STUDENT HANDBOOK



**FOX EDUCATION AND CONSULTANCY**

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# Welcome to FOX Education and Consultancy

FOX Education and Consultancy education programs focus on the individual learning needs of students. A local private training organisation operating from Nakara, FOX Education and Consultancy is proud to provide education throughout the Northern Territory and regional areas of Western Australia.

Catering to the more regional and remote areas requires a flexible delivery structure. We therefore offer mixed modal learning through a combination of independent learning, webinars and intensive clinical consolidation sessions, bringing theory and practice together in a supported learning environment.

Quality education is delivered by technical and clinical specialists with current field expertise and contemporary practice skills. Evaluation is an ongoing essential component of all courses and we value student comments in order to improve our service. We are committed to a program of Continuous Quality Improvement and will survey students regularly for contributions to this program.

We have a strong emphasis on the delivery of education from a rural and remote perspective thereby ensuring all of our students, regardless of their occupation, have the edge when it comes to working in isolated, and challenging environments.

This means our courses aim to:

* instill self-sufficiency and resourcefulness
* include specialist skills and knowledge
* develop skills in assessment and primary diagnosis (where applicable)
* have a strong emphasis on cultural safety
* are taught by people who know the rural context of practice

FOX Education and Consultancy adheres to the National Vet Regulator (NVR) Standards and Conditions of Registration, including the application of Quality Indicators and is subject to quality assurance audit processes by external regulators.

This handbook contains information to assist students of FOX Education and Consultancy. It is hoped that time with us will be both personally and professionally rewarding. Any student who has further questions, should contact one of our friendly staff as referenced on the contacts page of this handbook.

Enjoy your study and we look forward to supporting you to achieve your learning goals.

Regards

FOX Education and Consultancy Team

# About FOX Education and Consultancy

FOX Education and Consultancy is one of the Northern Territory’s most experienced, diverse and innovative community health service providers whose core business is the delivery of face-to-face training and education to nurses and, health and community care workers.

VISION

Fox Education and Consultancy will be a leader in nursing, caregiving and community services education for future and current nursing and care workers.

MISSION

Meeting the needs of our clients, industry and stakeholders through delivery of contemporary, flexible and tailored approaches to quality training, education and support.

VALUES

Fox Education and Consultancy is committed to delivering education and service outcomes through:

* Professionalism imparted in practise
* Holistic and client focus education
* Respectfulness
* Empowering students and services
* Pathways to careers and lifelong learning
* Connecting with industry and stakeholders

Extensive evidence-based research ensures our services are absolutely relevant to today’s practice and only highly experienced and qualified professionals are engaged to deliver training from this knowledge.

FOX Education and Consultancy provides adult learning opportunities that encourage participation, interaction, practical skills development, personal responsibility and professional conduct amongst their students and learners. Where a professional licensed outcome is achieved, as from the Diploma of Nursing course, rigorous standards apply to students as well as staff.

FOX Education and Consultancy also tailors workforce development solutions for health sector employers. Being small and flexible, we are able to be responsive to organisational needs and work with Industry in a consistent manner to achieve desired training outcomes.

# Courses at FOX Education and Consultancy

The most up to date course list can be found at [www.fox.edu.au](http://www.fox.edu.au) and at the back of this Student Handbook. The list is subject to change however, we strive to meet the needs of all students to deliver courses where and when possible on a regular basis.

Information to assist in making a choice consistent with the desired education pathway is contained in the course list, including information on availability of courses designed to suit Apprentices and ESL students.

Our accredited programs are nationally recognised as qualifications and can be viewed at [www.training.gov.au](http://www.training.gov.au). Our Diploma of Nursing program has been accredited by the Australian Nursing and Midwifery Accreditation Council (ANMAC) as an approved program of study for the Australian Health Practitioner Regulation Agency (AHPRA).

# Enrolment Information

## Course Fees, Refunds and Financial Information

*What Fees are applicable to the course?*

Fees are dependent on the course of study and will be detailed by the Director (or delegate) during the enrolment process. Some courses may be subsidised or attract government subsidy. All students are encouraged throughout the program to apply for grants or other funding opportunities as they become available. Students are responsible for all course fees at the time they fall due irrespective of any subsidy or funding agreement.

A full list of fees is provided at enrolment, questions regarding fees and charges should be directed to the Director or the finance officer.

*When are fees due?*

A non-refundable deposit is due and payable at time of enrolment acceptance. All invoices are payable within fourteen (14) days of date of invoice.

Currently FOX Education and Consultancy DO NOT accept fees in advance, which negate the need for a refund policy.

*How are fees paid?*

Fees can be paid by direct credit transfer (the preferred option) or by cash. Personal cheques are not accepted. Payments can be made during office hours at Administration at FOX Education and Consultancy, or online.

When making a payment, students must provide name, student ID and invoice number. Invoices should be checked for accuracy prior to payment. Issues can be resolved by sending an email to accounts@fox.edu.au within five (5) working days of receipt of invoice.

Students are responsible for maintaining course payment schedules irrespective of issue of invoice.

*What happens if fees are not paid?*

If fees are outstanding at the invoice due date:

* Students will be unable to continue studies until all outstanding fees are paid
* work submitted will not be processed
* access to online student profile will be unavailable
* academic record including formal award at the completion of studies will be withheld

Students with outstanding fees will incur costs relating to collection agency and respective fees and charges. If financial hardship occurs, students must contact the Director to arrange a time for review.

