



CHG

Learn. Promote. Manage.
A safe and healthy workplace.

Student Handbook 2015

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Contents

About Us	3
Contact Details	4
Your Privacy	5
Authorisation to Release Certification	6
Unique Student Identifier.....	6
Student Code of Conduct.....	6
Harassment and Discrimination Policy	7
Complaints and Appeals Procedure.....	8
Assessment Appeals Procedure.....	9
Legislation	10
Workplace Health and Safety Policy	11
Training Records	12
Refund Policy.....	12
Access and Equity.....	13
Flexible Delivery and Assessment Procedures	13
Language, Literacy and Numeracy (LLN) Assistance	14
Recognition of Prior Learning.....	14
Credit Transfer	14
Student Support, Welfare and Guidance.....	14
Discipline	15
Feedback / Evaluation	15

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

About Us

Operating since 1976, Corporate Health Group (CHG) has grown to become South Australia's largest and leading provider of occupational risk management, injury management and health consultancy services.

CHG is the only occupational health service to offer clients a totally integrated approach to injury prevention, injury management, training, education and health promotion in the workplace.

Our team of more than 120 health professionals includes:

- psychologists
- physiotherapists
- occupational therapists
- exercise physiologists
- audiologists
- medical practitioners
- occupational physicians

All staff have extensive expertise in their field and are committed to our corporate philosophy of creating a competitive advantage for your organisation.

Our unique interactive network of services can be individually tailored to your company's needs.

Our facilities and equipment are state of the art and demonstrate our adherence to providing services to the highest standard available.

In August 2009, CHG was granted approval to operate as a Registered Training Organisation (RTO No. 110048). CHG has been certified as a Registered Training Organisation, #110048, through to 6 August 2019. Our Scope of Registration, shown below, can be confirmed by visiting www.training.gov.au:

Nationally Recognised Training - Qualification

- 31002QLD - Course in Drug and Alcohol Screening – delivered in partnership with Queensland based RTO, Morrissey Consulting.

Nationally Recognised Training – Unit of Competence

- Rehabilitation & Return to Work Coordinator training
 - PSPIM405A – Develop Return to Work Plans
 - PSPIM406A – Implement and Monitor Return to Work Plans
- First Aid Training
 - HTLAID001 - Provide cardiopulmonary resuscitation

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Other Training Programs – Not Nationally Recognised

CHG offers a variety of training courses and education programs in the areas of:

- Safety & Injury Prevention
- Injury Management
- Physical Health & Wellbeing
- Psychological Health & Wellbeing

Our range of courses continue to grow, as we continue to develop both accredited and non-accredited training programs, tailored to suit workplace delivery.

For further details of our full range of training courses available, please visit our website site www.chg.net.au

Contact Details

CHG has a number of clinics and offices – all sites and contacts details are provided below:

Injury Management /Assessment / Physiotherapy Services including Gymnasium and Hydrotherapy

10 Railway Terrace (Cnr Hughes St)
MILE END SA 5031
Telephone 08 8354 9200
Email alliedhealth@chg.net.au

Management / Finance / Health Promotion / Rehabilitation Consultancy

55 Henley Beach Road
MILE END SA 5031
Telephone 08 8354 9800
Email admin@chg.net.au

CHG Training Facility

69 Henley Beach Road
MILE END SA 5031
Telephone 08 8352 9888

Email training@chg.net.au

CHG Clinics

Mile End Clinic

10 Railway Terrace
MILE END SA 5031
Telephone 08 8354 9200
Email mileend@chg.net.au

Elizabeth Vale Clinic

Elizabeth Vale Shopping Centre
44 John Rice Avenue
ELIZABETH VALE SA 5112
Telephone 08 8287 6800
Email elizabethvale@chg.net.au

Gillman Clinic

136 Eastern Parade
GILLMAN SA 5013
Telephone 08 8447 6955
Email gillman@chg.net.au

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Your Privacy

CHG understands the importance people place on their privacy and personal information. We take your privacy very seriously and comply with the requirements of the Privacy Act 1988 and the Australian Privacy Principles (APP's) as described in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 where they apply to our dealings with you the student.

