



Kimberley Aboriginal Medical Services Ltd
An Organisation of Aboriginal people, for Aboriginal people; controlled by Aboriginal people.

Aboriginal Healthworker Training Program

HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (Release 5)



Student Handbook

Student Name: _____

Kimberley Aboriginal Medical Services Ltd. RTO No.4386
12 Napier Terrace, PO Box 1377, Broome WA 6725
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Welcome to the Kimberley Aboriginal Medical Service Ltd RTO.4386

This document contains information that will help you to understand the course that you have enrolled in. Please keep it in a safe place so that you can refer to it throughout your time of learning and qualification with Kimberley Aboriginal Medical Services (KAMS) Registered Training Organisation (RTO)

RTO Office Hours and Contacts:

Our trainers and administration staff are available:

- Monday to Friday 8:00 am to 4:30 pm

The other ways to contact your Educators and Admin staff include:

Educators:

- Raeylene McKenna 08 9194 3237
- Bronwyn Fleming 08 9194 3236

Administration Support:

- Andrea Chi 08 9194 3282
- Courtney Fairfull 08 9194 3282
- Mandy McSherry 08 9194 3232
- Jacinta Rosielle 08 9194 3238

Regional Indigenous Health Training Facilitator:

- Louise McKenna 08 9194 3259

Class dates and times: Please ensure you know all of your class times. Lunch will be for one hour in the middle of the day and there will be breaks at mid-morning and mid-afternoon.



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| Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice | | | | |
|--|---|--------------|---------------------------|------------------------|
| Unit | Description | Block | Core/ Elective | Delivery dates |
| Non Accredited | Orientation CUSP and KEHLP | 1 | N/A | 11 – 18/02/19 |
| HLTAID003 | Provide first aid | 1 | Core | 19 - 22/02/19 |
| CHCLEG001 | Work legally and ethically | 1 | Core | 19 – 22/02/19 |
| HLTAHW016 | Assess clients physical wellbeing | 2 | Core | 11 – 22/03/19 |
| HLTWHS001 | Participate in workplace health and safety | 3 | Core | 29 – 30/04/19 |
| HLTINF001 | Comply with infection prevention and control policies and procedures | 3 | Core | 01 – 03/05/19 |
| HLTAHW005 | Work in an Aboriginal and/or Torres Strait Islander primary health care context | 3 | Core | 06 – 08/05/19 |
| HLTAHW006 | Facilitate and advocate for the rights and needs of clients and community members | 3 | Core | 06 – 08/05/19 |
| Clinical Skills | | | | 09 – 10/05/2019 |
| HLTAHW022 | Address social determinants of Aboriginal and/or Torres Strait Islander health | 4 | Core | 04 – 06/06/19 |
| HLTOHC001 | Recognise and respond to oral health issues | 4 | Elective | 07 & 10/06/19 |
| HLTAHW018 | Plan, implement and monitor health care in a primary health care context | 4 | Core | 11 – 14/06/19 |
| HLTAHW019 | Deliver primary health care programs for Aboriginal and/or Torres Strait Islander communities | 4 | Core | 11 – 14/06/19 |
| HLTAHW020 | Administer medications | 5 | Core | 22 – 26/07/19 |
| HLTAHW037 | Support safe use of medications | 5 | Core | 22 – 26/07/19 |
| HLTPAT002 | Perform venous blood collections | 5 | Elective | 29 – 31/07/19 |
| HLTPOP009 | Provide Information & Support on Environmental Issues | 5 | Elective | 01 – 02/08/19 |
| CHCAOD004 | Assess needs of client with Alcohol and other Drugs issues | 6 | Elective | 09 – 11/09/19 |
| HLTAHW021 | Provide nutrition guidance for specific health care | 6 | Core | 12 – 13/09/19 |
| CHCCCS004 | Assess co-existing needs | 6 | Elective | 16 – 18/09/19 |
| CHCPRP003 | Reflect and improve own professional practice | 6 | Elective | 19 – 20/09/19 |
| BSBWOR404 | Develop work priorities | 7 | Elective | 15 – 17/10/19 |
| HLTAHW017 | Assess and support client's social and emotional wellbeing | 7 | Core | 21 – 23/10/19 |
| Student Catch up | | | | 24 – 25/10/19 |



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AHW Entry Requirements:

- Must be 18yrs of age
- Have the ability to obtain a police clearance
- Make yourself available for the interview process
- Complete a Learning Literacy & Numeracy Assessment
- Proof of Aboriginality and/or Torres Strait Islander

Attendance:

You are expected to be in attendance 10 minutes before the start time of each class, so that classes can begin promptly at the scheduled time. Punctuality is a courtesy to both the educators and your fellow students. Please show them respect by arriving on time. If entering late, please do so quietly.

Attendance roles will be taken at the beginning of every class and late students will be marked as such on the attendance register. Students who leave class early will also be marked as such. Each unit of competence, cluster or module has an attendance requirement of 80%. It **is mandatory** to attend Wednesday evening classes each scheduled block week to complete unfinished tasks, educators will attend also.

Failure to meet the attendance requirements for modules may result in an incomplete mark.

