

## Health Education Collaborative (HEC) Student Management Policy.

### Definitions:

**Academic misconduct:** a student cheating or assisting to cheat in an examination or assessment.

**ANMAC:** (Australian Nursing & Midwifery Accreditation Council) is the independent accrediting authority for nursing and midwifery education under Australia's National Registration and Accreditation Scheme and is the skills assessing authority for nurses and midwives wishing to migrate under the Australian Government's General Skilled Migration program.

**Assessment extension:** extra time granted to submit assessment items without penalty.

**Assessment resubmission:** resubmission of an assessment item, whereby the student has attempted to complete the assessment item but fails to meet the required standard.

**Attendance:** requirements for students accessing their online learning portal and face to face sessions

**Course:** all programs where an awarded certificate is attained.

**Other professional development activities:** All workshops, programs and professional events where a certificate of attendance is attained

**Course requirements:** all requirements needed to successfully complete a course, including online engagement/compulsory attendance, assessment items (both graded and non-graded), face to face components, clinical placements, and any other requirement to complete a course.

**Deferral:** once a student has commenced a course, the student may defer commencement. The request for deferment must be made prior to reaching 50% of the course content without reason. When more than 50% of the course has been reached application for special consideration is required such as family personal issues, financial issues, personal health.

**Fail:** A fail grade is awarded when the student has attempted but not met all unit requirements to successfully complete the course or program.

**Plagiarism:** when a student or someone uses resources without proper acknowledgement.

**Student support** – a student identified as being at risk of failing to make satisfactory academic progress. Students requiring support are notified and measures are put into place to improve academic learning outcomes.

### Policy Statement:

All HEC staff, collaborative partners, education HEC contractors and students are required to read and understand the policy and agree to abide by it. If there are any queries in relation to this policy.

### Rational:

- To assist students by establishing guidelines relating to all aspects of their course.
- To ensure equity of administrative practice across all courses conducted by HEC.
- To provide students with the correct procedures for all facets of their engagement with HEC during their course.

## 1. HEC's obligations

HEC acknowledges the following obligations regarding students:

- To provide an environment free from discrimination or harassment based on race, nationality, sex, age, political conviction, sexual preference, marital status, religious belief, disability, family or carers' responsibilities. This environment will take account of the different characteristics of students and their varying cultural and educational backgrounds, including those of Aboriginal and Torres Strait Islander heritage.
- To maintain a safe, positive, harmonious and cooperative teaching and learning environment by ensuring that students have:
  - Timely access by appointment to HEC staff to discuss program matters.
  - Timely, fair, relevant and constructive assessment of work.
  - The prompt addressing of concerns and complaints, especially where they relate to academic results and student advancement.
- To manage all students and their academic work with honesty and integrity, to maintain ethical academic standards and to provide helpful and appropriate feedback in a timely manner.
- To create an environment that supports knowledge growth and development and encourages students to achieve their academic goals.
- To ensure information about courses is accurate at the time of publication so that students can make informed decisions.
- To ensure that, if changes are made to courses adequate arrangements are made so that students are not disadvantaged.
- To inform students of the requirements in relation to proper referencing and acknowledgement of sources as well as providing information on the specific requirements of HEC.
- To make information freely available on policies and procedures.
- To address concerns and complaints of students by providing access to appropriate appeal and grievance mechanisms.
- To provide support services which take into consideration the special needs of students, including Aboriginal and Torres Strait Islander students.
- To provide special consideration for rescheduled examination, substitute assessment, or extension of time for assessment where academic performance has been adversely affected by extenuating circumstances beyond the student's control.
- To ensure that students can provide input into academic staff teaching performance appraisal through feedback.

- To provide students with access to all course materials including online access.
- Engagement by the course manager during any clinical component of the course.
- Feedback on and following each assessment item within three weeks of submission.

## 2. Student's responsibilities

HEC acknowledges the educational and clinical experience of students. HEC staff are conscious of individual preferences but, as professional adult learners, students should be aware of and acknowledge the requirements and conditions of the course or program they have undertaken.