In some cases we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In other cases, Training Provider Agreements, such as that with WorkCover SA for the Rehabilitation and Return to Work Course, may require us to make student information available to others. In all other cases we ensure that we will seek the written permission of you, the student.

The relevant Privacy Principles are summarised as:

Collection	We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.
Use and disclosure	Personal information will not be used or disclosed for a secondary purpose unless you have consented or a prescribed exception applies.
Data quality	We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
Security	We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure by restricting access to electronic files, secure storage and destruction of paper files and secure backup of data.
Openness	We will document how we manage personal information and if asked by you, we will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
Access and correction	We will endeavor to ensure that the personal information we hold is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you. Our contact details are below. You will be given access to the information held about you, at your request. We will require you to verify your identity and to specify what information you require.
Anonymity	Wherever relevant, CHG will provide the opportunity for you to interact with us without having to identify yourself. For example, this is relevant when you complete a training feedback questionnaire, in which case your feedback can remain anonymous.
Sensitive Information	We will seek your consent when collecting sensitive information about you such as health information, or information about your racial or ethnic background.

Privacy Enquires

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

If you have any questions about privacy-related issues please contact training@chg.net.au or telephone (08) 8352 9888

Authorisation to Release Certification

For students attending CHG public courses / training:

CHG may seek your permission to release your certification/Statement of Attainment direct to your employer. In the absence of such authority, CHG will only forward your certification to the address you nominate on your personal enrolment form.

For students participating in group workplace training:

No such authority is required in instances where you do not complete an enrolment form prior to delivery day (ie, on occasions when your participation is arranged by your employer and you are attending at their initiation, request and expense). In these situations, CHG will issue all certifications to your employer's nominated key contact, for centralised distribution within your workplace. Please notify our trainer on the day of training if you wish to discuss this.

Unique Student Identifier

From 1 January 2015, all students studying nationally recognised training in Australia are required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI allows you, the student, online access to your training records and results (transcript) through your online USI account. CHG will ask you to provide us with your USI prior to us being able to issue you with a qualification or statement of attainment, and as an RTO we are required to verify your USI through the online system. Further information about the USI is available from www.usi.gov.au.

Student Code of Conduct

When attending a course delivered by CHG, we ask all students to be courteous to each other, to our staff and to all people who they encounter in and around the training room. Please consider and follow these basic rules:

- All students will comply with all reasonable requests and requirements made by staff
- No student will attend any training whilst under the influence of alcohol or any drugs
- Any form of discrimination (sexual, racial etc), bullying, any form of harassment (see below for definitions) or any excessive obscene, offensive or insulting language or behaviour, will not be tolerated
- Disruptive behaviour will not be tolerated.
- Any breaking of any state or federal law will be reported to the relevant authority (eg. stealing, damaging property, assault etc.)

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Sanctions including cancellation of enrolment without refund, being asked to leave the training venue, attending an interview or mediation may be imposed and are purely at the discretion of CHG's RTO Manager.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and training students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of assessment, communication, mentoring and by setting the expected behaviour (example), and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and students should be aware of the following definitions:

Bullying is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Confidentiality refers to information kept in trust and divulged only to those who need to know.

Discrimination is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Racial Harassment occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Victimisation

includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

- All staff and students have a right to work in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated
- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Complaints and Appeals Procedure

CHG takes all complaints or feedback from students seriously. If at any time you have an issue with the conduct of the CHG RTO, its trainers, assessors or other staff, a third party providing services on behalf of the CHG RTO and/or in relation to another learner of the RTO, you are encouraged to follow the complaints process outlined below:

Step 1

Raise the issue verbally with your trainer or person involved to reach a resolution. If you are not comfortable with this, you can proceed straight to Step 2.