If you are unable to attend a class, please notify your Educator or KAMS Admin by phone before the class. It is your responsibility to find out the information you have missed, you may ask a fellow student to pick up notes or any handouts for you.

Training commences on a normal business week, Monday to Friday, start and finish time from 8:30am to 4:00pm.

Students are required to be at the designated lecture area or their clinical placement 15 minutes prior to start time

Tea breaks

Participants are responsible for providing their own lunches, however coffee; tea, milk and sugar are provided. Lunch breaks will be an hour and is subject to change.

Housekeeping

Tea, Coffee milk and basic refreshments are provided for your use. If you want something different please be encouraged to bring your own.

It is the students' responsibility to:

- Clean their own dishes
- Clean any crockery or dispose of the rubbish in the bins provided
- At the end of the day please clean up the training room of any rubbish and leave it clean and tidy in the space that you use. Wipe up any spills and food on desks or chairs etc



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Classroom practice and simulation

Putting your newly learnt skills into practice during class times is an important aspect of your learning. During these practical times please be respectful of your fellow classmates and remain as quiet as possible so that others can finish their work without too much noise.

It is also important to note that sometimes practical sessions could cause emotional responses, please speak to your Educator or Support person.

Mobile Phones

Please make sure that all phones are turned off during class times, unless for extreme emergency. Texting or other use of your phone is disrespectful to your Educators and other class members, please never do this in class. If you must be in contact with your family during the day then please take a seat at a desk near the door so you can leave quickly and quietly without disturbing others if you need to answer a phone call to you.

Labels and Naming

Please write your name on all items that you bring onto the campus, including books and equipment etc. KAMS does not take responsibility for lost items.

Product Development, Training, Delivery and Assessment

Our aim is to provide and maintain high quality health care training for Aboriginal and Torres Strait Islander people within the Kimberley region of Western Australia. This client group includes:

- Aboriginal/Torres Strait Islander high school students wishing to enter the health care industry (who are turning 18 in the school year)
- Aboriginal/Torres Strait Islander people wanting to re-skill/re-train
- Existing Aboriginal/Torres Strait Islander workers wanting to up-skill and develop a career path.

We assist the health care industry of Western Australia in their pursuit of continuous improvement in health care service delivery and quality of product through the provision of training services for potential and existing Aboriginal/Torres Strait Islander employees.

The provision of Aboriginal/Torres Strait Islander health care training is carried out using trainers and educators who:

- Have all the competencies in the Certificate IV in Training and Assessment (or has demonstrated the equivalent competencies) or who are under the direct supervision of a person with these competencies; and
- Are able to demonstrate vocational competencies at least to the level of those being delivered

During the provision of training, KAMS RTO staff will ensure that adequate facilities and resources are present and that the training satisfies industry expectations and RTO Standards 2015.



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Most course documentation already exists in line with the endorsed Training Packages or registered Certificate courses. It may be necessary at times to adapt existing materials and procedures to suit the need of their student group.

The development of new training resources from time to time will be adapted because of the changes in industry, employer need and the Skill Councils upgrades to Training Packages.

All course program design and customisation complies with the 2015 Standards for RTO's in particular Standard 1 and 2 in accordance with the Training Accreditation Council of WA. Additionally, KAMS RTO personnel, independent experts, representatives of industry and other clients systematically review course design and documentation at different times of the year.

Delivery standards are monitored through regular systematic gathering, collation and analysis of feedback from the participants in the training programs. Action and improvement plans in course design, teaching and learning strategies are implemented on the basis of this feedback.

Quality of delivery is also achieved and maintained through the employment of qualified trainers and educators who have appropriate training experience, sensitivity to cultural differences and commitment to helping their students to achieve success. Clear contractual arrangements ensure understanding of respective responsibilities, and their participation in review of products and delivery ensure continuous improvements of our training services. Trainer profiles are maintained to permit accurate easy identification of the necessary expertise, for the assigning of specific tasks.

Student records are maintained according to policies, procedures and practices assuring their integrity, security and appropriate confidentiality. Statements of Attainment and Certificates are issued and recorded in accordance with all appropriate guidelines by competent staff with demonstrated understanding of qualification requirements in relevant areas.

Assessment methods are equitable and meet design and curriculum requirements. Finally, assessment procedures ensure not only the security and integrity of assessment tools, but also ensure that all assessment processes are valid, reliable, flexible and fair.

RPL

The Kimberley Aboriginal Medical Services (KAMS) RTO is committed to providing up to date and relevant Recognition of Prior Learning (RPL) information to all students at enrolment and whilst enrolled. Recognition of Prior Learning is a process that recognises that a person can acquire a competency through formal learning, non-formal learning and-or informal therefore may not need to undergo additional training. RPL is an assessment process that must meet the training package requirements, all rules of evidence and all the principles of assessment consistent with the Standards for RTOs 2015. RTO's staff will provide support and guidance regarding RPL enquiries in a timely manner.



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Credit Transfer

The Kimberley Aboriginal Medical Services (KAMS) RTO is committed to providing up to date and relevant Credit Transfer information to all students at enrolment and whilst enrolled. The RTO's staff will provide support and guidance regarding Credit Transfer enquiries in a timely manner.

KAMS recognises qualifications and statements of attainment issued by any other Registered Training Organisation under the Australian Qualifications Framework.

