

RTO Code: 45420

Pre Enrolment Information



The Australian Institute of
Medical Administration and Compliance

PRE-ENROLMENT INFORMATION

This document has been prepared to assist you in making a fully informed decision to enrol in Nationally Recognised Training with Synapse Medical Training Pty Limited t/a AIMAC.

Synapse Medical Training Pty Limited
Suite 304, 35 Spring Street, Bondi
Junction NSW 2022 RTO Code: 45420
Standards 2015/Standard 4 Marketing/Version 3.0 27/09

Copyright © 2016 Your RTO Specialists. All rights reserved. No portion of this document may be reproduced or used in any manner whatsoever without the express written permission of Your RTO Specialists.

ABOUT US

The journey of AIMAC began under the wing of Synapse Medical Services – Australia's first provider of medical billing, transcription and administration services.

Just as technology is transforming healthcare, Synapse is transforming medical administration.

Keeping in-line with this vision, Synapse is proud to bring you the latest venture in improving the global standards of medical administration – AIMAC.

We aim to empower our learners to ask insightful questions, confront conventional ways of thinking and explore the boundaries of excellence in customer service.

OUR VISION

Making world-class medical administration training and education accessible to everyone.

OUR VALUES

Passion

We are passionate about:

- Improving efficiencies in the delivery of medical administration services
- Improving the experience of doctors and patients in healthcare systems around the world
- The long term viability of healthcare systems

Integrity

- We are trustworthy and transparent in all our dealings
- We take our role as gatekeeper for the integrity of millions of medical transactions seriously and approach medical administration with the utmost care and professionalism
- We do what we say we are going to do
- We respect and listen to others, nurture an inclusive work environment and challenge any form of unfair discrimination

Excellence

- We strive to exceed client expectations and seek to delight them at every opportunity
- We use technology and innovation to maximise our own efficiency as well as that of our clients
- We consult widely and encourage feedback so we can improve our services and become a better business

OUR MISSION

To promote and develop the growth of compliant and high-quality medical administration and improve the health system literacy of consumers.

OUR GUARANTEE

We guarantee you will be provided with:

- Industry recognised and developed training;
- Practical scenarios to ensure your training is providing you with the skills required to gain employment; and
- Support services to ensure your training can be completed.

We will not guarantee:

- You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks; and
- You will be employed at the conclusion of your training, as we are not an employer.

COURSE INFORMATION

Enrolling in one of our courses is the next step to increase your skills and knowledge for the Medical Administration industry.

We offer self-paced, online Nationally Recognised Training in:

1. HLTADM005 – Produce coded clinical data
2. BSBSS00047 – Medical transcription skills
3. BSBMED301 – Interpret and apply medical terminology appropriately
4. BSBMED302 – Prepare and process medical accounts
5. BSBMED303 – Maintain patient records
6. BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment
7. CHCLEG003 – Manage legal and ethical compliance
8. BSBADM409 – Coordinate business resources
9. HLTAAP001 – Recognise healthy body systems
10. CHCCCS002 – Respond effectively to behaviours of concern

ENROLMENT REQUIREMENTS

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, unemployment, imprisonment or remote location.

If you are seeking to enrol in Australia, you must be either:

- Australian citizen
- Permanent resident
- Humanitarian visa holder
- New Zealand citizen
- Hold a Visitor, Work or Business Visa which has study provisions (can only study for the period allowed on your Visa).

If you are seeking to enrol in India, the Middle East or elsewhere, you must meet requirements as listed below.

Irrespective of location, each person must:

- Have completed year 10 or equivalent secondary education; and
- Undertake an initial skills assessment.

LICENCING REQUIREMENTS

The qualification we offer has no licencing requirements attached to the employability outcomes.

ENTRY REQUIREMENTS

Learners must have completed year 10 or equivalent secondary education to enrol in our training offerings.

Industry advises it is preferred learners have a good level of Language, Literacy and Numeracy skills.