Step 2

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Contact the RTO CEO, Sandra (Sam) Schirmer on 8354 9800 or sschirmer@chg.net.au to send your complaint or issue in writing via one of the following methods, ensuring your letter contains as much detail as possible:

Postal : PO Box 562, Torrensville, SA 5031

Email: sschirmer@chg.net.au

Facsimile: (08) 8351 7955

Step 3

The complaint will be reviewed by the RTO CEO and acknowledged as soon as practicable. It will then be reviewed by the RTO CEO and at least one independent internal staff member. This investigation will be documented and you will be provided with a written outcome within 15 working days of your written complaint being received by CHG. If CHG considers that more than 60 days are required to process and finalise the complaint/issue, CHG will inform you of this in writing, and provide reasons for this anticipated timeframe

Step 4

If you are not satisfied with the outcome of your complaint, you are able to contact an external independent body. Several options are listed below:

- If the complaint is specifically about:

- fees, charges and refunds, or

- CHG suspending, cancelling or deferring your enrolment,

contact the Office of the Training Advocate – ph. 1800 006 488 or email

www.trainingadvocate.sa.gov.au. If still unresolved, the Training Advocate may

request that the matter be referred to the appropriate training regulator, Australian Skills Quality Authority (ASQA).

CHG will retain all written complaints for a period of five years, and will use this information to continuously improve our training and assessment systems.

Assessment Appeals Procedure

Some of CHG's training programs are nationally recognised, therefore they involve the assessment of competency against specific learning outcomes. If you undertake a nationally recognised unit of competency or qualification, you will be informed of the assessment requirements before commencing.

At the appropriate time(s) you will be assessed by your trainer/assessor, and will be found either Competent or Not Yet Competent. The following steps are to be followed if you are found Not Yet Competent, yet you disagree with the finding:

Step 1

Approach your trainer to discuss the specific gaps, and what you must do to address them in your assessment re-submission. Your trainer and you should both document this discussion and the agreed actions, including the agreed re-submission timeframe.

Step 2

If you are still assessed as Not Yet Competent following your re-submission, and you do not agree with this outcome, contact the RTO Manager, Annette Chipperfield on 8354 9800 or achipperfield@chg.net.au to make a formal assessment appeal. Submit your concerns in writing to

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Annette Chipperfield within 1 month of the re-submission outcome by either of the following methods:

Postal : PO Box 562, Torrensville, SA 5031
Email: achipperfield@chg.net.au
Facsimile: (08) 8351 7955

Within 5 working days, an assessment appeals process will commence involving the RTO Manager, your trainer and an independent internal trainer. Your work and the assessment outcomes will be reviewed and you will be provided with a documented outcome within 15 working days of your written appeal being received. (Note : each assessment appeal is discussed at the Training Unit's weekly meeting for continuous improvement of our systems)

Step 3

If you are still not satisfied with the assessment outcome, you are able to contact an external independent body for assistance:

- Office of the Training Advocate – ph 1800 006 488
- Australian Skills Quality Authority (ASQA) – ph 1300 701 801

Legislation

CHG complies with a range of legislation related to training and assessment as well as general business practice including matters such as your safety, privacy, and student rights to name a few.

Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (2015) are complied with for Nationally Recognised Training delivered and assessed through the CHG RTO.

There are also a number of legislative requirements that you will be made aware of throughout your course. This legislation is continually being updated and all CHG staff are made aware of any changes through our internal improvements processes.

The legislation that particularly effects your participation in Vocational Education includes:

- Age Discrimination Act 2004
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988 and Australian Privacy Principles, (Enhancing Privacy Protection) Act 2012
- Skilling Australia's Workforce Act 2005
- National Vocational Education and Training Regulator Act 2011

State Based Legislation (South Australia)

- Health Care Act 2008
- Occupational Therapy Practice Act 2005

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

- Workplace Health and Safety Act 2012
- Training and Skills Development Act 2008

Workplace Health and Safety Policy

The Workplace Health and Safety Act 2012 describes the duty of care we have to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and students to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Fee Policy

All of our assessment courses attract fees which are charged directly to the student or to the student's employer as arrangements are made with each client. This is dependent upon the contractual terms signed by all relevant parties.