The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

Assessments

All assessments for each Module/Unit should be completed within one month of the semester finishing. Failure to do so could lead to an incomplete mark for those relevant Modules/Units.

Copyright

The information that Kimberley Aboriginal Medical Services RTO and any handouts are subject to copyright laws. Please do not copy or share any documents without speaking to your Educator or the RTO Admin Officer beforehand.

Submission of Assignment, Log Book or Assessment

If you require an extension to complete an assignment you will need to discuss this with your Educator or Support staff.

Consideration will be given to your situation and your Educator will inform you of their decision. You will be advised when your extension has been granted.

Late submissions or late re-submissions where an extension has not been granted may not be marked in time for you to receive your Qualification Statement, at the same time as the other students, it may be several weeks before an Educator is available to mark them if they have no prior warning.

Only a *reasonable* number of extensions will be granted each semester, so consider these carefully.

Assessment Ratings and Competencies

All students will perform all tasks required competently and demonstrate a duty of care. Cultural attitudes and values are considered. All assessments can be reasonably adjusted to individual situations, for example crediting students by recognising prior learning, AQF & VET qualifications including Statements of Attainments from other RTO's, work experience, knowledge and skills, which contribute to the overall aim of KAMS RTO Training Programs, to improve the health status and services for and of Aboriginal people.



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Qualification courses conducted by KAMS RTO, in Aboriginal Health Worker Training Programs are competency based. This means that the course teaches what a person can actually do in the workplace.

There is still work to be done around the country to agree on 'standards' currently and for the future, for Aboriginal Health Worker practice.

There are many different sorts of jobs that go under the title 'Aboriginal Health Worker'. In the Kimberley and most of Western Australia, AHWs are well trained primary health care workers with a wide range of responsibilities.

KAMS RTO Training Programs are delivering the up to date national Aboriginal and or Torres Strait Islander Primary Health Care (and Practice) Competencies.

Under the national vocational training policy, recognition is given to skills that have been learnt on the job or in other courses. To make training available to everyone the KAMS RTO and its staff are flexible about teaching and learning methods. We work with employers and students to identify the best methods to enable students to achieve the required learning outcomes.

In competency assessment there is no grading, for example there is no 1 – 5 scale, no pass or fail classification, no percentage of marks.

Assessment is as follows:

S = SATISFACTORY

Means that the participant has achieved the level of competence identified and required by industry

NYS = NOT YET SATISFACTORY

Means that the participant must try again to achieve the level of competence identified by industry

Issuance of Qualifications

The Kimberley Aboriginal Medical Services (KAMS) RTO management will ensure qualifications and certificates issued by the RTO are those that relate to the organisations scope of registration and certify the achievement of a learner whom has been assessed as meeting the requirements of the relevant AQF qualifications, skills sets, units of competency or VET courses.

Attendance at Assessments

If you are unwell on the day of assessment then a Dr's certificate must be supplied to authenticate this. If you need to defer an assessment for academic or personal reasons then you must discuss a Deferral of Assessment with your Trainer or Support Staff member. Consideration will be given to your situation and your Educator will inform you of their decision to allow you or not to re-sit the assessment at another time.



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Fees & Charges

The fees for courses offered by Kimberley Aboriginal Medical Services Ltd, Registered Training Organisation are calculated as per the Department of Education and Training's Fee Policy for VET Students.

KAMS RTO will endeavour to assist students to meet the fee requirement by offering direct debit payment methods, or where any student is in severe financial hardship, staff will assist students to complete the Fee Waiver application.

The RTO Team Manager/s shall ensure that the following fee information is provided to each client prior to their enrolment:

- a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.

Withdrawal From The Training Program

If a student who is absent from training for a continuous period exceeding three (3) training days **without notification** to the RTO Coordinator or KAMS RTO staff member this will appear that the student has abandoned their training. If you find that you are having some trouble, please talk to the RTO Coordinator or Student Support Officer about this. Every effort will be made to help you make the right decision for your future.

Meetings/Appointments/Program Activities/Clinical Placements

Meetings/Appointments/Program Activities/Clinical Placements that have been set for individual students are to be attended by all students. Failure to do so may consequently result in a lack of demonstration of commitment to studies and may mean you are withdrawn from your course.

Access and Equity

KAMS is committed to providing quality training and assessment services to all clients regardless of race religion sex socio-economic status, disability, language, literacy or numeracy.



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Discrimination and Harassment

It is unlawful to discriminate against or harass a person at work or training, and in most other areas of public life. Workplace harassment and bullying entails offensive, belittling or threatening behaviour directed at an individual or group. It makes the workplace or association with work unpleasant, humiliating or intimidating for the individual or group targeted. It can make it difficult for effective work to be done.

Students with Disabilities

KAMS is committed to providing an environment of equitable access for everyone for example where students with disabilities are able to participate fully and independently to the greatest extent possible, in the academic, cultural and social life of the KAMS Registered Training Programs and activities for Aboriginal Health Worker Training.

Smoking

All Kimberley Aboriginal Medical Services premises and vehicles are 'smoke free'. Smoking is prohibited in all Kimberley Aboriginal Medical Services workplaces and external boundary areas adjacent to their premises.

