
- Mobile phones turned off or on silent
- Allowing others to speak
- Leaving the classroom only when the session is complete or as instructed
- Remaining attentive and alert
- Wearing appropriate, clean clothing (uniform is compulsory for all skills lab sessions)
- Maintaining personal hygiene

As adult learners, you are responsible for your own learning. Trainers facilitate learning, and it is up to you to make the most of all opportunities, including:

- Completing pre-reading before each class
- Submitting assigned work by the due dates
- Participating in all classroom and laboratory activities
- Seeking clarification if something is not understood
- Practical Skills / Simulated Work Environment

IHNA students must aim for a 90% attendance rate for all scheduled classes and 100% for practical skills lab sessions. The minimum attendance rate for theoretical classes is 80%.

Assessment

IHNA is committed to an assessment system that meets the requirements of the training package and follows the Principles of Assessment and the Rules of Evidence. Your trainer will use various methods to assess your competence, including written and verbal tests, assignments, case studies, projects, practical tasks, simulations, and role-plays.
The scheduling of assessments is outlined in the Unit Delivery and Assessment Plan. Trainers will discuss assessments with you at the start of each unit and inform you of due dates.

Assessment Submission and Due Dates

All assessments must be submitted via the IHNA student portal. According to the Assessment Policy and Procedure, theoretical assessments are due two weeks after the end of classroom delivery. Work placement records are due one week after the completion of the placement. Late submissions without prior approval will incur an additional fee.

Assessment Outcome

Coursework is graded as satisfactory (S) or not yet satisfactory (NYS). If you receive a not-yet-satisfactory grade, you will be provided with feedback and must seek additional support if needed. If you fail on the third attempt, you will be counselled by the Course Coordinator and given options such as withdrawing or repeating the unit or semester at a cost.

Professional Experience Placement (PEP)

Courses in the health and community sector require students to undertake professional placement experience in approved health and community services and other placement partners arranged by IHNA. Requirements include attending 100% attendance is required for all rostered shifts during the PEP.

Academic Support and Expectations

Teaching & Learning at IHNA

IHNA will monitor record and assess the progress of each student. IHNA has in place the following Strategies to identify students at risk of not making satisfactory progress and those with special language and literacy needs.

1. The trainer/assessor records attendance of each class as per the Daily Students Attendance Records for face to face mode of delivery
2. For VET courses progress will be monitored at the end of every unit
3. Participation and progress in face to face mode of delivery will also be monitored through participation in classroom activities and completion of assessments
4. Participation and progress in self-paced learning such as E-learning or distance learning courses will be monitored through the activity report recorded online. Students will be enrolled in one unit of competency and its satisfactory completion is required to proceed with the next unit of competency
5. Students who are marked 'not satisfactory' on a second attempt will be subject to IHNA's intervention strategy.

Students identified as having attendance issues, at risk behaviour or not making satisfactory progress will be contacted and counselled by the Training Manager or Course Coordinator. If required, additional learning support will be made available to the students making unsatisfactory progress.

The Australian Government promotes and supports teaching and learning in higher education institutions for the enhancement of students' needs. Generally – and especially at IHNA – learning culture consists of a supportive environment where individual students are given every opportunity to excel in their chosen study. As a student of IHNA you have the following acedemic rights and responsibilities:

Plagiarism and Cheating Policy

Definition:

- **Plagiarism:** Plagiarism is when you present someone else's work, words, or ideas as your own without giving them proper credit. This can include:
  - Copy materials or ideas from online sources and submit them as your own work.
  - Buying, stealing, or borrowing materials or ideas and submitting them as your own.
- **Collusion:** Collusion happens when two or more people agree to work together to gain an unfair advantage. This can include
  - Working together on an assignment without permission and not acknowledging the joint effort.
  - Using material prepared by someone else without acknowledging their contribution.
- **Cheating:** Cheating means acting dishonestly to gain an unfair advantage. This can include:
  - Working with others on assignments or projects without permission.
  - Paying someone to complete part or all of an assignment for you.
  - Sharing your own assessments on external platforms.
- **Cheating during Exams:** Cheating in exams involves breaking the rules, such as:
  - Bringing unauthorised materials into the exam room.
  - Communicating with others during the exam.
  - Copying someone else's work during the exam.
- **Unauthorised Use of AI Tools:** Using AI tools like ChatGPT without permission or inappropriately is also considered cheating or plagiarism.