CHG seeks pre-payment of Public Course fees for courses of less than \$1,000 per student. For Public Courses with fees in excess of \$1,000, CHG does not require pre-payment of course fees.

A Tax Invoice is issued to students in advance of delivery of Public Courses of less than \$1,000. For all Public Courses in excess of \$1,000, the Tax Invoice is issued after course delivery.

A Tax Invoice is issued to Private Course clients within one week of delivery for all private courses, consistent with the agreement between the client and CHG Training Unit.

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Many of CHG's Public Courses require minimum student numbers for the course to proceed. Dates and locations are subject to change at CHG's discretion.

Unless otherwise stated, course fees include course training materials, refreshments, morning / afternoon tea, and for full day courses, lunch.

Fees differ according to the course being delivered by CHG, and the venue. For a list of all courses and fees, please contact the Training Hotline on 08 8352 9888.

National Recognised Training courses will not attract GST. GST will be applied to all non-accredited courses.

Discounts may apply for multiple bookings, with enquiries to be made to the Training Coordinator.

CHG commits to completing student assessments within one month of submission of materials and will produce Qualifications and Statements of Attainment within one month of successful completion. Qualifications and Statements of Attainment will be issued only upon receipt of full payment.

Replacement Qualifications and Statements of Attainment will be issued upon request with an administration charge of \$20 per page to apply. (No charge will apply if re-issuing is due to a CHG error in the original print.)

Training Records

CHG keeps records of your course for 30 years. If in the future you need another copy of your certificate you can request a copy by writing to us, either by way of a formal letter or by email. Your request must include:

- a) Your name and date of birth;
- b) Your current address (and your address at the time of the course if you remember it);
- c) The course you completed (eg Provide CPR); and
- d) When you date of the course (start and completion dates if relevant), and any other details you are able to provide to identify yourself.

Refund Policy

The conditions under which a student is eligible for a refund of fees:

All cancellations and requests for refunds are to be made in writing and received no later than 5 business days prior to commencement of a course. If the student notifies the provider no later than 5 business days of the course commencement, the application fee will be fully refunded.

No refund will be given if the student withdraws within 5 business days of the course commencement date. Any money not refunded will be held for the student by CHG as a Credit and transferred to any course held by CHG at a later date, provided the course is held within 12 months.

Should CHG cancel a course prior to commencement, all course fees received will be refunded or transferred to a later course (at the choice of the student).

A student found not to comply with the Student Code of Conduct and asked to leave training after commencement may apply for a refund. Application for a refund may be made by any other student

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

who commences a course but if unable to complete it due to unforeseen circumstances. Refund claims will be determined by the RTO Manager within 2 weeks of an application. Students disputing a Refund decision are asked to refer to the CHG RTO Appeals process outlined in this Handbook.

If, due to our own circumstances, CHG is unable to fulfil its contract with a student/client to provide training services, CHG will refund the portion paid by the client for which services were not received.

Students unable to complete a course once it has commenced and who seek a refund should apply to the RTO Manager who may determine that a portion of fees paid may be refunded. In the event that a refund is granted, a portion of fees representative of administrative, resources and catering costs incurred to CHG Training Unit will be withheld.

Access and Equity

We are committed to ensuring that we offer training and assessment opportunities to all students on an equal and fair basis including:

- women where under-represented,
- people with disabilities,
- people from non-English speaking backgrounds,
- indigenous Australians, and
- rural and remote learners

All students have equal access to our assessment programs irrespective of their gender, culture, linguistic background, race, socio-economic status, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. All students who meet our entry requirements will be accepted into any of our training and assessment programs.

Any issues or questions regarding access and equity can be directed to CHG's Training Unit Manager, Annette Chipperfield on 08 8354 9800.