Behavioural Requirements

The Code of Conduct requires that all parties covered by the Code must, in the course of their relationship with the Kimberley Aboriginal Medical Service Ltd:

- Behave honestly and with integrity
- Act with care and diligence
- Treat all staff, stakeholders and KAMS Board Members with respect and courtesy, and without harassment
- Comply with all applicable laws (ie Workplace Health and Safety)
- Maintain appropriate confidentiality of data and information
- Disclose, and take reasonable steps to avoid, any conflict of interest (real or apparent)
- Use the Kimberley Aboriginal Medical Services resources in a proper and fitting manner
- Behave in a way that upholds the good reputation of Kimberley Aboriginal Medical Services Ltd at all times when in public
- Not provide false or misleading information to a request for information
- Not make improper use of inside information or one's duties, status, power of authority in order to gain, or seek to gain, a benefit or advantage for oneself or for any other person
- Attend work/training punctually every working day and
- Attend work/training for the full period of the normal working day as specified

Drugs & Alcohol

All Kimberley Aboriginal Medical Service employees, consultants, contractors, students and Board Members have a responsibility to carry out their work safely and avoid conduct that puts themselves or others at risk. This includes the misuse of alcohol, drugs or other substances when at work or engaged in work related activities.



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Kimberley Aboriginal Medical Services Ltd Staff/Students are prohibited from:

- Undertaking duties/training whilst impaired by alcohol, drugs or in some cases general medications
- Consuming alcohol on any KAMS Ltd property whilst on duty/training
- Smelling of having consumed alcohol whilst on duty
- Purchasing or consuming alcohol whilst wearing a KAMS Ltd Uniform and/or
- Possessing, using or dealing illegal drugs in the workplace

Kimberley Aboriginal Medical Services Ltd, Staff/student/contractors working on behalf of the organisation, who are on medication that could affect their work performance or the safety of themselves or others, must inform their manager or supervisor to ensure any necessary precautions or adjustments to work can be put in place.

Complaints & Appeals

The complaints and appeals policy of KAMS provides an avenue for students to address their complaints and appeals to KAMS Management and have them dealt with in a constructive and timely manner. Students have access to an Informal Complaints Handling Procedure where a complaint can be discussed directly with a staff member in the hope of resolving the matter satisfactorily. Students will also be able to access a Formal Complaint and Appeals procedure and also, if need be, submit an appeal to an independent adjudicator, who is selected with the agreement of the student.

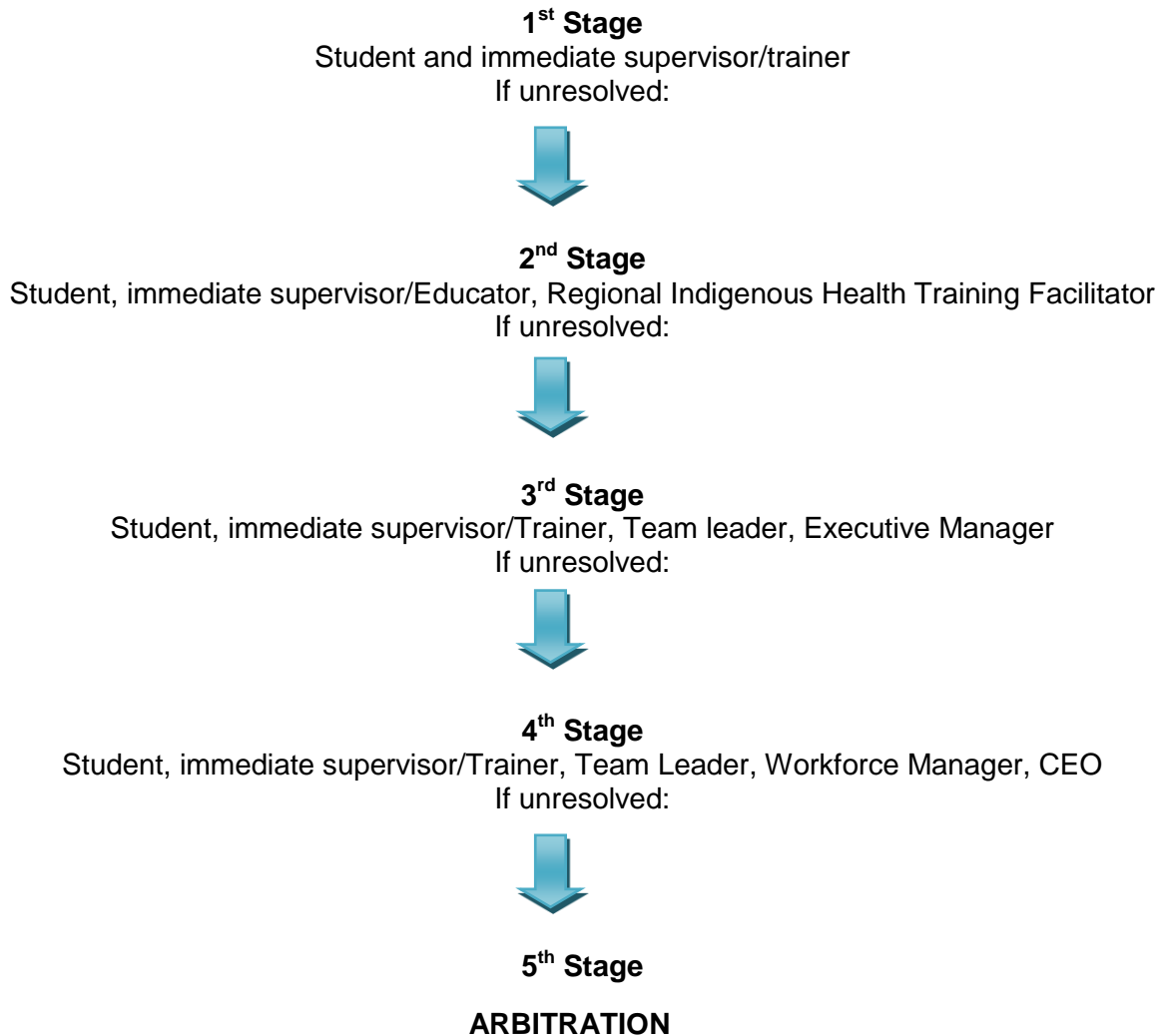
Should you have a Formal complaint or an appeal you will need to submit the complaint or appeal in writing to KAMS Management. (Please refer to the Student complaints form available at KAMS Reception)