Consequences:

- **Detection:** Our staff use manual checks and software like Turnitin to detect plagiarism and cheating.
- **Penalties:** If you are found guilty of plagiarism or cheating, you may face penalties such as failing the assignment or course, suspension, or even expulsion.
- **Documentation:** All incidents of plagiarism, collusion, or cheating will be recorded in your student profile.
- **Fair Hearing:** If you are suspected of plagiarism or cheating, you will be given a fair chance to explain and provide evidence of your work.

Protective Measures and Actions:

- **Education and Training:** We provide information about plagiarism, collusion, and cheating through the Student Handbook, orientation sessions, and our website.
- **Academic Integrity Training:** You must complete an academic integrity training module to understand best practices and avoid breaches.
- **Early Intervention:** We have strategies in place to detect and address issues of plagiarism and cheating early.
- **Use of Software:** We use content-matching software like Turnitin to help detect plagiarism.
- **Reporting and Appeals:** All staff and students must report suspected cases of plagiarism or cheating. You have the right to appeal any penalties under the Student Complaints and Appeals Procedures.

For more detailed information, please refer to the Plagiarism and Cheating Policy on our website.Downloading or copying any materials/ideas or part of it from an online source and submitting it as your own work without acknowledging

Resources

IHNA will provide appropriate resources to you. We offer:

- A wide range of books and audio-visual materials for you to borrow
- Access to online facilities and an e-learning portal
- Friendly personal service
- Staff expertise and experience in each area of study
- Practical facilities where you can learn in a safe environment
- Access to clinical placements in healthcare facilities.

IHNA has well-equipped, simulated laboratories to ensure that clinical skills teaching is achieved in a realistic and effective manner. Lab sessions typically involve use of clinical equipment, practice models and manikins, clinical tools, role plays and simulated activities reflecting real time events in clinical settings to facilitate learning. As a part of quality improvements in service delivery, IHNA's laboratories are continuously updated and improved with new equipment and facilities to accommodate relevant learning needs and provide the opportunity to practice and test commonly used nursing skills and interventions in a non-threatening environment.

All IHNA campuses have Library and Resource Centres where students can find extra resources to help with their learning and chosen career path.

IHNA campuses have significant Computer Laboratories with computer lines and provided terminals so that students are able to use for their own computers. Each connection gives access to MIMS on line, EBSCO reference centre and IHNA's E-Learning resources.

- IHNA provides students access to the e-learning platform throughout their studies at IHNA. E-Learning enables students to access to course materials as soon as they are enrolled. It also assists students to identify the areas they have trouble understanding and to catch-up on classes they missed.

Tutoring

At the commencement of the course, students will be introduced to their trainer/assessor via email who will continue to give support as they progress through their studies through email and/or telephone calls. Please refer the 'Academic Participation and Progress Policy' in IHNA Website. The link for this policy could be accessed from IHNA website, under the 'Students' tab as 'Policies, links and forms'.

Direct Link to this webpage:
https://www.ihna.edu.au/policy/?id=36

Language and Literacy Support

IHNA will monitor record and assess progress of each student. Students requiring Language and Literacy support will be provided support in this regard. Course Coordinators will help students having difficulties with the units in a course. They will assist students to develop a better understanding of the class work and a learning plan to help students successfully complete the course.

USI - Unique Student Identifier

From 1st January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.

The USI will improve the VET sector's transparency and responsiveness, enable more evidence based policy intervention by Governments and support the management of government funded student subsidy programs.

The USI Office has developed two connection options:

- A web services solution that provides a seamless system to system interface with a training organisation's student management system; and
- The USI Registry system.

Both systems allow:

- The creation of USI accounts for students who give the training organisation permission to do so; and
- The ability to verify a student's USI number to ensure its accuracy and reliability before uploading their AVETMISS compliant submission to the National Centre for Vocational Education Research (NCVER) database.

Students Who Need a USI Include:

1. Students who are enrolling in nationally recognised training for the first time;
2. School students completing nationally recognised training; and
3. Students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after
1 January 2015.

Once a student creates their USI they will be able to:

- → Give their USI to each training organisation they study with;
- → Give their training organisation permission to view and/or update their USI account;
- → Give their training organisation view access to their transcript;
- → View and update their details in their USI account;
- → View online and download their training records and results in the form of a transcript from 2016; and
- → Control access to their transcript from 2016.

USI Access Form

To gain access to the USI Registry system you are required to complete the USI Access Form.

This form is available on the USI website using the following link:

https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=USI-SysAccess

This is an online form and once submitted the USI Registry system will be updated with your information. This will be completed within a couple of business days. You can access the USI Registry system through the USI website at www.usi.gov.au

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- → Driver's License – issued in Australia;
- → Medicare card – current and issued in Australia;
- → Passport –Australian passport;
- → Birth Certificate – issued in Australia;
- → Certificate of Registration by Descent;
- → Citizenship Certificate;
- → Visa – the international passport number is required to link to the visa; and
- → Immi Card – issued in Australia.