VENUE

Online delivery will occur for the following units of competency:

- 1) BSBADM409 – Coordinate business resources
- 2) BSBMED301 – Interpret and apply medical terminology appropriately
- 3) BSBMED302 – Prepare and process medical accounts
- 4) BSBMED303 – Maintain patient records
- 5) BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment
- 6) BSBSS00047 – Medical transcription skills
- 7) CHCCCS002 – Respond effectively to behaviours of concern
- 8) CHCLEG003 – Manage legal and ethical compliance
- 9) HLTADM005 – Produce coded clinical data
- 10) HLTAAP001 – Recognise healthy body systems

Delivery of assessments relating to simulated workplaces may be conducted at:

- Approved work place locations; and/or
- Suite 304, 35 Spring Street, Bondi Junction NSW 2022

Our training venue at Bondi Junction meets the requirements of registration and provides you with the following:

- Training room;
- Offices for confidential meetings with your trainer or the director; and
- Tea and coffee facilities.

Our training venue at Bondi Junction is centrally located to public transport, cafés and restaurants, shopping precincts and have on street parking.

EQUIPMENT

Specific medical software required to undertake some of the training offered by us will be made available to each learner as it is needed.

As the majority of our courses are delivered online, you will need a computer or regular access to one and a secure internet connection to ensure you can access our learning management system.

ACCESSIBLE AREAS AND ACCESS TO TRAINERS

Trainers are accessible via email during business hours (AEST). Training Manager and Administration personnel are accessible via email or phone during business hours (AEST).

Students have access to Trainers on an individual and confidential level if there are any concerns in understanding the training information, or any other concerns relating to their coursework.

ASSESSMENT

PRINCIPLES OF ASSESSMENT

The assessment principles of validity, reliability, fairness and sufficiency will be met through the delivery of assessment in real time and as a combination of Written Assignments, Oral Assignments, Practical Assessments, Written and Summative Assessments as each Student undertakes the particular unit of study.

The competency standards, as set in the relevant training package, shall be the benchmarks for assessment.

On-the-job assessment requirements will be met through consultation with the Student and employer to ensure all necessary equipment and time is allocated for thorough assessment to be made.

Trainers are responsible for ensuring that assessments are conducted practically and ethically and that competency is confirmed and evidence is relevant and available. Students are responsible for ensuring that they have the evidence to support their application for competency in a unit of study.

The assessment process will be managed through the timely and accurate auditing of assessment documentation, observation of assessment practices and auditing of the assessment process and documentation by the Industry Validation and Moderation groups.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our training we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE40116 Certificate IV in Training and Assessment or higher qualification.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- Valid - Assessment methods will be valid, that is, they will assess what they claim to assess
- Reliable - Assessment procedures must be reliable; i.e. they must result in consistent interpretation of evidence from the Student and from context to context
- Fair - Assessment procedures will be fair, so as not disadvantage any Students, and will:
 - Be equitable, culturally and linguistically appropriate
 - Involve procedures in which criteria for judging performance are made clear to all Participants
 - Employ a participatory approach

- Provide for Students to undertake assessments at appropriate times and where required in appropriate locations
- Flexible - Assessment procedures will be flexible; i.e. they should involve a variety of methods that depend on the circumstances surrounding the assessment.

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials conducted in our annual review
- An understanding of the definition and practical application of the above definitions.

ASSESSMENT CRITERIA

All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances. Information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

ASSESSMENT METHODS

Our assessments and assessment methods will ensure that we focus on the application of the skill and knowledge as required in the workplace, including:

- Task skills (actually doing the job)
- Task management skills (managing the job)
- Contingency management skills (what happens if something goes wrong)
- Job role environments skills (managing your job and its interaction with others around you)

We will ensure that

- We assess you in sufficient detail to ensure that we can determine that you have attained competency
- Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options
- All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment
- Re-assessment is available on appeal; see further details in the Appeal Process section.

ASSESSMENT TASKS

The assessment tasks shall include any combination of the following:

- Written questions
- Oral questions
- Practical demonstration.

APPEALS

Students not achieving competency for the units will have the opportunity to be re-assessed on an individual basis by mutual arrangement.

This may be arranged prior to course completion to allow for students to graduate with other class participants.

Note: Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

ATTENDANCE

As the training is delivered online, you are expected to complete your training in the timeframe set within each unit of competency or skills set.