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The following flowchart is directed towards grievance handling **procedures** for participating students.





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Student Behaviour and Code of Conduct



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Kimberley Aboriginal Medical Services (KAMS) RTO appreciates the significant contribution its students make towards the organisation's ongoing success and viability. We value our workforce, and are committed to creating a safe, collaborative working environment for all who decide to train with us. Central to this commitment are the following values which are intrinsic to what we stand for and believe in. We ask that all students read, understand, and accept these values as their own.

Our Vision

- ✓ To provide support and resources to Aboriginal people and enable them to take control over the delivery of Aboriginal health services.
- ✓ To assist Aboriginal people to overcome poverty and associated personal and social illness
- ✓ To assist Aboriginal people in promoting Aboriginal health and well-being amongst their people
- ✓ To assist in the establishment of local health committees and Aboriginal medical services
- ✓ To provide training facilities, resources and staff for improving the health of Aboriginal people
- ✓ To employ staff for health work among Aboriginal people
- ✓ To encourage the preservation and practice of Aboriginal tribal medicine.

Expectations of All Students

KAMS RTO expects the following general standards of behaviour from all students, regardless of their seniority or location:

- To be committed to the training and to making a positive contribution
- To work safely
- To be fair, reasonable and honest in all dealings with the organisation
- To properly use electronic communication facilities
- To minimise waste or expenditure
- To show respect to fellow students, employees, managers and council members
- To respect the property of individuals and the organisation
- To maintain a professional standard of personal appearance and dress
- To be open to new ideas and new ways of training
- To communicate openly and work cooperatively with managers, fellow student's employees and staff members
- To observe and contribute to a non-discriminatory training centre workplace
- To protect the commercial interests and reputation of the organisation
- To acknowledge that all information concerning patients/clients, staff and Committee Members whether obtained directly or indirectly or from organisation records, is regarded as confidential and must not be disclosed to unauthorised person/s either within or outside the Kimberley Aboriginal Medical Services.



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KAMS RTO Commitment to All Students

In return KAMS RTO makes the following commitments to all students:

- To create an environment in which students are treated with respect and courtesy
- To be fair and reasonable in dealing with students concerns or issues
- To continually encourage students input and feedback on relevant programs and initiatives
- To provide adequate facilities and equipment for training to be effectively completed
- To provide the safest training environment practicable

Specific Behaviour Standards - Committing to the Training and to Making a Positive Contribution

There is no such thing as an “easy ride” in today’s tough, competitive world. This organisation must remain dynamic, diligent and focused if we are to be successful. In this environment we require students who:

- Are hardworking, punctual in attendance, conscientious, and committed to the ongoing viability and success of the organisation
- When absent due to sickness or for any other reason, notify their Educator or Student Admin Officer as soon as practicable, (and preferably before the normal commencement time), of their intended absence and their likely date of return to work and must complete a non-attendance form
- Do not take excessive amounts of sick leave or regularly take sick days next to public holidays, rostered days off or weekends whether with or without a medical certificate
- When provided with adequate training and support, work at a pace consistent with employees of similar experience and skill, and do not make repetitive mistakes or continual procedural errors.

Working safely

When using equipment, students shall exercise care and follow the operating instructions provided in order to minimise personal injury, and/or maintenance and replacement costs.