Please visit www.usi.gov.au/students/how-do-i-create-usi to learn more.

Further reading: link to USI website

https://www.usi.gov.au/

Student Support Services at IHNA

Institute of Health and Nursing Australia (IHNA).
(Legal entity: Health Careers International Pty Ltd., ACN: 106 800 944, ABN: 59 106 800 944, RTO ID: 21985, CRICOS Provider Code: 03386G) is committed to providing comprehensive support to its students through various innovative solutions and services.

RISHI the Bot is our recent innovative approach designed to enhance student support. Available 24x7x365 days, RISHI offers assistance across multiple domains such as academic support, administration, IT support, finance, complaints, appeals, COVID support, and Testamur applications. The virtual agent is integrated into the Canvas Student Hub and our websites, providing a one-stop solution for all student needs, replacing existing support systems with an online chat system powered by robotic process automation. A team of Student Support Executives is available to address any concerns immediately. **Also, RISHI the Bot Workflow** and **RISHI Analytics** offer insights into the operational process and performance metrics of the chatbot, ensuring efficient and effective student support.

Support to Complete Enrolment is provided by IHNA's friendly admission support team, which offers one-on-one guidance to students through phone/video calls, emails, or face-to-face sessions, assisting them in completing their enrolment process without the need for prior appointments. The team conveys all necessary information related to the enquired programs.

Orientation to the Program is a mandatory session organized for all courses offered by IHNA. Students are required to attend the orientation day to gain access to their course materials.

On Arrival Reception Service can be booked by new students (and their immediate dependents) arriving in Melbourne, Perth, or Sydney. This service includes greeting students at the airport and transporting them to their accommodation. IHNA also provides accommodation support at a reasonable cost at its Melbourne, Sydney, and Perth campuses, available to a limited number of students. These facilities are located close to training locations and professional experience placement venues.

Counselling Services are available for IHNA students and staff, with access to counselling and advice by appointment. An internal counsellor is also available as needed.

Welfare Services encompass a broad range of support, including assistance with fees, social security allowances, benefits, and applications for course-related financial support.

Complaints and Appeals Process ensures a fair and equal process for resolving any student complaints or appeals through an impartial mediator appointed by the Resolution Institute. IHNA's Student Complaints and Appeals Policy governs this process.

Support for Aboriginal and Torres Strait Islander Students is overseen by the Aboriginal and Torres Strait Islanders Education and Support Committee, which manages support initiatives for students from these backgrounds.

Support for Students from Culturally and Linguistically Diverse Backgrounds reflects IHNA's commitment to adult learning principles, ensuring equal treatment and respect for students from diverse social and cultural backgrounds, including Aboriginal and Torres Strait Islander people, individuals from culturally and linguistically diverse backgrounds, people with disabilities, and mature age students. Additional free-of-charge learning-teaching sessions are arranged for students requiring extra support.

Support for Students with Disabilities includes confidential consultations and the development of learning support plan in consultation with the course coordinator for eligible students. All IHNA campuses feature multi-purpose clinical learning laboratories for teaching, demonstrating, and practising skills.

Integrated Library System provides free access to enrolled students, offering a range of eBooks, journal articles, and various audio-visual learning resources.

Learning Support is available through IHNA tutors and support staff, who provide academic assistance and additional support for achieving learning outcomes. An Individual Learning Support Plan is created in consultation with the student. Photocopying services are available in the student lounge, with assistance from the Student Support Officer.

Career Guidance sessions are organized at IHNA campuses, covering interview techniques, CV/resume preparation, and career interests exploration. These sessions help students discover new possibilities and learn more about education and training options.

Student Representative Committee is a standing committee of the Student Representative Council, allowing IHNA to receive feedback from campus-based student representatives who are also members of the Academic Board. This committee institutionalizes the practice of student representation in IHNA's core governance committees.

GoTo - Voice Call is a mobile/web-friendly application provided by VOCUS, enabling IHNA student support officers to receive and make calls, as well as send and receive texts, even when working remotely.

MS Teams is part of the Microsoft 365 and Office 365 suite of applications, used by IHNA and its clients for internal communication, meetings, calls, and video conferencing. SharePoint is used for publishing internal communications and regulatory updates for both staff and students.

Student Management System (SMS) and Learning Management System (LMS) provide students with access to their designated course coordinators, educators, and placement coordinators, as well as their schedules and progress tracking. These systems are equipped with AI capabilities to capture student activities.