*Refunds*

Deposits are non-refundable where stated, but a pro-rata credit may apply to complete the course at a later date. All other fees are not collected in advance therefore a refund should not be considered.

## Recognition Prior Learning (RPL), Credit Transfer (CT) and National Recognition

Prior to commencing the program any learning achieved through formal education and training (credit transfer) and learning achieved outside the formal education and training system (RPL) or, recognition of AQF qualifications and statements of attainment issued by training organisations registered in any Australian jurisdiction will be reviewed and granted as deemed applicable by the course coordinator.

Recognition of prior learning is an assessment process that involves assessment of an individual’s relevant prior learning (including formal and informal learning) to determine the credit outcomes of an individual application for credit

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications

Credit will be transferred for prior successful completion of matching units of competency

The recognition of the equivalence of one unit of study to another unit of study, within a chosen qualification, may include previous study or work experience.

Recognition of prior learning or credit transfer can be applied for by arranging an interview with the Course Coordinator. This is best discussed on enrolment with the course coordinator so that an individual plan of training can be adjusted prior to commencing. However, if, after a unit of study has been commenced it becomes apparent that prior knowledge and skill has been attained in that unit of competence, the course coordinator may be contacted for a further review of recognition.

Fox Education and Consultancy honours its obligation under the Australian Qualification Framework to accept, as mutual recognition, qualifications and statements of attainment by any other registered training organisation within Australia.

Students with current skills or knowledge relevant to the course are eligible to apply for Recognition of Prior Learning.

For further assistance with RPL please speak with the course coordinator as soon as possible.

## Course Related Matters

*Enrolments at FOX Education and Consultancy*

Completion of the enrolment process results in a contract between the student and FOX Education and Consultancy which describes the expected learning outcomes of the individual course. Students are encouraged to contact the relevant Course Coordinator by email or phone to clarify any issues or questions that arise. Contact details are listed at the back of this guide.

*When is the enrolment form due?*

An enrolment form must be completed before the start of a course or by negotiation with the Course Coordinator responsible for delivery of the course.

*Unique Student Identifier (USI)*

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can create your USI by accessing the website at <http://www.usi.gov.au>

*What happens next?*

The Director or course coordinator is responsible for ensuring that application documentation is complete and correct. If further information is required from a student, a request will be sent to the email address noted on the enrolment form.

Students must attend an academic assessment and interview. Upon successful review, or interview depending on the course applied for, students will be required to sign a training and payment agreement and to arrange payment of the non-refundable deposit.

*What action is required following receipt of the letter of acceptance, course timetable and fees advice?*

Student responsibilities with regard to attendance, course payments and additional costs as may be incurred are explained in the course documentation. If a student is unsure about any aspect of the course or their responsibilities they must discuss this with the course coordinator BEFORE ENTERING INTO THE AGREEMENT.

Once a student is satisfied that the course and details are appropriate, an appointment should be made to sign the agreement. The payment agreement is a binding contract between the student and FOX Education and Consultancy.

FOX Education offers a pay as you go service. No fees in advance are accepted therefore there is not a refund policy requirement. Fees are payable through direct bank deposits or at our Offices.

Should the NT or Commonwealth Government or industry bodies make Scholarships available, students will be provided with assistance to apply.

All fees must be paid before a Certificate or Statement of Attainment is issued.

*Student Number*

Student details from the enrolment form are entered into the student management system, at which time a username and password is automatically generated and forwarded to the students registered email address. This provides students with internet access to student records. Students should log into the user profile and ensure all information is true and correct; errors or changes should be immediately corresponded to admin@fox.edu.au

Students are also issued with a student number. This number is unique and will remain the same while students are enrolled at FOX Education and Consultancy. The student number should be quoted on all correspondence with FOX Education and Consultancy.

*Class attendance*

Class attendance information is provided on enrolment. Any changes will be provided by the course coordinator.

*Computer Accounts*

Students have online access to the internet and public folders on Campus as well as access to printing and copying and other resources. Please note, charges will apply for printing and copying.

*Student access to profile information*

On admission to FOX Education and Consultancy, student username and password provides internet access to personal information, course details and student records on Wisenet, an internet based student management database.

*Student ID Cards*

Enrolled students are issued with a student ID card (photo ID), containing the student number. It is compulsory for all students to wear this ID during all student placements. This card provides additional benefits such as subsidised bus travel. Replacement cards will be issued upon payment of $35 fee.

## Changes to enrolment

*What is a change of enrolments?*

Changes to enrolment include

* Any changes to training contract
* Withdrawal from a course (course withdrawal form)
* Transfers to another course (new enrolment form is required)

*How is enrolment changed?*

Any change to enrolment is to be made by letter or email to the Director containing student name, ID and return address and contact number. Current student agreements remain in force until enrolment variations are approved by the Director. Students are responsible for ensuring that all correspondence has been received.

*Withdrawal from a Course*

If withdrawal from a course is being considered, students should discuss this with the Course Coordinator by appointment.

Non-attendance at classes does not automatically cancel enrolment, nor does it cancel student payment schedules. For withdrawal to take effect, formal notice must be provided to the Director and necessary paperwork completed. All changes to enrolment are effective from the date the written notification is received by FOX Education and Consultancy. Students are responsible for ensuring that all correspondence has been received.