Students, who due to circumstances beyond their control, cannot complete all units may attend future courses to complete their competencies.

As the course is designed for you, we require you to notify us as soon as possible if you are unable to commence or complete any scheduled training.

Attendance requirements

You are expected to complete all of the structured training, however completion of 80% of your structured training and successful completion all assessments tasks is the minimum attendance requirement.

Records

Records will systematically be maintained for Students on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave, will also be recorded, monitored and reported fortnightly.

BEHAVIOUR AND DRESS

You will behave in a manner which reflects the professional status of the industry that you are training for and shall respect the rights of others with regards to Equal Opportunities, Harassment, Bullying and Discrimination.

CHANGES TO OUR BUSINESS

Whereby we make any changes to any or all of the following:

- Ownership and control of the legal entity
- Name of the legal entity or trading name
- Chief Executive Officer or accountable officer
- Location of Head Office or permanent training venue
- Contact details of the organisation

We shall notify Students as soon as reasonably practicable, and also advise how these changes affect their training.

CHANGE TO COURSE

Should you wish to change the course, the request must be made in writing to the Training Manager. Any approved changes to downgrade a course after commencement

of the course, No fee will apply. A charge will apply to upgrade to a higher course and such charge shall be equal to the difference in price of the upgraded course.

Note: The enrolment fee is not refundable.

COMPANY PROPERTY

We are equipped with the tools and resources for you to gain the skills necessary to work in your chosen industry and just like being at work, you are required to treat our tools and resources with care and respect, observing all instructions in the correct and appropriate manner.

Unless instructed and authorised to do so, you shall not touch or operate property and software, as this may lead to harm to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property and software.

COMPLAINTS AND APPEALS PROCESS

In keeping with the National VET Regulator Act 2011, Standards 2015, we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

- A complaint relates to any matter not related to your training outcomes
- An appeal only relates to your training outcomes.

You may complain or appeal:

- Informally – a brief discussion with your trainer, where the trainer’s explanation is sufficient to resolve the matter, or
- Formally – in writing, where an investigation is required to resolve the matter.

Our full complaints and appeals procedure is available:

- In your pre-enrolment package, or
- By phoning or emailing our office.

COURSE EXTENSION

We are not obligated to extend the period of your enrolment if you have not completed your course on time. An enrolment can be extended with a payment of an additional fee. Please talk to the Training Manager if you expect that you will require longer than the allocated course period.

EARLY WITHDRAWAL

Students who leave prior to completion of all the enrolled units will receive a statement of attainment for all units completed.

EMERGENCY PROCEDURES

You will be given a briefing on the emergency procedures in the event of an emergency and you are expected to comply with instructions given by company members.

EMPLOYMENT OPPORTUNITIES

Upon successful completion of your training, you may be able to gain employment in the areas for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all Learners to assist with meeting learner needs and concerns as well as for ongoing improvement of our services.

We would appreciate feedback in regard to your opinions, satisfaction, or other views about our operations, policies, procedures, and training delivery and assessment.

Feedback will be sought through the completion of a Student Satisfaction Survey provided by us at the conclusion of your training. You may also be called upon by the regulating body ASQA (Australian Skills Quality Authority) to complete a survey on our services.

FEES

As a Nationally Registered Training Organisation we are able to collect fees from the Student and must provide or direct the Student to information specifying:

- Fees that must be paid to us
- Payment terms and conditions including deposits and refunds
- Student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- Student's right to obtain a refund for services not provided by us in the event the:
 - Arrangement is terminated early; or
 - We fail to provide the services.

PAYMENT

COURSE FEE

The course fee for each of the following units are:

- 1) BSBADM409 – Coordinate business resources
\$300.00 per unit of competency
- 2) BSBMED301 – Interpret and apply medical terminology appropriately
\$300.00 per unit of competency
- 3) BSBMED302 – Prepare and process medical accounts
\$300.00 per unit of competency
- 4) BSBMED303 – Maintain patient records
\$300.00 per unit of competency
- 5) BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment
\$300.00 per unit of competency
- 6) BSBSS00047 – Medical transcription skills
\$1500.00 per unit of competency

- 7) CHCCCS002 – Respond effectively to behaviours of concern
\$300.00 per unit of competency
- 8) CHCLEG003 – Manage legal and ethical compliance
\$300.00 per unit of competency
- 9) HLTADM005 – Produce coded clinical data
\$2295.00
This is payable in two equal instalments, the first upon enrolment and the second half-way through the course.
- 10) HLTAAP001 – Recognise healthy body systems
\$300.00 per unit of competency

EQUIPMENT FEE

An equipment fee is not applicable to any of our courses.