In carrying out their normal duties, students will at all times:

- Observe all safety regulations and consider their own safety and the safety of fellow students
- Utilise designated protective clothing and safety equipment
- Not smoke on KAMS RTO premises
- Students shall not:
 - i. Be in possession of or traffic illegal drugs
 - ii. Report for work or return from breaks affected by alcohol or illegal drugs
 - iii. Be in possession of, or use illegal weapons on KAMS premises
 - iv. Students shall immediately report any damaged equipment, property or unsafe conditions to their Trainer

Being Fair, Reasonable and Honest in All Dealings with the Organisation

- Students shall not steal KAMS RTO equipment, stock, cash, files, records or other property
- Students shall not deliberately mislead, defraud or assist another person to steal or defraud the organisation or their fellow employees



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- Where deemed necessary by the organisation, students may be subjected to properly conducted searches of their work-station, files, locker and personal property, and/or required to undertake properly administered drug or alcohol tests

Properly Using Electronic Communication Facilities

- If electronic mail facilities are to be utilised by students then they are principally for business related purposes only. Access for the receiving or sending of personal messages is permissible provided that such usage: -
 - i. Is kept to an absolute minimum
 - ii. Occurs at irregular intervals
 - iii. Does not include the running of any form of personal business
 - iv. Does not include the running of any form of personal activity (sporting club, trade union etc)
- All messages sent by electronic mail shall be structured in a format which is free from offensive/bad language, sexual references, or any other un-professional content. (This shall include sexually explicit messages, images, cartoons or jokes).
- All students undertake not to use, attach or insert memory, USB or other devices or CD's to any KAMS RTO computer without the permission of the Training Manager.
- Electronic internet facilities are to be utilised by students for primarily training related purposes only
- Access to the internet for study/research is permitted provided that such usage:
 - i. Is kept to an absolute minimum
 - ii. Is conducted during normal training hours
 - iii. Does not include the downloading of MP3 (music) or streaming files. Does not include logging into or using chat rooms while on-line
- Under no circumstances shall any of the organisations electronic communication facilities be utilised by any student for:
 - i. The intentional downloading, receiving, forwarding or storage of obscene messages, pornography or explicit images
 - ii. The making of derogatory, inflammatory, or discriminatory comments about another student, employee, or customer of the organisation
 - iii. The disclosure of private or confidential information about the organisation or an student
 - iv. Any usage that is illegal, unethical, threatening or indecent
 - v. Any usage that may be detrimental to the organisations professional reputation

Showing Respect to Board Members, Fellow Students, Employees, Managers and Property

- At all times, students shall display courtesy, respect, tact and patience when dealing with staff members, fellow students, employees, managers and the public.
- Students shall not:
 - i. Verbally or physically abuse, strike or threaten another person, regardless of the provocation.
 - ii. Use abusive language to deliberately cause offence, or intimidate another person.
 - iii. Provide the private address or telephone number of another student without their prior written permission.
 - iv. Students shall respect all property and equipment and shall not deliberately or wilfully cause any form of damage or destruction.



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Maintaining a Professional Standard of Personal Appearance and Dress

- Students shall at all times maintain a neat and clean appearance and shall dress in a professional manner that is consistent with the nature of the work performed

Being Open to New Ideas and New Ways of Working

- KAMS RTO operates in a competitive market where, to be successful, it is essential the organisation remains responsive to the needs of clients, funding bodies and changing market forces at all times
- This requires the organisation to continually identify and implement new systems or methods of work to keep pace with these demands. In this environment, students are expected to be flexible in their approach, keeping an open mind to change, and being prepared to give new ideas a fair opportunity to succeed

Communicating Openly and Working Cooperatively with Trainers /Managers and Fellow Students

Students should willingly:

- provide open, constructive and honest feedback whenever views are sought on new initiatives or current methods of work
- Contribute ideas, suggestions or concerns and be prepared to accept any response in an objective and constructive manner
- Accept constructive feedback from trainers/managers and fellow students in a positive manner
- Follow appropriate instructions and work cooperatively with trainers/managers and fellow students

Observing and Contributing to a Non-Discriminatory Workplace

Students shall not discriminate against any other fellow student, employee or trainer/manager in relation to:

- Their political opinion or activity; race; colour; religious belief or activity; nationality, social origin, marital status, pregnancy or potential pregnancy, breastfeeding, sex, sexual preference, gender identity, lawful sexual activity, age, mental, intellectual or psychiatric disability, physical impairment or disability, physical features, medical or criminal record, trade union membership or activity, defence force reserve membership, personal associations or family responsibilities
- OR**
- Make unwelcome or discriminatory comments or take unwelcome or discriminatory actions against any other employee or manager
 - Whether at training or attending a conference, or field trip engage in sexually harassing or offensive behaviour including but not limited to:
 - i. Making lewd comments, telling dirty jokes (including by Email) or using foul language
 - ii. Making physical contact, including touching, kissing, patting or pinching in a sexual way
 - iii. Making requests for sexual favours or attempts to procure sexual favours
 - iv. Requesting sexual intercourse under threat of job loss;
 - v. Sexual assault or rape
 - vi. Verbal abuse of a sexual nature
 - vii. Making graphic or suggestive comments about an individual's dress, body, or private life
 - viii. Making gender based insults or taunting
 - ix. Visually displaying in the workplace derogatory objects, pictures or calendars
 - x. Requesting hugs and or kisses from employees or co-workers



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- x. Asking employees or co-workers questions about their sex life
 - xi. Offering rewards for sex
 - xii. Making sexually explicit conversation
 - xiii. Making unwelcome remarks about a person's sex or private life
 - xiv. Making statements of a sexual nature, either verbal or written and either made to a person or in their presence
 - xv. Making suggestive comments about a person's appearance
 - xvi. Making offensive or nuisance telephone calls
 - xvii. Requesting that a person wear sexually suggestive clothing
 - xviii. Making offensive or nuisance telephone calls or Emails
- KAMS RTO acknowledges that mutual friendships and relationships may develop at the training which are a private matter and do not constitute sexual harassment. In such circumstances however, students shall not engage in any form of behaviour, which though it might be consensual, could interfere with the training environment or offend other students.
 - Students shall not bully or physically harass other students, including:
 - i. Using physical intimidation or fear
 - ii. Forcing an student to participate in an "initiation" process
 - iii. Playing practical jokes
 - iv. Forcing an employee to undertake demeaning tasks
 - v. A manager or Trainer using a management style that is harsh, involves shouting, constant criticism or humiliation of a student or group of students in front of their peers.