Flexible Delivery and Assessment Procedures

CHG recognises that not all students learn in the same manner, and that with an amount of "reasonable adjustment", students who may not learn best with traditional learning and assessment methods will still achieve good results.

We will make any necessary adjustment to meet the needs of a variety of students. For example, the ability to complete a written assessment is not seen as an inability to meet competency when the student can verbally demonstrate competency. These adjustments may include having someone read assessment materials to students or they may include having someone record the student's spoken responses to assessment questions.

CHG undertakes to assist you to achieve your required competency level where the adjustment is reasonable and is within our ability.

Where we cannot assist you, we will refer you, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or CHG's Training Coordinator.

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Language, Literacy and Numeracy (LLN) Assistance

CHG strives to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding LLN requirements or any other special learning needs. If you are not known to us prior to enrolment in a Nationally Recognised Training course, CHG may ask you to complete a brief self-assessment of your LLN levels prior to your commencement of a course or program of study.

We will endeavour to help you where we can to accommodate anyone with difficulties with language, literacy or numeracy. If for example you feel you may experience difficulty reading the learning material in your training course with CHG, please contact the Training Unit on 8352 9888 and ask to speak to the trainer of your course. We may be able to provide you with the course prior to the training so you have a chance to read them with the support of someone at home.

Recognition of Prior Learning

For relevant nationally accredited courses students have the option to apply for Recognition of Prior Learning (RPL). RPL is an assessment process where partial or full credit can be granted for learning previously done through structured or unstructured training, work experience or by some other means. Of course, you must be able to show, through an assessment process, that the knowledge and skills you have are current at the time you apply.

CHG has a documented policy on RPL for selected courses and a process which will help any application to be less complicated. Application forms, our RPL policy and friendly assistance is available by calling our Training Hotline on 08 8352 9888.

Credit Transfer

If you have completed nationally recognised training which has units of competency identical to the one(s) you are enrolling in, you may be eligible for a credit transfer. There is no cost involved in a credit transfer. Information is available from CHG on request.

Student Support, Welfare and Guidance

We will assist all students in their efforts to complete our training programs. In the event that you are experiencing any difficulties with any aspect of a CHG training course or assessment, we would recommend that you see your trainer, or contact the Training Coordinator on 08 8352 9888.

We will ensure that the full resources of our organisation are made available to assist you to access the required level of assistance.

Should you be experiencing any personal difficulties you should make contact directly with our Training Coordinator who will assist you to the full extent of their capacity.

If your needs exceed our support capacity we will refer you onto an appropriate external agency.

You can seek support immediately by contacting:

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			

Police/Fire/Ambulance 000
 Interpreting Services: 13 14 50
 Poisons Information Centre 13 11 26
 Abortion Grief Counselling 1300 363 550
 Alcohol and Drug Information Serv. 1800
 177 833 (24 hour counselling & information)
 Domestic Violence line 1300 782 200
 Family Drug Support 1300 368 186
 Lifeline 131 114

Men's Line Australia 1300 789 978
 for men with family and relationship concerns
 Pregnancy Counselling Australia 1300
 737 732
 Quitline 13 18 48
 Salvation Army 1300 363 622
 DV and Sexual Assault Helpline 1800
 200 526

Discipline

CHG attempts to provide training and assessment services in a spirit of co-operation and mutual respect. If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a student the trainer has the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our *Complaints Procedure* which is outlined in this manual. We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the trainer and Training Manager and the appropriate action will be taken.

Feedback / Evaluation

CHG actively seeks your feedback and undertakes evaluations of all our courses and activities as part of our continuous improvement system. Evaluation forms are provided to all CHG students.

We monitor our compliance with the National Standards and our policies and procedures through the use of evaluation and feedback documentation at the completion of all our courses.

All feedback is reviewed to ensure appropriate follow up action is taken.

Document Name	Student Handbook	Created	5 January 2015
Last Revised	5 January 2015	Version Number	01
Uncontrolled when printed			