APPLICATION FEE

An application for enrolment must be accompanied by a non-refundable deposit of \$100.

COURSE FEE

Course fees must be paid during enrolment via the website. Enrolment fees exceeding \$1500 can be paid in two instalments. The first instalment upon enrolment and the second instalment halfway through the course. We will send you an email reminder when it is time to pay the remainder of your course fee. The fee payment schedule will ensure that the fees are paid in full prior to the completion of your training, and will ensure we do not hold more than \$1,500 threshold for each Student.

Where an application for enrolment is not accepted due to a “not yet competent” being achieved on the initial skills assessment, the application and course fee will be refunded.

All fees will be clearly noted on brochures and associated websites. Fees can only be paid via Credit card through our website.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two-day cooling-off period immediately after your enrolment.

This period of time allows you to firm up your decision to complete the training.

At the end of your cooling-off period, you will receive a notification along with a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations made by you after the course commencement must be notified in writing and you will be refunded the unused portion of your course fees.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new course is suitable to you, *and*
- Receive the full services for which you have prepaid at no additional cost, *or*
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

REFUND

All applications for a refund of monies paid to us are to be made to the Training Manager on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application. Refund application forms are available from the Administration team. You can obtain this by emailing accounts@aimactraining.com.

Full refunds are provided for:

Withdrawing from your course, where the change to venue or course date has been instigated by us and such change is not suitable to you (this includes the non-refundable deposit amount).

Partial refunds are provided for:

When a course is commenced but due to unforeseen circumstances, we are unable to complete the course (the refund amount is for any unused portion of the prepaid amount).

NO REFUND

There is no refund of fees for:

- Any poor and/or non-attendance
- Poor behaviour
- You simply changed your mind
- You in any way contributed to the problem
- You asked for a service to be done in a certain way against the advice of the business
- You asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015
- You were unclear about what you wanted.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

LATE FEE PAYMENT

It is the Student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a Student require an extension for their fee payments, they have to apply in writing to the Training Manager, at least two weeks prior to the fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the Student / parent / guardian. The institute will not pay these fees.

A Student with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and our refund policy will apply for unsuitability of alternative date.

In the event of us having to cancel a course, without offering any acceptable alternative, you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

INDUSTRY ENGAGEMENT

We have engaged with industry including skills councils and employers to ensure our training and assessment services are being delivered to meet the needs of the industry and that your training is relevant to industry.

This engagement ensures you are able to fulfil an industry need.

INITIAL SKILLS ASSESSMENT

Under the National VET Regulator Act 2011, Standards 2015, we are required to undertake an initial skills assessment to assist with the identification of potential language, literacy or numeracy and non-vocational barriers to completing the training.

We will conduct an initial skills assessment with you immediately prior to commencing the training.

The initial skills process for the full qualifications is in two (2) parts and involves:

- **Part One**
A short telephone interview, conducted by the Trainer or Training Manager, as to your knowledge and experience of the industry you are training to gain employment in. You will receive this call within five business days after enrolment.
- **Part Two**
A Language, Literacy and Numeracy assessment shall be conducted by directing the learner to the Learner Resources Group's website to undertake the assessment using the LLN Robot. You will receive the link for the assessment via email within five business days after enrolment.

All of this is designed to assist us in understanding:

- Your ability to complete the course; and
- Any additional assistance you may need prior to commencing your training.

Language, Literacy and Numeracy Assessment

The Language, Literacy and Numeracy assessment shall be conducted by directing the Student to the Student Resources Group's website to undertake the assessment using the LLN Robot.