*Recovery of costs*

FOX Education and Consultancy reserves the right to recover costs from any student identified as causing damage through willful act or negligence to the property or resources of FOX Education and Consultancy or its partner organisations.

*Learning Support*

FOX Education and Consultancy is able to provide support services, such as tutorial activities and study skills sessions to students with identified learning difficulties. Where specific learning difficulties require specialised support, FOX Education and Consultancy can assist the student to locate appropriate support providers. FOX Education and Consultancy will take all reasonable steps to support students facing learning difficulties.

Students are to advise FOX Education and Consultancy immediately upon becoming aware of any personal learning difficulties or situation which may negatively impact on their capacity to fully participate in the course. FOX Education and Consultancy accepts no responsibility where a student fails to achieve course outcomes due in part or in full to a learning difficulty experienced by a student where that student has not made FOX Education and Consultancy aware of such difficulty and where FOX Education and Consultancy has the capacity to meet the requirements of that learning difficulty.

*Student Feedback*

To continually improve our services to students, FOX Education and Consultancy is committed to listening and responding.

Ways that students can provide us with feedback include:

* Direct Educator or Course Coordinator;
* Units feedback forms; or
* Course evaluation forms.

We welcome and listen to each person who provides feedback, treat all feedback with confidentiality and take appropriate action on feedback received. Feedback assists us to improve our services. We like to hear about the positive things too!

*Absence from Lectures/Clinical*

Students absent from lectures or clinical experience may be expected to take catch up classes or complete additional clinical experience. This will be negotiated with the Course Coordinator. When a significant proportion of the course has been missed it may be not be possible for catch up classes to be attended within the course time frame. This will result in student withdrawal from the course. Students may be able to defer/transfer to another group at the discretion of the Course Coordinator. It is the professional obligation of all students to monitor their own progress through their course and negotiate with the Course Coordinator ‘catch up’ sessions.

*Change of Personal Details*

Record keeping is a joint responsibility between FOX Education and Consultancy and the student. Please ensure any changes to name, address, telephone/emergency contact numbers etc. are notified as soon as possible. Students can do this either directly by accessing the student management system, WISE.net,or notifying the course coordinator in writing. This assists us to keep enrolment details up to date and to contact students should the need arise, e.g. the cancellation of class due to sickness of a Course Coordinator.

Individual learner details or records will not be released to a third party without the written permission of the learner or where required by law.

If a student’s name has changed and the student wishes certificates to reflect this change, the information is to be conveyed in writing (with appropriate certified documentary evidence) to FOX Education and Consultancy no later than 7 calendar days prior to completion of the program.

# Guidelines – Emergencies

## Accidents

All medical emergencies and accidents involving injury must be reported immediately to Director or Course Coordinator so that first aid and/or tertiary care can be arranged without delay and any hazards eliminated.

Where possible please follow the procedure outlined below:

* Provide comfort and assistance to the injured person.
* Send someone to notify a staff member and ask for First Aid assistance.

These actions should result in medical assistance arriving at the earliest possible time. If this cannot be achieved for any reason, telephone for an ambulance. Dial 000. All costs associated with emergency transport, first aid or medical attention / treatment will be the responsibility of the student.

* Stay with the injured person until first aid or medical assistance arrives.
* Depending on the nature of the incident, a Hazard Identification form may be completed.

## Hazards and near miss reporting

It is the responsibility of both students and staff within the FOX Education and Consultancy environment to report any hazards that may cause injury or damage. Please report these hazards to the Director or Course Coordinator as soon as possible after identification.

## Health Conditions

If a student has a personal health condition that may be critical under certain conditions or at certain times, please advise either the Director or Course Coordinator before commencing study. All information will be treated as confidential and is required so FOX Education and Consultancy can provide support or treatment in the event of an emergency situation.

## Rights and Obligations

All students are bound to comply with the rules and regulations stated in FOX Education and Consultancy Policies and Procedures which are subject to change from time to time.

FOX Education and Consultancy shall be under no liability whatsoever to any student for any loss or damage, including personal injury or death, sustained at or upon FOX Education and Consultancy premises howsoever caused, and whether in respect of any negligent act or omission by FOX Education and Consultancy, its employees, agents or servants or otherwise.

FOX Education and Consultancy shall be under no liability whatsoever to any student for any loss or damage, including personal injury or death, suffered by reason of the failure of FOX Education and Consultancy, its employees, agents or servants to notify the student of any risk or danger of which they had no prior knowledge nor ought reasonably to have had such knowledge.

FOX Education and Consultancy reserves the right in its absolute discretion to review and alter the organisation and/or structure of its courses at any time.

If any material alteration is made before the commencement of a course, FOX Education and Consultancy will endeavour to notify the student affected but shall not have any liability if it is unable to so notify.

Notwithstanding the provisions of these terms and conditions, nothing removes the right of the student to take further action under relevant Australian consumer protection laws and to pursue such legal remedies the student may have under such laws.

# Student Support

## Access and Equity

FOX Education and Consultancy has a clear policy that supports all students’ access to training. We offer support and flexibility to students for whom mainstream methods of study/assessments present too great a challenge. If a student requires assistance, application for interview with the Course Coordinator should be made.

The Access and Equity Policy can be found in the FOX Education and Consultancy Policies and Procedures Manual.