Students' responsibilities are to:

- Follow all HEC Policies and Procedures.
- Contribute to a work and study environment free from discrimination or harassment.
- Respect the rights and privileges of others.
- Participate actively and positively in the teaching and learning environment. It is expected that students will meet all course requirements as indicated in the course outline, which will include:
  - Attendance for all compulsory lectures and face to face learning sessions, online learning and clinical learning activities as required.
  - Continuance of normal progression timeframe within the course of study.
  - Submission of all assessment items in the specified timeframe using the specified format as described in the course outline.
- Be responsible for their own progress throughout the course.
- Be responsive in recommended educative options to develop their academic performance and maintain satisfactory advancement in their course.
- Understand all HEC rules and regulations relating to their rights and responsibilities as a student.
- Be mindful of their individual rights and responsibilities regarding plagiarism and the proper use of copyright material and intellectual property.
- Submit all course work including clinical placement activity documentation within designated time frames as indicated in course outlines.
- Ensure all personal details including email and phone contact details are accurate and up to date.

## 3. Student Code of Conduct

Students responsibilities are to:

- Adhere to all HEC policies and guidelines.
- Submit original work free from plagiarism and maintain academic integrity in all coursework.

- Understand the requirements of their course.
- Be on time and remain for the entire duration of face to face courses.
- Contact HEC staff as deemed necessary during the duration of their course.
- Meet course timeline requirements as indicated in course outlines.
- Conduct themselves in a manner that is respectful of others regardless of the learning environment and in all modes of communication with HEC or other students.
- Always conduct themselves in a professional manner regardless of the environment they are in.
- Comply with copy right regulations and legislation.
- Student passwords are for their access only. It is the students responsible for protecting any passwords issued. HEC passwords provides access to HEC intellectual property but does not permit the unlawful copying, sharing or distribution of material owned by HEC.
- Misappropriation of access privileges will result in access rights being revoked and bring into question a student's ability to continue in the course as a legitimate student, the student may also be liable to prosecution.

HEC's learning management system (LMS), Moodle/Learnbook, is provided to students to support their educational experience. HEC's LMS system is only to be used under the following conditions.

Students must:

- Be enrolled in an HEC course or program.
- Be responsible for their activity that occurs with their log on the system
- Maintain their password as confidential
- Not allow others to use their account.
- Respect others using the system
- Not use offensive language or behave in a way that may cause offence to students or HEC staff.
- Not use the system for any purpose other than in accordance with a HEC course or program.
- Consciously upload material that contains viruses or other material that may be damaging to HEC's operating system.
- Maintain confidentiality with all forms of information either within a learning environment or workplace where clinical activities are taking place.

#### **4 Misconduct**

Misconduct will be defined as any breach of the law involving theft, interfering with other student's rights and ability to complete a their course , disorderly conduct such as physical or verbal abuse, being disruptive within a learning environment, being dishonest, falsifying documents, false or misleading information, submitting offensive material, sexual misconduct of any type, racial abuse, Harassment of any form toward another student, HEC staff member or collaborative partner, any untoward conduct that a student associates toward HEC.

## **Misconduct penalties**

All misconduct allegations are referred to HEC Director for investigation. Students will be given the opportunity to reply to the allegations in their defence.

HEC management will then determine the appropriate action to take place in response the allegation of offence that has taken place.

This could be:

- Dismissal of the allegation
- Further investigation
- Proceed to disciplinary action being taken

Students that have been found to have engaged in any misconduct the following actions may be enforced:

- Formal reprimand.
- Course fail.
- Expulsion from the course.
- Exclusion from any further engagement with HEC.

The student will be notified in writing by HEC outlining the reason for the action regarding the misconduct allegations. The student has the right to appeal in response to the HEC's decision regarding the misconduct allegation findings this is to be made in writing using the HEC grievance form.

Reason for appeal may include but not limited to:

- New evidence.
- Mistaken identity or materials
- Penalty is felt to be excessive or inappropriate

If the misconduct is felt to be out of the scope of HEC where criminal behaviour has taken place appropriate referral to police or legal representatives will be undertaken.

Students have the right to have legal representation should they feel it appropriate.

## **5. Student support.**

HEC provides students with support in the following areas:

- Academic
- Administrative
- Personal

**Academic support** includes all relevant assistance a student requires to help them in their learning such as assistance with writing documents, where to find resources, using information technology and referencing.

Students may be identified as requiring support by the course coordinator, an assessor or educator. This may be due to a student consistently requesting extensions, course work not at the level required, consistent late submission of course work, been deemed not yet competent or failed in several areas of study.

In this case the student will be contacted by the course coordinator to discuss the issues and develop an appropriate support pathway to assist the student to complete their course of study.

