



Participant Handbook



Client and Student Information

Carepoint Education + Training (CE+T) is a Registered Training Organisation (RTO). We are committed to delivering quality training services that are Nationally Accredited.

In keeping with the Standards set for Registered Bodies we wish to advise you of CE+T Policies and procedures

Client / Participant Selection

The admission of course participants will be conducted at all times in an ethical and responsible manner. Training courses are available to participants who meet the specified minimum course entry requirements without discrimination and are subject to enrolment conditions including course availability and fees paid in advance. For further information on enrolment and fees please contact our Training Coordinator.

Access & Equity Policy

CE+T recognises and values diversity and works continuously towards establishing an environment in which everyone can achieve his or her full potential. This commitment spans learning and development opportunities for all and our services are appropriately available to clients regardless of race, religion, sex, socio-economic status, disability, language, literacy/numeracy or any other discriminatory grounds.

Any student who is experiencing difficulties of this nature is encouraged to contact our Training Manager.
[Human Rights and Equal Opportunity Act 1986.](#)

Flexibility & Assessment

To meet your productivity requirements CE+T are flexible with your learning and assessment needs. Where students have particular needs relating to culture, language, literacy/numeracy we are able to tailor extensions and flexibility into the nominated training.

Please contact our Training Coordinator for further information.

Complaints, Grievances & Appeals

CE+T provides for feedback from all stakeholders and this includes your rights to appeal against an assessment decision or to complain about your level of service from us. We are committed to a process of continuous improvement and if you feel at any time, you are dissatisfied with the service you receive from CE+T, we

encourage you to exercise your rights as laid out in our policies and procedures.

Carepoint's Formal Grievance procedure is as follows:

- Discuss your complaint / grievance with the trainer
- If you have not received a satisfactory result or require further action you have the right to lodge a formal written complaint with Manager of Carepoint Education + Training.

- All complaints and grievances are logged onto CE+T Complaints Register as part of our commitment to continuous improvement and will be responded to.

All students can make an application to be re-assessed and appeals must be made in writing to our Training Manager clearly stating the reasons. All appeals will be responded to in writing.

Recognition of Prior Learning and Recognition of AQF Qualifications issued by other RTO's

CE+T recognises the qualifications and statements of attainment from other Australian Registered Training Organisations. All students are entitled to apply for Recognition of Prior Learning (RPL) if they feel the skills and competencies required for a particular training course have already been met.

Students wishing to apply for RPL are requested to contact the Training Coordinator for further information.

Privacy Policy

CE+T is committed to observing the provision of the Privacy Act 1988 (Privacy Amendment Private Sector) Act 2000 National Privacy Principles.

All reasonable measures shall be taken to comply with the Act with respect to the collection, usage and release of personal information and ensure privacy and security of such personal

information collected.

All personal information collected is only used for relevant legal purposes related to training & education and is secured against loss, modification and unauthorised access.

[Privacy Act 1988](#)

Refund Policy

CE+T has a refund policy that is fair, equitable and contains guidelines for guaranteeing the refund of fees to students should they withdraw from the course for which payment has been received.

If you wish to transfer to another course or date, 5 working days notice must be given for a full refund. If a course has commenced but not completed an agreement may be made with the Training Coordinator for a reduced fee to be paid. Refunds must be requested in writing to the Training Manager. There will be no refund for non-attendance.

Student Conduct

Whilst in the learning environment all participants are expected to behave in a courteous manner at all times.

Student & Client Support Services

Staff and management at CE+T are available to support and advise you on appropriate actions to suit your circumstances.

If you require assistance please contact the Training Coordinator.

Workplace Health & Safety

CE+T has a commitment to Safety and Health in the training environment and students also have responsibilities which include following Trainers instructions, reporting hazards/incidents and not placing themselves or others at risk.

A site induction must be provided for the trainer when at your worksite, and this induction will be conveyed to all students.

[Occupational Health & Safety Act 1982](#)

Mission Statement

To provide quality training to
business and industry.