## Inherent Requirements

Nurses work closely with people at some of the most intimate and challenging stages of their lives, so you must have insight into your own personal and professional capacity.

Inherent requirements in nursing training refer to the essential abilities, including personal caregiving, knowledge, and skills that a nursing student must possess. These requirements ensure that nursing students can meet the professional and academic standards needed to provide safe, competent and compassionate care. The inherent requirements are the abilities, knowledge and skills needed to complete a program that must be met by all students enrolled in that program.

To read the inherent requirements [www.fox.edu.au/diplomaofnursing](http://www.fox.edu.au/diplomaofnursing)

## Computer Access

All students with FOX Education and Consultancy have access to the internet and public folders on Campus as well as access to printing and copying and other resources.

## Complaint Resolution

In the first instance students should discuss any complaint with the relevant individual(s). If no resolution is reached, the student should discuss the complaint with the Course Coordinator to see if it can be resolved.

Where resolution is still not achieved, the student should follow the student grievance policy and procedure found at [www.fox.edu.au/policiesandprocedures](https://fox.edu.au/policiesandprocedures/).

## Counselling

Career counselling is available by appointment with the Course Coordinator or Director

Students are also advised that if they wish to discuss personal concerns with an external body, NTCOSS provides a directory of services available and accessible to students at: [www.ntcoss.org.au](http://www.ntcoss.org.au) or Fox Education and Consultancy holds membership with the Resolution Institute which offers a student mediation scheme, infoaus@resolution.institute 02 92513366.

## Disability Support

If a student has a disability of any kind which may require special educational provisions, contact the Director or Course Coordinator.

## Literacy and Numeracy

Literacy and numeracy levels are assessed at interview to ensure that students meet the minimum requirements of the course. The Course Coordinator will discuss support options should these be required.

# Monitoring Academic Progress

## Progress Responsibilities

A student progression policy outlining guidelines and expectations can be found in the Fox Education and Consultancy policy and procedure manual.

Students have access to current enrolments and completion of units through the student management system Wisenet.

Students may request a meeting with the Course coordinator or educator at any point throughout the course to discuss their academic progress.

It is the responsibility of each Educator to monitor the weekly academic progress of each student in their relevant unit(s) of study, against the requirements set for each unit of study. This includes ensuring that students are participating in scheduled work activities, submitting assessments, seeking additional assistance if required and monitoring general student behaviour.

## Student Initiated Support

Students who are experiencing difficulties with their performance in the enrolled unit(s) of study in any one term are encouraged to consult with the unit Educators or course coordinator regarding their progress in the course/program and to seek advice regarding appropriate mechanisms to support their enrolment. Students who find themselves in this situation will receive prompt contact from the course coordinator advising them of options to facilitate improvement.

## Early Intervention Process

If a student is identified by the course coordinator as not making satisfactory progress, the Director of Fox Education and Consultancy must be informed.

The Director will issue a notification in writing to the student, requesting that they attend a progression meeting. This process may be initiated at any stage during a semester. The letter will advise the student that they are not achieving satisfactory course progress under the provisions of the Student Academic Progression Policy and specify an appointment date and time that the student is required to attend. At the meeting the Director, Course Coordinator and the student will discuss progress to determine if a support/intervention strategy is required to address the student’s individual needs. This may include the development of a Personalised Study Plan to assist the student to meet their course requirements.

## Unsatisfactory Academic Progress

Early intervention measures designed to assist students deemed to be at risk of unsatisfactory progress must be developed and evaluated before further action is taken under the provisions of this section. Following such an assessment of a student’s performance in a course and the effectiveness of the various intervention measures pursued by the staff and the student, the academic progress of a student may be considered unsatisfactory and may be deemed ‘at risk’ due to the following:

1. the student does not successfully complete or demonstrate competency in at least 50% or more of the units in any one study period.
2. the student fails a unit of study by failing to submit formative assessments or has been given a resubmit assessment request for the third time and has not achieved a satisfactory level of attainment and/or
3. the student has not met academic planning expectations directed by the Course Coordinator and Director.

 ‘At risk’ may also include the following:

1. In a situation where a student has withdrawn (or has been withdrawn) from the same unit of study on more than two (2) occasions such circumstances may be deemed to indicate that the student is ‘at risk of exclusion from their course’. Note: Students will be liable for payment of repeated units.
2. Diversity - recognised and supported – are cultural, language, numeracy or literacy issues identified and supported through links to appropriate support services.
3. Disability support provisions required. Student has not identified a disability that has impacted on the outcomes of learning.
4. Students’ cultural safety, not only confined to Aboriginal and Torres Strait Islander students, have not been considered and have impacted on the outcomes of learning e.g. strategies that support responsibilities to family, community and culture in keeping with ANMC Position Statement ‘Inclusion of Aboriginal and Torres Strait Islander Peoples health and culture issues in courses leading to registration and enrolment’
5. Issues that may be described as grievance or misadventure identified, including professional conduct or clinical competence not demonstrated when students have progressed to practicum placement.

## Formal Process – Students-at-Risk

‘At risk’ applies to those students who have failed to demonstrate academic progression as noted above.

Following unsuccessful informal early intervention of a student’s performance in a course and the effectiveness of the various intervention measures pursued by the staff and the student, the academic progress of a student may be considered unsatisfactory, and therefore ‘at risk’ is deemed.