Protecting the Commercial Interests and Reputation of the Organisation

- Students shall refer all media enquiries regarding the organisation, its operations, products or services directly to the CEO
- Students will not participate in media interviews in relation to the organisation, its operations, products or services without prior approval (in writing) from the KAMS CEO
- Students shall not accept public speaking engagements or write for external publications or services without receiving prior approval (in writing) from the KAMS CEO

Breach of Standards

To ensure a fair and equitable training environment for all students, the standards previously outlined form an expressed condition of your training with KAMS RTO Breach of any of these standards or failing to follow other established policies and procedures within the organisation may lead to formal counselling or termination from the course, and/or in the case of intellectual property, copyright, inventions, patents and customers potential legal action being initiated.

Grounds for Instant Dismissal

Training may be terminated, without notice, for any of the following reasons:

- Trafficking or possession of illegal drugs on KAMS RTO premises
- Stealing from the organisation or a fellow student
- Physically striking or making threats of violence to a fellow student, employee, manager or staff member
- Sending intimidating or threatening communications
- Deliberately misleading or defrauding the organisation or fellow students
- Reporting for training or returning from breaks affected by alcohol or drugs
- Unreasonably refusing to undertake a random drug or alcohol test



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- Consuming alcohol or illegal drugs on KAMS RTO premises. (Except where alcohol is authorised for a social function by the KAMS CEO)
- Possession of illegal weapons on KAMS RTO premises
- Using abusive language towards fellow students, employees or managers
- Deliberately and wilfully damaging KAMS RTO property or equipment
- Serious and deliberate abuse of KAMS RTO electronic communication systems

Serious and Deliberate Breach of KAMS RTO Policy and Procedures

- Wilful and deliberate neglect in performing tasks or procedures assigned to a position which could result in significant loss or damage to the organisation
- Abandoning training without reason or notice
- Deliberately performing duties in a manner that may cause injury to fellow student, employees, or managers
- Deliberately providing fraudulent, misleading, or inaccurate information on application for training with the organisation
- Sexual or physical harassment or any form of discrimination against a fellow student, employee or manager

CODE OF CONDUCT DECLARATION

This Code of Conduct is between Kimberley Aboriginal Medical Services (KAMS), Registered Training Organisation (RTO) located at 12 Napier Terrace, Broome WA and

I (Name) hereby accept that as a student at KAMS Registered Training Organisation I am required to follow and accept the following Code of Conduct conditions.

I understand that my continued participation in the training I am enrolled in will be subject to my compliance with the following conditions of Code of Conduct.

1. **Confidentiality** – Subject to the terms of the Copyright Act 1968 (Cwth) any original work process, design or other material produced in the course of my student placement, as per agreement with KAMS RTO, will remain the property of KAMS.
 - a) This includes any copyright in any written material or in any other material in which copyright may exist, such as computer programs. Whether or not copyrights exists, the personal ownership of all lists, files, correspondence, contracts and other materials created for the purpose of or in the course of my volunteer work shall remain the property of KAMS and will not be used other than the purposes of training and evidence submissions.
 - i. In addition, all books, accounts, financial data, medical data, records, papers, correspondence and other documents concerning or containing any reference to or any service suppliers of KAMS will be returned to KAMS RTO, whenever I am required to do so and in any event immediately upon termination of my student placement hours in collaboration with KAMS.



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- ii. I will not disclose any information appertaining to patient'(s) /clients medical records, legal case notes, information systems, financial data, or other confidential information of KAMS RTO or placement service provider. Where I am in doubt as to whether or not the information is confidential or whether or not it can be disclosed, then I will undertake to speak with my Supervisor/ or Senior Management of KAMS RTO **before** disclosing that information, in particular where I have been requested to give information to the media and whether that information is verbal or written.
- 2. **Honesty** – I will always act with the utmost honesty and integrity during my student placement hours with the approved service provider in collaboration with KAMS RTO. This obligation relates particularly, but is not limited to; acting honestly and with integrity towards KAMS during my training and within the time of my student placement.
- 3. **Policy and Procedure** – At all times I will work with the policy and procedure guidelines as well as the Health & Safety guidelines Kimberley Aboriginal Medical Services RTO
- 4. **Defamation** – At no times will I seek to neither defame the Kimberley Aboriginal Medical Services RTO, nor engage in conduct that causes imminent and serious risk to the reputation, viability or profitability of the organisation
- 5. I must :
 - i. Notify Kimberley Aboriginal Medical Services RTO and my supervisor should I have a medical condition that may affect my ability to perform any duties required as a student
 - ii. Notify Kimberley Aboriginal Medical Services RTO and my supervisor if I am unable to attend student practicum placement hours
 - iii. Not consume any alcohol or take any substances whilst attending training sessions or performing my student practicum placement hours
 - iv. Not disclose any information to the public concerning clients/; patients and or staff whilst performing my student practicum placement hours

I understand that a breach of these conditions may result in disciplinary action against myself by management or under the State Law (if applicable), which may result in the termination of my training and student practicum placement hours with or without notice.

