Welcome!

We’re excited to welcome you to the Certificate IV in Health Science Foundations course for 2019/2020.

This course is designed to enhance your skills and knowledge in the health sciences by giving you the opportunity to dive into the world of human biology. Throughout the course, we will be concentrating on how the body works, but there will be a focus on those times when the body doesn’t work as it should. We call this ‘Imbalance’ and it is a big part of working in the health science industry.

Please read through this entire document, and also ask your parents/guardians to read it too. There is important information in here that will help you be successful in this course.

Most of our communication will come via email - so please ensure that you have access to your mail at all times. Please let us know if there is a better way of reaching you.

We are really looking forward to meeting you soon.
Vocational Education Training (VET) based learning is called ‘competency-based learning’. This means that your skills and knowledge will be assessed as being ‘competent’ or ‘not yet competent’. There is no pass/fail. If you are found to be not yet competent, we will keep working with you until you become competent.

What this means for you, is that you can be guaranteed that you will be provided with quality training and assessment that complies with ASQA Standards. You will also have access to qualified and experienced trainers and assessors that will be able to help you gain your chosen qualification.

All Certificates and Statements of Attainment are nationally recognised. Some universities will also accept a Certificate IV to satisfying their entry requirements.

This student information handbook covers guidelines that will help you along your training journey, as well as conditions, requirements and activities that may impact your successful completion. On successful completion of all required assessments, you will be issued with either a Certificate or a Statement of Attainment relevant to the selection of course completed that is nationally recognised throughout Australia.

Your Program

Dependant on your circumstances, you may be enrolled in a one year program (for year 12s), a two year program (for year 11 and 12), or an online version. The type of program you’re enrolled in will depend on the location you’re expected to attend.

You are required to bring the following to every class: Notebook (recommended 5 subject notebook minimum 250 pages) Pen, pencil, colouring pencils (min 12). You will benefit from having a device/tablet/laptop for this course. Please contact your VET teacher if you do not have access to a device/tablet/laptop.

We will supply you with your online access details.

Fees

We require a $500 deposit to secure your place on this course. The remainder of your fees will be due within the first 2 weeks of your start date. Please ensure that you are prepared to achieve this, as failure of payment will result in restrictions made in accessing your course content.

Tactic Learning’s cancellation and refund policy is available on our website.

About Us

We are a Registered Training Organisation (RTO) located in Perth, WA and we’re part of the VET system within Australia. Tactic Learning (RTO Code: 52806) has been approved to deliver Certificate IV in Health Science Foundations (52722WA) and we do this by also complying with the requirements of the Australian Qualification Framework (AQF) and the Australian Skills Quality Authority (ASQA).

The best place to find information about us is on the Tactic Learning Website. This is where you will also find documents and links that you will need for successful completion of your certificate. Take some time to look through all the documents, as they all relate to you and the best way to move through your qualification.
Values are very important to Tactic Learning and we work on a consistent basis of:

Continuous Improvement  |  Collaboration  |  Achievement  |  Respect

**Responsibilities**

As a student, it is your responsibility to be a good student. This involves ensuring the following:

- Not bullying, harassing or being involved in any antisocial behaviour;
- Being proactive in your learning. Schedule time to complete activities and assessments along the way - don’t wait for someone to ask you to get this done;
- Ask questions! If there is something that doesn’t sound right or an area that you need more help with - then ask!; and
- Provide feedback. If you see something that needs changing in our materials, or would like to tell us what you liked/didn’t like about the training - please let us know.

As a student of Tactic Learning, you can be assured that we will:

- Provide the training and assessment necessary in a positive environment to help you achieve competency;
- Provide a quality training and assessment process in line with the Standards for Registered Training Organisations;
- Issue you with quality AQF Certificates once you have completed all required modules and paid all outstanding fees;
- Provide clear and accessible feedback in a timely manner;
- Maintain your information and keep your details private; and
- Listen to your feedback.

If you feel that we are not keeping our promises, please talk to your trainer or staff at Tactic Learning.
We encourage the use of social media to interact with other students and your trainers. Please 'like, tweet, follow and post' photos and updates from your certificate. Please note that all channels are monitored continuously and there is a zero tolerance for bullying and harassment. You are expected to use these channels in a friendly and mature way.

**Important Stuff**

**Privacy**
All information collected is kept confidential and will not be passed onto any one else. As required by law and our governing bodies, we need to complete regular reporting to the Australian Government on your progress.

**Information Available**
Tactic Learning takes all required steps to ensure accuracy and completeness of personal information and will update any changes at the written request of the individual. All information is held securely and students can access their records or request replacement copies of their certificates by applying in writing to Tactic Learning. A fee will be charged for replacement certificates. If the student is under the age of 18, their parent/legal guardian can request information on the student’s progress.

**First Aid**
If you are injured, or suffer an injury or illness during one of the workshops, please let your trainer know ASAP. Your health and wellbeing is very important to us. First aid kits are available at each and every workshop.