ISSUANCE OF AWARDS

Statements of Attainment will be issued to a Student within 30 calendar days of the Student being assessed as meeting the requirements of the training product if the training program in which the Student is enrolled is complete, and providing all agreed fees the Student owes to us have been paid.

LEARNING DIFFICULTIES

If you have any learning difficulties, we encourage you to identify them either directly or in confidence to your Trainer or Training Manager, prior to course commencement.

LEGISLATION

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all employees are made aware of any changes.

The legislation that particularly effects your participation in our Vocational Education and Training programs includes:

- 1) Equal Opportunity Act 1984
- 2) Fair Trading Act 1987
- 3) National VET Regulator Act 2011
- 4) Privacy Act 1988
- 5) Standards for Registered Training Organisations 2015
- 6) Workplace Health and Safety Act 2012

- 7) Workers Compensation and Rehabilitation Act 1986
- 8) Unique Student Identifiers Act
- 9) All legislation relevant to the training you are undertaking.

LEARNER SUPPORT SERVICES

As we offer training courses to all members of the community, we have established a number of vocational barrier supports which include special assistance with:

- Assessment tasks
- Language, Literacy and Numeracy.

Assistance will depend on the needs of the Learner and may include referral to any of the following, singularly or in combination:

- Reading and writing hotline
- Access to a dictionary or interpreting device
- Foundation Skills program at a Community College or TAFE.

We deliver all training services in small groups which allows trainers to work closely with each Learner in a group and one on one setting to ensure all aspects of the training are delivered in a supportive environment, provide mentoring services to Learners and assist with assessment.

If a learner has not logged into the learning management platform within 5 business days of completion of the Initial Skills Assessment, we contact the learner via email and phone to offer support. If a learner has started a unit but has not made any progress for a fortnight, we email our learners to check if they are having any problems with online study and engagement. We offer one-on-one Skype sessions to all learners for increased engagement and support. This can be done via telephone where the learner does not have access to Skype.

We are able to assist with the determination of suitable non-vocational support services to assist Students including, but not limited to:

- Accommodation assistance
- Centrelink
- Counselling
- Food/material assistance
- Legal Aid
- Personal support
- Australian Tax Office
- Ethnic Communities Council
- Women's Legal Resource
- Interpreting services.

LEARNER RIGHTS AND RESPONSIBILITIES

When you elect to participate in training with us, you have a responsibility to:

- 1) Adhere to our policies and procedures
- 2) Treat others with respect, fairness and courtesy
- 3) Not plagiarise, collude or cheat in any assessment activity
- 4) Attend class and arrive on time
- 5) Notify your Trainer if you will be absent or late
- 6) Participate in the course
- 7) Submit assessments on time and in the required manner

- 8) Obey all traffic laws during periods of supervised driving
- 9) Provide written notice of any changes to your enrolment status.

You have a right to:

- 1) Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- 2) Be free from all forms of intimidation;
- 3) Work in a safe, clean, orderly and cooperative environment;
- 4) Have personal property protected from damage and other misuse;
- 5) Learn in an environment that is conducive to success;
- 6) Work and learn in a support environment without interference from others;
- 7) Apply to have existing skills and knowledge recognised;
- 8) Privacy concerning records containing personal information, (subject to other statutory requirement and other agreed uses);
- 9) Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- 10) Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- 11) Express and share ideas and to ask questions.

MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS

Responsibility for monitoring student progress

The trainer is responsible for:

- monitoring course progress,
- identifying any student who may, be in need of support or intervention, and
- working with the student and relevant staff to provide appropriate intervention.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to the Training Manager.

When dealing with a student who is not progressing effectively in their course we will:

- 1) Ensure all students are treated fairly and openly;
- 2) Aim to maintain student confidentiality and privacy except as required by law;
- 3) Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
- 4) Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress.
- 5) Ensure equity, consistency, transparency and natural justice principles are observed.
- 6) Ensure privacy laws are respected.

OUR RIGHTS AND RESPONSIBILITIES

We will maintain and deliver high quality training courses, complying with the VET Quality Framework (VQF) accreditation requirements as a Registered Training Organisation.

We will maintain Workplace, Health and Safety, Equal Opportunities, Harassment, Bullying and Discrimination Policies and relevant legislation.