Only in these cases the student will be sent a letter, by hard copy and electronic mail from the Director or nominee notifying them of their ‘at risk’ status and:

1. explaining the consequences of failure to maintain a satisfactory academic standard;
2. provide an opportunity to rectify the situation through explanation of a valid reason; and
3. nominating an adviser they should consult during the succeeding semester about their academic progress;

A copy of the "at risk" letter will be filed in the students records.

## Exclusion from Course for Unsatisfactory Academic Progress

Based on the outcomes of the ‘at risk’ notification the assessment appeals panel will convene to determine termination of course. The Assessment appeals panel will consist of;

* The Director
* Course Coordinator
* And an Industry or content expert.

Only in these cases the student will be sent a letter, by hard copy and electronic mail from the Director or nominee notifying them of their withdrawn status.

## Valid reasons for academic difficulties include:

* Financial problems;
* Long hours of employment;
* Language or communication problems;
* Major trauma amongst student’s immediate family;
* Issues with time management or study skills;
* Student may have chosen wrong course;
* Personal issues (e.g. relationship issues);
* Medical or mental health problems (for which medical certificates must be attached).

If a student is unable to meet the deadline due to circumstances beyond their control they must contact the Course Coordinator who will offer available assistance or refer student to NTCOSS services.

Progression to practicum placement will not be considered an option without required preparatory assessment.

## Study, Academic, Language and Learning Skills

FOX Education and Consultancy recognises the uniqueness of each student, and endeavours to support individuality through review of student’s progress throughout the duration of the course. The Course Coordinator is the contact to discuss individual and specific student needs in support of the study plan.

**Pre-Clinical Progression Flowchart**



**Clinical Progression Flowchart**



# Other information A - Z

### Academic Record

Students who have successfully completed individual units of competency, but have not completed all course requirements will be issued with a Statement of Attainment on withdrawal from the course.

A transcript of results will be issued at the end of each year of study and on completion of course. Transcripts requested outside these times can be provided at a cost of $25. Replacement qualification testamurs can be provided at a cost of $65 and replacement statement of attainment certificates can be provided at a cost of $50. Issue of replacement documents may take 5 business days.

Students who have successfully completed all course requirements will be issued with a Qualification.

Students who have not paid fees will not be issued with an academic record. Please refer to the *Fees* section of this document.

### Academic appeals

Refer to Complaints and Appeals Policy and Progression Flowcharts above.

### Assignments and Assessments

Students are responsible for observing copyright limitations, such as the limitation on generally copying one book chapter from a particular book, or one journal article from a journal. Copyright breaches can be pursued at a personal level by the copyright owner or their agent, independent of FOX Education and Consultancy

Students are responsible for the completion of assignments consistent with the guidelines of the Unit Delivery and Assessment Plan, issued at the start of each unit.

Plagiarism is using the words or ideas of another and presenting them as a student’s own. Plagiarism is a type of intellectual theft which can take many forms from deliberate cheating to accidentally copying from a source without acknowledgement (see Plagiarism and Cheating below)

The assignment turnaround time for FOX Education and Consultancy is 20 working days from receipting of the assignment, which generally means after the complete and compliant assignment is placed into the Assignment Drop Box at Fox Education and Consultancy Nakara Campus or, received at PO Box 41650 Casuarina 0811 NT.

### Attendance and Punctuality

It is recommended that all scheduled sessions are attended. If a student is unable to attend for any reason the Director or Course Coordinator should be notified as soon as practicable.

Students on Clinical Practicum must notify the workplace at least 2 hours prior to expected commencement time if unable to attend. Students must also notify Fox Education and Consultancy administration if they have cancelled a practicum shift.

Attendance and punctuality is recorded by an attendance sheet at the commencement of each session.

For courses or students where attendance is compulsory valid reasons for non-attendance include:

* Granting of skills or knowledge recognition (CT and/or RPL/RCC) prior to course commencement.
* Work commitments (Confirmation letter from employer will be required).
* Illness (Doctor’s Certificate will be required).

If a student is absent from a session a Not Attended (NA) Result will be recorded there will be a requirement to re-register for that session. No more than FOUR (4) non-attendance sessions will be permitted in any ONE (1) semester unless substantiated with a medical certificate. Private tuition fees may be incurred for catch up on missed classes. Any more will incur further payment for private tuition. Private tuition fees are charged at a rate of $400 per 3-hour period.

Missed Clinical Laboratory sessions will be charged at $700 per day or part thereof.

Missed clinical practicum will incur a fee of $300 per day of additional placement sort if a student fails to comply with preparatory academic benchmarks or is required to repeat the practicum experience due to incompetence.

### Booklist /Book Requirements

At interview students are provided with a booklist (if applicable). It is the student’s responsibility to purchase books from FOX Education and Consultancy or other sources. Access to current recommended text is essential in order to successfully complete the individual subjects and course. Many textbooks may be purchased in electronic format for use on mobile electronic devices. Fox Education advocates this use of electronic medium and supports the use of such equipment in the learning environment.

### Children on Site

Children are not permitted on site; in offices, classrooms, skill laboratories, student and teacher study areas or clinical placements.

### Code of Conduct

Training prepares students to work in the health care environment. Students are expected to demonstrate behaviours appropriate for work in the health care environment.