IHNA MELBOURNE CAMPUSES

Education Provider Main Contact Details:	
Melbourne CBD	
Address:	Level 4 and 10, 399 Lonsdale Street, Melbourne, VIC - 3000, Australia
Phone:	+61 3 9455 4444
Website:	https://ihna.edu.au
Email:	enquiry@ihna.edu.au
Melbourne Heidelberg	
Address:	597-599 Upper Heidelberg Road, Heidelberg Heights, VIC 3081, Australia
Phone:	+61 3 9450 5100
Website:	https://ihna.edu.au
Email:	enquiry@ihna.edu.au

EMERGENCY TELEPHONE NUMBERS:
Police, Fire, Ambulance: 000

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP):
Address: Ground Floor, Casselden Place, 2 Lonsdale Street, Melbourne, VIC 3000
Phone: 131 881
Opening Hours: 9 am to 4 pm - Monday to Friday

MEDICAL CENTRES:
Royal Melbourne Hospital
Address: Grattan Street & Royal Parade, Parkville, VIC 3050
Phone: (03) 9342 7000
After Hours GP – Royal Melbourne Hospital
Address: Grattan Street & Royal Parade, Parkville, VIC 3050
Phone: (03) 9342 7000

TRANSPORT:
TransLink
Information about fares and timings for bus-
es and trains can be obtained from the following website: www.ptv.vic.gov.au

LOCAL TAXI COMPANIES:
13CABS
Phone: 13 22 27
Silver Top Taxis
Phone: 13 10 08

PUBLIC FACILITIES:
Location of Automatic Teller Machines (ATMs):
Commonwealth Bank ATM: Various locations
ANZ Bank ATM: Various locations
Westpac ATM: Various locations
Post Office:
Address: Melbourne GPO, 250 Elizabeth Street, Melbourne, VIC 3000
Opening Hours:
Mon - Fri: 9:00 am - 5:00 pm
Sat: 9:00 am - 1:00 pm
Sun: Closed

IHNA SYDNEY CAMPUS

Education Provider Main Contact Details:	
Sydney Parramatta	
Address:	Level 7, 33 Argyle Street, Parramatta, NSW 2150, Australia
Phone:	+61 2 8228 6400
Website:	https://ihna.edu.au
Email:	enquiry@ihna.edu.au
Sydney Wentworth	
Address:	Level 3, 1 Wentworth St, Parramatta, NSW 2150, Australia
Phone:	+61 2 8228 6400
Website:	https://ihna.edu.au
Email:	enquiry@ihna.edu.au

EMERGENCY TELEPHONE NUMBERS:
Police, Fire, Ambulance: 000

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP):
Address: 26 Lee Street, Sydney, NSW 2000
Phone: 131 881
Opening Hours: 9 am to 4 pm - Monday to Friday

MEDICAL CENTRES:
Royal Prince Alfred Hospital
Address: Missenden Road, Camperdown, NSW 2050
Phone: (02) 9515 6111
After Hours GP – Royal Prince Alfred Hospital
Address: Missenden Road, Camperdown, NSW 2050
Phone: (02) 9515 6111

TRANSPORT:
Transport for NSW
Information about fares and timings for buses and trains can be obtained from the following website: www.transportnsw.info

LOCAL TAXI COMPANIES:
13CABS
Phone: 13 22 27
Silver Service
Phone: 13 31 00

PUBLIC FACILITIES:
Location of Automatic Teller Machines (ATMs):
Commonwealth Bank ATM: Various locations
ANZ Bank ATM: Various locations
Westpac ATM: Various locations
Post Office:
Address: 10 Bay Street, Ultimo, NSW 2007
Opening Hours:
Mon - Fri: 9:00 am - 5:00 pm
Sat: Closed
Sun: Closed

IHNA BRISBANE CAMPUS

Education Provider Main Contact Details:	
Address:	Level 3, 59, Adelaide Street, Brisbane QLD 4000
Phone:	+61 7 3123 4000
Website:	www.ihna.edu.au
Email:	enquiry@ihna.edu.au

EMERGENCY TELEPHONE NUMBERS:
Police, Fire, Ambulance: 000

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP):
Address: 299 Adelaide Street, Brisbane, QLD 4000
Phone: 131 881
Opening Hours: 9 am to 4 pm - Monday to Friday

MEDICAL CENTRES:
Royal Brisbane and Women's Hospital
Address: Butterfield Street, Herston, QLD 4029
Phone: (07) 3646 8111
After Hours GP – Royal Brisbane and Women's Hospital
Address: Butterfield Street, Herston, QLD 4029
Phone: (07) 3646 8111