We will:

- Have suitable qualified staff
- Provide all training services for which we are registered to provide
- Learner resources
- Effective assessment tools.

PRIVACY

All personal information provided to us is protected by the requirements of the Commonwealth Privacy Act, and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the student.

Our full privacy policy is available:

- In your pre-enrolment package
- For download from our website
- By phoning or emailing our office.

RECOGNITION OF PRIOR LEARNING (RPL)/ CURRENT COMPETENCIES (RCC)

You may be eligible to gain status for previous industry experience, studies in other courses or from other training providers.

If you fit in this category, please select the RPL option from the Course Registration page of our website. We will email you with the forms and information required. Obtaining RPL/RCC or credit transfers could significantly shorten your study requirements.

RECORDS MANAGEMENT

Administrative records management specifications are determined by regulatory requirements, the business functions, technologies, risks, evidence requirements, retention and archiving, compliance requirements for external and internal reporting, security, storage and retrieval of information.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities.

Records we will collect for each student includes:

- Participant personal details - recorded and entered at the time of enrolment and confirmed during the Initial Skills Assessment telephone interview.
- Course details - recorded and entered at the time of enrolment and confirmed during the Initial Skills Assessment telephone interview.
- Course units of competency or modules - recorded at the time of enrolment and confirmed during the Initial Skills Assessment telephone interview.
- Progress - recorded on soft copy by Trainers/Assessors
- Completed assessments – retained for 12 months.

Participant records will be maintained for 30 years.

ACCESSING YOUR PERSONAL RECORD

To access your personal record, you need to make an appointment with the Training Manager either by phoning the office or arranging an appointment through your Trainer.

THIRD PARTY ARRANGEMENTS

We do not engage with any third party to conduct or deliver on our behalf any:

- Marketing/student recruitment activities; or
- Training and Assessment delivery,

TRAINING DELIVERY

All training and assessment services are delivered and assessed in English.

DELIVERY METHOD

1) BSBADM409 – Coordinate business resources

22 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

2) BSBMED301 – Interpret and apply medical terminology appropriately

40 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

3) BSBMED302 – Prepare and process medical accounts

44 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

4) BSBMED303 – Maintain patient records

44 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

5) BSBMED305 – Apply the principles of confidentiality, privacy and security within the medical environment

11 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

6) BSBSS00047 – Medical transcription skills

253 hours. All students are allocated up to 24 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

7) CHCCCS002 – Respond effectively to behaviours of concern

17 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

8) CHCLEG003 – Manage legal and ethical compliance

55 hours. All students are allocated up to 8 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

9) HLTADM005 – Produce coded clinical data

2000 hours. All students are allocated up to 12 months to complete their course, however most self-paced students take 9 months to complete it. At the end of the sixth module, students will be job-ready to undertake endoscopy coding.

Students may choose an alternative module or modules relevant to their current or future job if they do not require the endoscopy module.

Mode of Delivery:

Online

10) HLTAAP001 – Recognise healthy body systems

70 hours. All students are allocated up to 16 weeks to complete their course, however as this is a self-paced course you can complete it in much less time should you wish.

Mode of Delivery:

Online

TRAINERS AND ASSESSORS

As per the requirements of the Standards for Registered Training Organisations 2015 (the Standards), we provide all of the training services you have purchased through the employment of a person who:

- Holds the qualification you are being trained in
- Has recent and relevant workplace/industry experience
- Is considered a Subject Matter Expert in their respective field.

Note: We don't engage any person or training organisation to deliver our training and assessment services on our behalf

WHS

We believe that all accidents are preventable and seek to ensure a safe environment for all students and staff.

Since this is an online course, we strongly encourage you to complete your training in an ergonomic environment. You will be able to obtain information about setting up an ergonomic environment from your Trainer.

WORK PLACEMENT

Learners who don't have access to a work place for practical tasks, can do it in a simulated work environment such as a school, or library.

In this instance, we shall provide the following:

- access to billing software;
- medical receptionist software; and
- other redacted resources.

Learners who are located in Sydney, Australia have the option of conducting their practical tasks in the Synapse office, located at Suite 304, 35 Spring Street, Bondi Junction NSW 2022.