All interactions will be courteous and respectful.

Students will be extended equal opportunity to participate in classroom discussions, with no student monopolising the conversation / question time.

Students will acknowledge and respect individual differences. Everyone is allowed to have their say and hold their own beliefs as long as they do not infringe on the rights of others.

Students will demonstrate a non-judgmental attitude towards the values and attitudes of others which may differ from their own. Differences should promote open, friendly discussion with the intention of learning more.

Appropriate teamwork and a supportive attitude towards others must be demonstrated in all interactions. Patience, co-operation and respect during practical training session are mandatory. Students are expected to listen attentively and ask questions appropriately during presentations, avoid ‘shuffling’ of papers while someone is speaking.

Behaviour demonstrates a commitment to maximising the student’s own potential in relation to training / learning, and to enhancing the learning of others. This requires a positive attitude to learning, a willingness to fully participate in learning activities as instructed, and avoiding behaviours which disrupt / distract others from learning

### Computer Lab

FOX Education and Consultancy provides computers for general student use during office hours. Students may freely access the internet on site providing they adhere to the internet, email and Computer use policy.

The Internet, Email and Computer use Policy can be found in the FOX Education and Consultancy Policies and Procedures Manual.

### Confidentiality

All information regarding individual people, clients, patients, residents, groups or communities, is to be treated as confidential. This includes verbal (e.g. telephone conversations between staff and between staff and students) and written information in any form.

The Disclosure of Personal Information Policy can be found in the FOX Education and Consultancy Policies and Procedures Manual.

### Eating and Drinking Arrangements

Tea and coffee making facilities are provided free of charge. Students may choose to bring lunch or buy lunch on/off site. Food is not to be consumed in classrooms. A comfortable lounge area is provided for relaxation between lecture sessions. We ask that in consideration of others, all rubbish is disposed of correctly and that any student facilities areas are tidied prior to the close of the session(s).

### Email

Email is the principle form of communication between FOX Education and Consultancy, its staff, Educators and students, other than during lecture sessions.

Usage is governed by an appropriate use policy, relevant bylaws and the Telecommunication Act.

The Internet, Email and Computer use Policy can be found in the FOX Education and Consultancy Policies and Procedures Manual.

### Facilities

Students are expected to assist in maintaining all FOX Education and Consultancy facilities in a tidy and clean condition at all times. The Clinical Laboratory should be left with all equipment and resources in their allocated place; beds made, clinical waste disposed of correctly as directed by the lecturer, trolleys back in place etc. At the end of each session, Students must ensure that tables and chairs are neatly arranged, air-conditioners / fans etc. switched off.

Students are not permitted to bring children into the premises during lecture times for safety reasons and as a courtesy to other students.

### Feedback

FOX Education and Consultancy welcomes comments on the information in this guide. Anonymous feedback can be provided by the web feedback form.

Other formal and informal feedback will also be sought at various times throughout the duration of training.

### Final Transcript

A final transcript (academic record) and a certificate of completion will be provided free of charge at graduation. For additional information please refer to Academic Record*.*

### First Aid

There is a first aid kit available at the reception desk of the Nakara campus.

### Graduation

Graduation is the highlight of the year for students and staff alike. It is a time of celebrating the wonderful achievement of FOX Education and Consultancy students, and we encourage all students and family to attend the graduation ceremony held at a time to be advised.

### International Students

FOX Education and Consultancy is registered for CRICOS and can enrol International students into our Diploma of Nursing and Certificate III in Individual Support courses.

### IT Support

Help with computers, the internet, telephones, printers, copiers, faxes, and associated information technology equipment and services available at the Nakara Campus is available through admin support. Please see contacts for further information.

### Library

A resource library and course materials may be accessed during Office Hours at the Nakara Campus. Diploma of Nursing students will be reimbursed for the fees to join CDU library as an associate member.

City of Darwin Library membership is free for residents of Darwin (proof of address needed). Limited reference selection but good online resources are available.

Follow this link to join the City of Darwin Library: <https://www.darwin.nt.gov.au/community/libraries/borrow/join-the-library>

Access City of Darwin Library materials: <http://ntl.nt.gov.au/>

The course coordinator will discuss arrangements that may be made with other libraries at orientation.

### Lost Property

To assist in identification and return of lost property please mark all personal belongings with student’s name. Please endeavour not to leave valuables unattended.

### Lunches

Students can bring and store lunches in the student fridge in the kitchen of the Nakara Campus.

### Messages (Student)

Messages are not taken for students except in emergency situations. Every effort will be made to deliver the message but FOX Education and Consultancy cannot accept responsibility if students cannot be located or a message cannot be delivered.

### Mobile Phones and Pagers

Mobile phones and pagers are to be turned off during classes. If expecting an urgent call, please discuss the need with the Educator. A written warning will be given to students who consistently breach this.

### Workplace Health and Safety (WHS)

FOX Education and Consultancy is committed to the proper management of Occupational Health, Safety and Welfare, which ranks equally with all other operational considerations. FOX Education and Consultancy will provide a safe and healthy workplace for its staff, students, contractors and visitors by having a planned and systematic approach to the management of OH&S and where necessary, injury management. FOX Education and Consultancy is committed to the provision of the resources for successful implementation of OH&S. The OH&S Policy can be found in the FOX Education and Consultancy Policies and Procedures Manual

### Parking (Bikes and Cars)

FOX Education and Consultancy does not accept any liability in the event of theft or damage to vehicles parked on or off campus.