Student Name:

Student Signature:

Date:/...../.....



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COURSE WORK – STUDENT PLAGIARISM COMPLIANCE STATEMENT

INDIVIDUAL / OR WITHIN any GROUP WORK

I certify that:

(1) I have read and understood the Kimberley Aboriginal Medical Services RTO *Student Plagiarism Policy (in this Student Code of Conduct)*

(2) I understand that failure to comply with the *Student Plagiarism Policy* may lead to the RTO commencing proceedings against me for potential student misconduct under the *KAMS RTO Student Code of Conduct* and that a breach of these conditions may also result in disciplinary action against myself by management, which may result in the termination of my training and student practicum placement hours with or without notice.

(3) I agree that all assessments and other required assessable clinical work will be usually my own, and where any part of this work is not my own, I will indicate that it is not my own by referencing the author of that part, or parts of the submission.

Student Name(s): _____

Signature(s): _____

Date: _____



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Aboriginal Health Worker Training Program

LEARNING CONTRACT

**HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander
Primary Health Care Practice (Release 5)**





INTRODUCTION

This Learning Contract has been designed to assist your learning needs during your Training and assessment time. The Learning Contract will guide Educators, Supervisors and yourself so that you and they can measure your progress and competencies. It will allow you to set your own goals during consultations with the Educators.

The responsibility for completion of the Learning Contract is yours

OBJECTIVES OF THE LEARNING CONTRACT

1. To aid student's motivation for learning
2. Maintain a record of the confidentiality agreement
3. Sets out the KAMS RTO, Aboriginal Health Worker Training Program Aims & Objectives
4. Provides the guidelines for the process of Competency Based Training

GUIDELINES FOR USERS OF THE CONTRACT

1. Students are responsible for their own learning. The student is required to:
 - a) Show the preceptor this booklet on the first day of clinical practice
 - b) Be aware of their own learning needs and how they can be best met during clinical placement
 - c) Ask the preceptor to supervise clinical skills
2. Students may be assessed by the preceptor on the procedural record sheet in the Clinical Placement Workbook. Students will have a formal clinical assessment by the Educators of the KAMS Registered Training Organisation

It is the responsibility of the student to ensure the preceptor documents progress

3. Any comments made by the preceptor on the checklist should be dated and signed



**Kimberley Aboriginal Medical Services
Learning Contract**

**HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander
Primary Health Care Practice (Release 5)**

THIS AGREEMENT is made on: _____
(Date)

BETWEEN: -

(Student)

Of: - _____
(Address)

AND:

Kimberley Aboriginal Medical Services Ltd RTO
AHW Training Program
12 Napier Terrace, Broome WA 6725

I, (name): _____ understand as a condition of this
Training Contract and the Training Program Aims & Objectives, to complete the course to the best of
my ability and accept responsibility for my own learning.

I acknowledge the AHW Training Program makes all travel and accommodation arrangements for
me, whilst I am enrolled in the course.

I accept, I must abide by terms and conditions set out by the travel and accommodation service
providers and

That I will conduct myself in an appropriate and respectful manner during the period of the course

I understand that if I do not maintain the above agreement points, that I could be formerly withdrawn
from the course.

Signature: _____ Date: ___/___/___

Original: Retained by participant **Copy:** KAMS RTO Admin Staff

Kimberley Aboriginal Medical Services Council

Confidentiality Agreement

**HLT40213 - Certificate IV in Aboriginal and/or Torres Strait Islander
Primary Health Care Practice (Release 5)**

THIS AGREEMENT is made on: _____
(Date)

BETWEEN: _____
(Student)

Of: _____
(Address)

AND:

Kimberley Aboriginal Medical Services RTO
12 Napier Terrace, Broome WA 6725

I (name) _____ understand as a condition of my training:

That all information concerning PATIENTS and the WORK OF HEALTH STAFF caring for them, whether obtained directly (word of mouth) or indirectly from paper or computerised clinic records, is regarded as HIGHLY CONFIDENTIAL

I will be gaining practical experience in health services as part of my studies and this involves caring for patients and having access to medical records, including any verbal or written matters involving organisational business. I am aware that I should not disclose any confidential information to any unauthorised persons either within or outside the health service concerned and I agree not to do so.

That I understand and accept as a condition of my enrolment with the KAMS RTO, that if I breach the terms of this AGREEMENT, by divulging confidential information to any unauthorised person or persons, my action can result in my instant expulsion from the course. Legal action against me might also result.

Signature: _____ Date: ____/____/____

Witness name: _____ Date: ____/____/____

Witness Signature: _____ Date: ____/____/____

Original: Retained by participant **Copy:** KAMS RTO