**Administrative support** includes all activities involving course registration, fees, Moodle Learnbook System. IT support, assisting student with special needs.

**Personal support** includes assisting students that have encountered issues that are impinging on their progress through a course or program such as family commitments, unexpected health issues, personal/relationship, financial issues etc.

Such support may include:

- Implementing extended timelines to complete course work or placements.
- Deferral from a course.
- Withdrawal from a course completely.
- Counselling.

First contact request for support should be made via the course administrator or HEC administration.

## 6. Equal opportunity and Fairness

HEC employs a policy of open, fair and transparent processes for all students pursuing enrolment into HEC's or one of our collaborative partner course or programs.

HEC will consider all applications based on the above in context with the individual's application, rules of entry and prerequisites for each program or course.

## 7. Fees and payments

- Special fees offer's for individual courses will be advertised with a coupon enrolment code for that course discounted fee only and do not apply to other courses unless indicated.
- Certificates for completion of a course or program will only be issued upon full payment of fees.
- Students requesting a payment plan must contact HEC admin, payment plans will be offered on an individual basis.

**Refunds:**

HEC reserves the right to cancel a course or program prior to commencement due to the following:

- Face to face courses where there are insufficient numbers to effectively conduct the course.
- Environmental and logistical issues which would impact on the effective delivery of that course or program.
- Any other reason which impacts on the effective delivery of the course or program.

In the above occurrences a full refund will be provided.

Refer to HEC's cancellation and refund policy for all refund information and application.

**8. Recognition of Prior Learning (RPL)**

HEC recognises the previous experience and training of prospective students. All applications for RPL will undergo an application for RPL assessment conducted by HEC's education manager, application should be made in writing and include the following:

- Reason for application
- Documents of relevant course or education proving competent completion
- Evidence that previous courses completed are equal to HEC's course
- Course content is similar to HEC's course
- The learning outcomes are similar or the same as HEC's course
- Documents must be certified
- Where a student is applying for RPL based on relevant work and professional experience, letters to support the application must be provided by colleagues and senior managers of the relevant workplace or institution, these referees may be contacted as part of the application assessment process

All applicants will be notified in writing of the level of RPL being offered. Typically, a maximum 50% RPL can be applied for.

Students have the right to contest the RPL decision by writing to the Director of Education.

HEC reserves the right to refuse RPL where a student cannot provide adequate validated documentation as part of the application process.

**9. Course Requirements**

HEC requires all students to meet the course rules as outlined in the course documentation to successfully complete the course and be granted a certificate pertaining to that course. To successfully complete a course or program the following applies:

- All time frames must be met
- All assessment tasks must be completed
- All clinical placements (where applicable) must be completed

- All workplace activities (where applicable) must be complete
- All course documents submitted must be valid.

## 10. **Assessment process**

Assessments are conducted via HEC's LMS system which may include a mixture of multiple choice, short and long answer questioning, interactive online scenarios, submitted supportive documentation including assignments, workbooks, observation charts and observation declarations.

Students can request extensions of time to complete assessment tasks as outlined in the course requirements, the following will apply:

- Requests are considered on an individual basis.
- Requests must be made in writing indicating the reason for request.
- Requests must be made prior to the assessment due date.
- All requests for extensions should be addressed to the director of education.

Assessments are graded competent or not yet competent in most cases.

Where a pass mark is deemed appropriate, the pass mark will be indicated in the course assessment outline. As a rule, the course minimum pass mark is 80%. However, when the assessment is critical for patient safety, for example a medical calculation, the pass mark of 100% will apply

Students are given 3 attempts to competently complete an assessment.

### **Assessment Appeal**

Students have the right to appeal an assessment outcome which should be made in writing to the Director of Education with the rationale for the appeal clearly stated. An appealed assessment will be forwarded to an independent assessor for review.

The final decision of the appeal will be made by the education committee and will be final. The student will be notified in writing with an option to resubmit the assessment for that course.

Students are also advised to discuss the assessment with the relevant course educator should they have any questions regarding their assessment prior to making an appeal application.

### **Course Completion.**

On successful completion of a HEC or collaborative partner course/program students are awarded a certificate pertaining to that course or program.

All HEC courses or collaborative partner courses are allocated CPD hours depending on relevant professional body requirements.

For further information regarding HEC's student management policy contact [info@healthec.com.au](mailto:info@healthec.com.au)