Students are requested to park in the overflow carpark between the Old Nakara Shopping Centre and Nakara Primary School.

### Photocopying and Printing

Students will be charged 10c per single sided black and white A4 sheet, 20c per double sided black and white A4 sheet and 40c per single sided black and white A3 sheet. Please see the Administration officer or FOX Education and Consultancy staff for details.

### Plagiarism and cheating

In a study environment, cheating means to act dishonestly in any way so that the assessor accepts work presented by Students as genuinely representing their understanding of, and ability in, the subject concerned.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

FOX Education and Consultancy will not tolerate plagiarism or cheating, and a penalty may be imposed if a student is accused of either.

It is cheating to:

* use notes or other resources without permission during formal testing
* hand in someone else’s work (with or without that person’s permission)
* hand in a completely duplicated assignment
* take work without the author’s knowledge
* allow someone else to hand up a students work as their own
* have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
* use any part of someone else’s work without the proper acknowledgement
* steal an examination or solution from a lecturer.

It is not cheating to:

* discuss assignments with lecturers or other students to understand what is being asked for
* hand in work done alone or with the help of staff
* get help to correct minor errors in spelling, grammar or syntax (sentence construction)
* discuss assignment requirements and course materials in order to better understand the subject (this is, in fact, encouraged)
* submit one assignment from a group of students where this is explicitly permitted or required
* use other people’s ideas where they are acknowledged in the appropriate way, such as referencing using the Harvard system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

### Police Clearance and Ochre cards

As a care worker it is a mandatory requirement of enrolment to have police clearance issued by SAFE NT. In addition, due to the nature of work involving the care, supervision or instruction of vulnerable persons, Students will be required to hold an Ochre Card, (Working with Children) – issued by SAFE NT.

Only applicants with relevant criminal records are not to be considered for enrolment.

Locations other than on Campus, for external skills development such as on Clinical Placement, may require separate Police Clearances.

### Practical Industry Placement

Practical industry placement is a mandatory component of learning. At FOX Education and Consultancy students will be both academically and clinically prepared to enter the workplace as a student. The prerequisite learning will consist of compulsory skills and knowledge identified by the industry which Students are entering. Students will be required to achieve these prior to practicum placement in the simulated environment at FOX Education and Consultancy. Students will be given a clinical manual that will consist of prerequisite skills and specific guidelines that will aid them prior to and throughout the practicum placement. Students will be personally supported throughout placement by a FOX Education and Consultancy facilitator who will assist and guide them in clinical learning from novice to graduate.

All Diploma of Nursing students are required by law to register with AHPRA prior to industry placement. Twice a year Fox Education and Consultancy will submit information to AHPRA for registration. For further information go to <http://www.ahpra.gov.au/Registration/Student-Registrations.aspx>.

### Reissuing of certificates or lost clinical manuals

Individuals will be charged the following amounts for reissuance of:

* Official transcript of results $25
* Statement of Attainment $50
* Certificate or Diploma $65
* Clinical manual $65

### Vaccinations

It is an industry requirement that prior to any industry placement students update their adult immunisations. Further information regarding immunisations can be found by contacting the Centre for Disease control (CDC) at [www.health.nt.gov.au/Centre\_for\_Disease\_Control/Immunisation/index.aspx#Adultvaccinationprograms](http://www.health.nt.gov.au/Centre_for_Disease_Control/Immunisation/index.aspx#Adultvaccinationprograms)

All nursing and health services students will be required to have immunisations as per the Department of Health (DOH) staff immunisation requirements and records will be required to be kept in student file for recall if necessary by DOH. The current list of required vaccinations is as follows: Measles, Mumps, Rubella, Chicken Pox, Hepatitis A, Hepatitis B, Pertussis, Tetanus / Diphtheria, Influenza (annually), COVID-19 vaccines.

### Security

Be advised that the campus will be closed and locked upon commencement of evening training, for the protection of training staff and students.

### Smoking

No smoking is permitted in or within 20 meters of the campus building. We are a smoke free environment and advocates of healthy living.

### Student ID Card

On successful enrolment and payment of a non-refundable deposit, students will be issued a student ID card (photo ID), containing student number, which is compulsory to wear for the duration of all student placements. This valuable card also provides additional benefits such as subsidised bus travel.

### Tea/Coffee

Tea/coffee and cold water is provided for all students. The kitchen area must be left clean and tidy at all times.

### Uniforms

Students not meeting the requirements of the Uniform policy will not be permitted to undertake training.

Due to the practical, physical nature of the community services and health training, all students undertaking manual handling and personal care practices in the clinical environment will require:

* Flat covered-in shoes
* Long hair to be tied back
* No jewellery (other than plain wedding band)
* Shortened nails no longer than the tips of each finger, clean and unvarnished (under no circumstances will false nails be permitted)
* Loose comfortable clothing which will not restrict movement but at the same time maintains the student’s modesty and dignity (e.g. pants/trousers rather than a dress/skirt).