**Unique Student Identifier (USI)**
From 1 January 2015 all students will be required to have a USI. Getting a USI is easy...follow these simple steps:

1. Have at least one form of ID ready: Driver’s License, Australian Passport, Medicare Card, Birth Certificate, Visa (with non-Australian Passport), Immigration Card or Citizenship Certificate.
2. Have your personal contact details ready - address, email and/or phone number.
3. Visit usi.gov.au and click on ‘Create a USI’.
4. Agree to the terms and conditions and follow the steps.
5. Write your unique number down and keep it somewhere handy and safe.

Forward your USI to info@tacticlearning.com to be attached to your student profile. For more information please contact the Customer Service Centre, visit usi.gov.au or phone the Skilling Australia information line 13 38 73.

*Important: Tactic Learning cannot issue any certificate or statement of attainment without your USI. It is very important to get this done ASAP.*
Training for Everyone!
We are committed to providing training that is available to everyone. Tactic Learning complies with all relevant Equal Opportunity Legislation and does not discriminate.

Learning

Recognition of Prior Learning (RPL)
If you believe you already have the skills and knowledge required to pass a particular module, then an RPL may be a more appropriate option for you. Tactic Learning offers RPL in an assessment only process, and you are welcome to discuss this option with us.
An RPL process is also available on our website.

Credit Transfers
If you have completed any other units of competency prior to attending these certificates, please contact Tactic Learning to discuss. We will then be able to assess and discuss your options. This may result in you not having to complete certain modules and will therefore reduce the time taken to complete the qualification.
An RPL/Credit Transfer process and form is available on our website.

Complaints & Appeals
If you believe you have received an incorrect assessment result, you are unhappy about a process or would like to lodge a complaint about a staff member or another student, you should talk to your trainer ASAP. If the matter cannot be resolved instantly, you can lodge an appeal or a complaint. All details on how to do this are on our website.
See the Complaints & Appeals Policy on our website.

Issues with learning, language, literacy or numeracy (LLN)
Some students quietly suffer with LLN issues throughout the course and make it a lot harder than it needs to be. If you have any issues at all or are struggling with achieving the training or assessment requirements, please let your trainer know ASAP. There are steps that we can put in place to help you achieve success. If this is something that you don’t feel comfortable discussing with a trainer in the classroom - please send us an email and we’ll get in contact to discuss.
Important Stuff

Discipline Procedure
Tactic Learning will ensure that the environment within the programs is free from negative behaviour. Negative behaviour can include, but is not limited to:

- Bullying of another person;
- Harassment of another person;
- Consistent disruption of the workshops;
- Discrimination of another person;
- Violence;
- Plagiarism (copying another participant’s work and using it as your own); and
- Refusing to follow direction from staff/trainers.

In the event that the trainer recognises negative behaviour displayed by any participant, the situation will be dealt with immediately.
Information on the stages of discipline procedure can be found on our website.

Payments and Refunds
All payments must remain up to date. If you have any issues with payment, please talk to us ASAP.

Completing your Certificate
To receive your statement showing that you have completed the qualification, you will need to attend all booked workshops and complete all assessment items to a satisfactory level. Your trainer will discuss any areas where you have been marked as 'not yet satisfactory' and will work with you to achieve competency.

You will receive your certificate within 30 days of achieving competency. If you achieved the whole qualification, you will receive a printed version that will be mailed to the address on your enrolment. If you achieved only units of competency, you will only receive an electronic copy of your statement of attainment.

If you ever lose your statement, you will be able to locate the confirmation of your training through your USI, OR you can contact Tactic Learning to request another printout (costs may apply).

In the event that you are not able to contact Tactic Learning after your graduation, you can contact the Australian Skills Quality Authority (ASQA) to locate your certificate.
Program Information - Sample

Here is an overview of the module that you will be completing throughout your course. Dates and specifics will be dependant on the type of course you will enrol in (one year, two year, or online program).

Block One is assessed in short answer submissions, a report and an information guide. Block two, three & four is assessed with online knowledge quizzes.

**Block One**

- Academic Communication & Study Skills
- Sociology in Health
- Disease Control & Prevention
- Physics
- Health Mathematics

**Block Two**

- Anatomy & Physiology
- Chemistry
- Cells & DNA
- Tissues
- Integumentary System
- Skeletal System & Joints
- Muscular System

**Block Three**

- Nervous System
- Senses
- Endocrine System
- Blood
- Cardiovascular System

**Block Four**

- Immune & Lymphatic System
- Female Reproductive System
- Respiratory System
- Pregnancy
- Digestive System
- Urinary System
- Male Reproductive System
Technology

Our Cert IV in Health Science Foundations program uses technology both in and out of the classroom. You will be required to have access to a computer/laptop/tablet to be able to access your coursework.

All of this technology will be set up to use the email address that you provided in your enrolment. If you need to change this email address - please email info@tacticlearning with the updated details.

TacticLMS

All of your coursework will be found in our online Learning Management System. This is available to you throughout the course 24/7.

Check us out!

We’re excited to have you on board, and we’re looking forward to furthering your knowledge and skills in the health sciences.

In the meantime, please get in contact to ask any questions.

See you soon!

Tactic Learning