Our name says it all; the whole point is that “*we care*”



Mission

To provide high quality services that are endorsed and supported by the Australian Quality Training Framework and delivered through experienced and professional Carepoint Education + Training Staff and a proven infrastructure.

Vision

We are an ethical and effective education and training organisation and our service

will support the Carepoint role of healing and caring for the community.

Our aims are that:

Our community - benefits from our contribution.

Our business – effectively develops and prospers

Our students – receive consistent yet flexible education and training services

Our staff – are leaders in their field who enjoy working in our organisation.

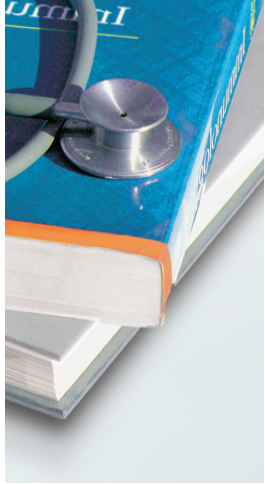
Our business & community partners – benefit from and value their relationship with us.

Values

Carepoint Education + Training is a value based organisation with four core indisputable values:

- High Quality Education and Training services.
 - Qualified experienced staff
 - Quality equipment and facilities
 - Quality management system
 - Endorsed and supported

- Convenience
 - Accessible locations and times
 - Range and availability of services
- Cost efficiency
 - Efficient management of resources to derive maximum benefit for customers
- Ethics
 - Fulfilling obligations to:
 - Staff
 - Clients
 - Community



Code of Ethics

All Carepoint Education + Training staff respect the needs of each student; their values, culture and vulnerability in the provision of education & training services



Value Statement 1

All CE+T staff respect the needs of each student their values, culture and vulnerability in the provision of education & training services.

We acknowledge the diversity in contemporary Australian society.

Training for any individual will not be compromised because of ethnicity, culture, aboriginality, gender, spiritual values, sexuality, disability, age, economic, social or any other ground.

Respect of the needs of the candidate includes culturally informed & appropriate teaching and the provision of as much privacy and dignity as possible to assist in the learning process.

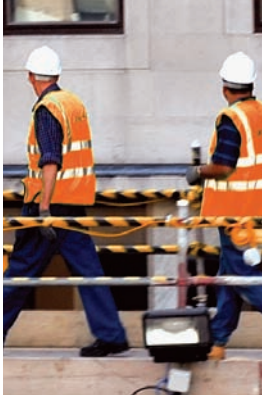
Trainers will recognise there is a power imbalance in the relationship between a trainer and the person receiving teaching. To promote a trusting and professional relationship trainers have a responsibility to maintain

professional boundaries between themselves and their students.

Value Statement 2.

All CE+T staff promote and uphold the provision of training to respond to the requirements of our valued clients through the delivery of services that are consistent with the AQTF Standards.

Best Practice training includes competent teaching by accredited trainers.



Carepoint's training programmes promotes a safe & healthy workforce

We offer clients cost effective training programmes that result in a healthy workforce.



Carepoint Education + Training (CE+T) works closely with our clients to develop learning and assessment programmes suitable for their needs.

Carepoint Industrial Health Services incorporates Industrial Health Services, Physiotherapy, Health + Wellness and Education + Training. All of the courses taught by Carepoint Education + Training are backed by experienced and qualified Medical and Para Medical opinions.

Carepoint Industrial Health Service has been providing injury management and advisory services to our valued

clients across a broad cross section of industry for over twelve years. The experience we have gained whilst managing work place injuries and from working first hand with Experienced First Aiders will be put to work.

Our courses meet the AQTF standards and will vary depending on the course type, content and length. All assessments will be conducted in a consistent and objective manner to

ascertain a participants level of competency.

This training adopts a tiered approach incorporating Occupational Health & Safety Act and Regulations, Codes of Practice and Guidance Notes and is in line with the requirements of Worksafe WA and Australian Resuscitation Council Inc. 2006.

Carepoint Education + Training

Book Now

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