These requirements are in line with best practice infection control management and OH&S standards

*Placement*

When undertaking a placement Students represent FOX Education and Consultancy and are required to wear;

* FOX Education and Consultancy Student ID
* Ironed FOX Education and Consultancy shirt
* Black pants
* Black flat covered-in shoes
* Long hair to be tied back
* No jewellery (other than plain wedding band)
* Shortened nails no longer than the tips of each finger, clean and unvarnished (under no circumstances will false nails be permitted).

### Wisenet

Wisenet is the database that FOX Education and Consultancy uses to manage student records once enrolment occurs. Access to the Wisenet profile by password will be provided once enrolment has been completed, and the deposit paid for the course.

# Research Resources

The following is a detailed list of accessible and academically recommended weblinks to assist in researching for assignments and general interest for wider reading.

Textbooks and Reference Books – Your Course Coordinator will advise Required and Recommended Texts. As a general rule aim for books that are no older than 5 years.

### Library Access

* Fox Education and Consultancy Library – Loans available via admin staff/course coordinator. Computer access available, printing 10c per page.
* City of Darwin Library membership is free for residents of Darwin (proof of address needed). Limited reference selection but good online resources available.
* The NT Government Health Library has free membership for NT Medicare Local Members (Associate membership forms available from http://www.ntml.org.au)

Book loans, online resources available.

* Charles Darwin University Library – Paid annual membership available, cost will be reimbursed by Fox Education and Consultancy on presentation of receipt.

Book loans available, no online resources available.

### Web Links

***Informit***: <http://www.darwin.nt.gov.au/libraries> (Library Card number and password for login.)

* Academic Journal Database, accessible through Darwin City Council Library Online Resources (onsite and remote access).

***Joanna Briggs Institute***: JBI Connect– <http://connect.jbiconnectplus.org/>

* Free and member only resources: Evidence Based Practice Guidelines, Best Practice Information Sheets, Systematic Reviews, Consumer Information Sheets.

***Consumer Health Complete***: <http://www.darwin.nt.gov.au/libraries> (Library Card number and password for login).

This site is accessible through Darwin City Council Library Online Resources (onsite and remote access).

* Basic information about a range of health conditions
* Aimed at patients and consumers

***Cochrane Collection*** - <http://www.thecochranelibrary.com/view/0/index.html>

Free access via website.

* Systematic Reviews
* Evidence Based Protocols

***Pubmed*** - <http://www.ncbi.nlm.nih.gov/pubmed>

US National Library of Medicine, free and paid access to scholarly articles via website.

* Database for scholarly articles
* Links to Biomedical Literature from other sources

**Academic Writing Resources**

* Manchester University Academic Phrasebook – A useful resource for Academic writing.
* <http://www.phrasebank.manchester.ac.uk/introducing-work/>
* Charles Darwin University – A good downloadable Harvard referencing style guide.
* <https://libguides.cdu.edu.au/cdureferencing/harvard>
* La Trobe University Harvard referencing tool.
* <http://www.lib.latrobe.edu.au/referencing-tool/harvard>
* Online Citation Resources – Several websites will format your reference list into a particular style for you. Here are couple of examples.
* <https://www.citethisforme.com/>
* <http://www.mendeley.com/>
* **ESL Resources**
* La Trobe University, Academic Language and Learning Unit; Developing Academic English – Also good for anyone who needs a refresher.
* <http://tlweb.latrobe.edu.au/ctlc/allu/dae/>

# Useful Links

**Nursing and Midwifery Board of Australia**

<http://www.nursingmidwiferyboard.gov.au/>

Australia’s national registration and accreditation scheme began on 1 July 2010. The scheme is governed by nationally consistent legislation, the *Health Practitioner Regulation National Law Act* 2009 (the national law) as in force in each State and Territory. The role of the National Boards under the national law is to protect the public.

**Department of Education and Training**

* [www.det.nt.gov.au](http://www.det.nt.gov.au)

**ASQA and all nationally accredited training information -** the single point of access to the vast range of vocational education and training information, products and services in Australia

* [www.asqa.gov.au](http://www.asqa.gov.au)
* [www.training.gov.au](http://www.training.gov.au)

**Copyright**

* [www.smartcopying.edu.au/scw/go](http://www.smartcopying.edu.au/scw/go)

# Contacts

|  |  |  |
| --- | --- | --- |
| **Team** | **Telephone** | **Email** |
| Student Enrolments | 08 8927 5995 | admin@fox.edu.au |
| Accounts | 08 8927 5995 | accounts@fox.edu.au |
| Course Coordinators | 08 8927 5995  | admin@fox.edu.au  |
| Director | 08 8927 5995 | jo@fox.edu.au |

**Postal**

PO Box 41650 Casuarina NT 0810

**Location**

The Old Nakara Shopping Centre

Corner of Macredie Street and Nakara Terrace
NAKARA NT 0810

Office hours 9am to 5pm Monday to Friday

Website: [www.fox.edu.au](http://www.fox.edu.au)

# Course List

|  |  |
| --- | --- |
| **Course Code** | **Title** |
| HLT54115 | Diploma of Nursing  |
| CHC43015 | Certificate IV in Ageing Support |
| CHC43115 | Certificate IV in Disability |
| HLT33015 | Certificate III in Allied Health Assistance |
| HLT33115 | Certificate III in Health Services Assistance |
| CHC33015 | Certificate III in Individual Support (Ageing ~ Disability ~ Home & Community) |
| CHC32015 | Certificate III in Community Services |
| CHC22015 | Certificate II in Community Services |