TRANSPORT:
TransLink
Information about fares and timings for buses and trains can be obtained from the following website: www.translink.com.au

LOCAL TAXI COMPANIES:
Black & White Cabs
Phone: 13 32 22
13CABS
Phone: 13 22 27

PUBLIC FACILITIES:
Location of Automatic Teller Machines (ATMs):
Commonwealth Bank ATM: Various locations
ANZ Bank ATM: Various locations
Westpac ATM: Various locations
Post Office:
Address: 270 Adelaide Street, Brisbane, QLD 4000
Opening Hours:
Mon - Fri: 9:00 am - 5:00 pm
Sat: 9:00 am - 1:00 pm
Sun: Closed

IHNA PERTH CAMPUS

Education Provider Main Contact Details:	
Address:	Level 2 and 4, 12 St Georges Terrace, Perth, WA – 6000, Australia
Phone:	+61 8 6212 8200
Website:	www.ihna.edu.au
Email:	enquiry@ihna.edu.au

EMERGENCY TELEPHONE NUMBERS:
Police, Fire, Ambulance: 000

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP):
Address: Ground Floor, Wellington Central, 836 Wellington Street, West Perth, WA 6005
Phone: 131 881
Opening Hours: 9 am to 4 pm - Monday to Frida**Y**

MEDICAL CENTRES:
Royal Perth Hospital
Address: 197 Wellington Street, Perth CBD, WA 6000
Phone: (08) 9224 2244
After Hours GP – Royal Perth Hospital
Address: Corner Lord and Goderich Streets, Perth, WA 6000
Phone: (08) 9202 166

TRANSPORT:
Transperth
Information about fares and timings for buses and trains can be obtained from the following website: www.transperth.wa.gov.au

LOCAL TAXI COMPANIES:
Swan Taxis
Phone: 13 13 30
Maxi Taxi
Phone: 0421 219 513

PUBLIC FACILITIES:
Location of Automatic Teller Machines (ATMs):
Commonwealth Bank ATM: Level 1 (Hay Street) Carillon City Arcade, 680 – 692 Hay Street Mall, Perth, WA 6000
ANZ Bank ATM: Level 1 (Hay Street) Carillon City Arcade, 680 – 692 Hay Street Mall, Perth, WA 6000
Westpac ATM: Level 1 (Hay Street) Carillon City Arcade, 680 – 692 Hay Street Mall, Perth, WA 6000
Post Office:
Address: Shops 3 & 4, 3-7 Forrest Place, Perth, WA 6000
Opening Hours:
Mon - Tue: 8:30 am - 5:00 pm
Wed: Closed
Thu - Fri: 8:30 am - 5:00 pm
Sat: 9:00 am - 12:30 pm
Sun: Closed

IHNA KOCHI CAMPUS

Education Provider Main Contact Details:	
Address:	37/1989 A, Bhattathiripad Road, Kaloor, Kochi – 682 017, India
Phone:	1800 309 9995
Website:	www.ihna.edu.au
Email:	enquiry@ihna.edu.au

EMERGENCY TELEPHONE NUMBERS:
Police: 100
Fire: 101
Ambulance: 102

DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP):
Address: Australian Consulate-General, Chennai
Address: Level 9, 90 Anna Salai, Guindy, Chennai, Tamil Nadu 600032, India
Phone: +91 44 4592 1300
Opening Hours: 9 am to 5 pm - Monday to Friday

MEDICAL CENTRES:
Amrita Institute of Medical Sciences
Address: Ponekkara, Kochi, Kerala 682041
Phone: +91 484 285 1234
After Hours GP – Amrita Institute of Medical Sciences
Address: Ponekkara, Kochi, Kerala 682041
Phone: +91 484 285 1234

TRANSPORT:
Kochi Metro
Information about fares and timings for buses and trains can be obtained from the following website: www.kochimetro.org

LOCAL TAXI COMPANIES:
Ola Cabs
Phone: 080 6735 0900
Uber
Phone: +91 80 4685 9980

PUBLIC FACILITIES:
Location of Automatic Teller Machines (ATMs):
SBI ATM: Various locations
HDFC Bank ATM: Various locations
ICICI Bank ATM: Various locations
Post Office:
Address: Palarivattom Post Office, Kochi, Kerala 682025
Opening Hours:
Mon - Fri: 9:30 am - 5:30 pm
Sat: 9:30 am - 12:30 pm
Sun: Closed

IHNA Australia

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Legal entity: Health Careers International Pty Ltd.

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