

Aboriginal and Torres Strait Islander health practice accreditation guidance material

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Preamble

Purpose of this document

This document is an essential companion document to the *Application for accreditation assessment*.

It is primarily for registered training organisations (RTOs) who are preparing an application for accreditation assessment.

It guides RTOs on what details you must provide in your application including the types of information that we generally expect you to submit to show that each standard is met.

This document may be of interest to other stakeholders.

Aboriginal and Torres Strait Islander health practice and accreditation

Education and training of Aboriginal health workers began in Australia in the 1970s. The Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification (HLT40213) reflects the role of Aboriginal and Torres Strait Islander people working to provide a range of clinical primary health care services to clients and communities, including specific health care programs, advice and assistance with, and administration of, medication.

Aboriginal health practitioners are expected to flexibly assume a variety of job roles and apply a broad range of skills either individually or as a member of a multidisciplinary team within primary health care practice.

On 1 July 2012, the profession of Aboriginal and Torres Strait Islander health practice joined the National Registration and Accreditation Scheme (National Scheme) under the Health Practitioner Regulation National Law, as in force in each state and territory (National Law).

The Aboriginal and Torres Strait Islander Health Practice Board of Australia (National Board) established an Accreditation Committee under the National Law. The Aboriginal and Torres Strait Islander Health Practice Accreditation Committee (Accreditation Committee) is responsible for developing the accreditation standards against which RTOs and their delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification will be assessed when applying for accreditation under the National Law.

The *Accreditation standards: Aboriginal and Torres Strait Islander health practice* (accreditation standards) align with the Standards for Registered Training Organisations (RTOs) 2015. The Accreditation Committee recognises the roles of the relevant agencies in regulation and quality assurance of VET sector education in Australia. Rather than duplicating that role, the accreditation standards are used to assess RTOs and the programs they deliver in the context of assuring quality in delivery of Aboriginal and Torres Strait Islander health practice qualifications.

These agencies are:

- the Training Accreditation Council (TAC) for VET sector training organisations and providers in Western Australia; and
- the Australian Skills Quality Authority (ASQA) for VET sector training organisations and providers in other States and Territories.

The Accreditation Committee recognises the roles of ASQA and TAC and this fosters consistency and efficiency. It enables RTOs to submit evidence of assessment by, and registration with, the relevant VET regulator as part of their application to the Accreditation Committee for accreditation assessment.

Using this document

Use this *Aboriginal and Torres Strait Islander health practice accreditation guidance material* (accreditation guidance material) as a reference document. It gives advice on the information you need to provide and the evidence you need to show during your assessment against the accreditation standards.

You should also refer to the relevant units of competency for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification within the endorsed HLT training package and

the relevant companion volumes. Links to the current release of the qualification and companion volumes are published at <http://training.gov.au/Training/Details/HLT40213>.

Using 'we' and 'you'

Throughout the document 'we' refers to the Aboriginal and Torres Strait Islander Health Practice Accreditation Committee (Accreditation Committee) and 'you' refers to the RTO, or to staff preparing an application for accreditation assessment or a monitoring submission. In some sections, we use the pronouns 'our' and 'your' respectively. The glossary at the end of the document explains the meaning of some other terms.

Feedback and review

We invite RTOs, accreditation assessors and other users to provide feedback on this document. Email your comments and suggestions to Accreditation.Unit@ahpra.gov.au, using the subject 'Feedback on ATSIHP accreditation guidance material.' The Accreditation Committee will review all your feedback, which will inform refinements to this accreditation guidance material.

This version of the document incorporates refinements informed by feedback received from users in 2015 and 2016.

The structure of this document

We have divided the accreditation guidance material into four sections to reflect the four overarching fields of the accreditation standards.

Under the title of each field is a summary that outlines areas covered by the standards in that field. In some fields, there is also a heading "Overall guidance" and an overview of the entire field.

The specific guidance for each standard is in a table like the one below.

This box contains the number and title of the standard – for example, <i>Standard 2.1: Governance</i>
This box contains the full text of the relevant standard (some standards comprise several parts)
Guidance This box contains guidance only and should not be interpreted as a standard. The guidance explains what information you need to include in your application to describe how you meet the standard. Make sure when you are describing how you meet the standard that you include the best or most suitable information and supporting evidence. Please ensure the application includes descriptions about how you meet the standard and provide documents that support your description – evidence without an explicit reference within the description is insufficient and a description without evidence to support it is generally insufficient.
Example questions After we evaluate your application, we may require you to provide further information or to respond to questions about each standard. This box contains examples of the type of questions that may come up during our assessment of you and indicates some key issues for each standard. If you have provided evidence that answers the question, then the assessment team may not ask you the question. The assessment team: <ul style="list-style-type: none">• may not ask you the question in the exact way it is worded in the accreditation guidance material• is able to ask you other questions to evaluate whether you meet the standard, and• may address their question to all your relevant stakeholders, including trainers, assessors, general staff, students and workplace supervisors.
Other sources of guidance This box is included for some accreditation standards. It lists other publications and links to documents

that may contain background information relevant to meeting the standard.

Template

We have provided an optional template to help you set out your matrix of current staff. This template may be used to provide information for standards 2.2, 2.5, 2.11, 4.5 and 4.7. Use of this template is optional. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix.

Version number	Date of issue
1.0	March 2014
1.1	March 2014
2.0	August 2016
3.0	September 2016
4.0	January 2017

Field 1: Education provider and qualification registration

Summary

This field contains standards about your registration with the relevant VET regulator.

Overall guidance

We want you to provide evidence showing you are registered as an RTO with the relevant VET regulator to deliver the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification (HLT40213).

Standard 1.1 Education provider registration

The education provider holds current registration as a registered training organisation with ASQA, TAC or VRQA.

Guidance

You are required to show evidence that you are registered as an RTO with the relevant VET regulator.

Evidence may include a link to the relevant information on www.training.gov.au.

Standard 1.2 Qualification registration

1.2.1 The education provider holds current registration with ASQA, TAC or VRQA to deliver the HLT40213 Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification

~~1.2.2 Any education provider registered to deliver the HLT43907 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) qualification must have arrangements in place to apply to register to deliver the HLT40213 Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, and must comply with ASQA, TAC or VRQA transition requirements.~~

Guidance

We want to be sure that the approved scope of the RTO includes delivery of the HLT40213 Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

Evidence may include a link to the relevant information on www.training.gov.au.

We have put a line through the second part of standard 1.2 because HLT43907 can no longer be delivered. The accreditation standards will be updated to reflect this when they are reviewed. You do not need to respond to the second part of standard 1.2.

Field 2: Governance, management, resourcing and infrastructure

Summary

This field contains eleven standards and covers a range of factors relevant to assuring quality in delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification. It covers aspects such as your governance, your management systems, your resourcing of the program, your approach to risk management including insurance, your marketing, your provision of data to the VET regulator and various policies and procedures.

Overall guidance

The standards in this field align with requirements for continuing registration with the relevant VET regulator **but do not simply reproduce them**. Instead, the accreditation standards adapt those requirements (some of which cover an RTO's operations more broadly) to the context of assuring quality in delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

The alignment aims to reduce the regulatory burden on RTOs by enabling them to submit evidence that has been provided to the relevant VET regulator, or will be provided to the relevant VET regulator, if it shows how you meet a particular standard within this field.

Some standards contain requirements additional to the requirements for continuing registration with the relevant VET regulator.

Standard 2.1 Governance

The education provider's governance arrangements for its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification are consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- details of your arrangements for governance for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, including the reporting relationships of relevant committees/working groups and their terms of reference
- a copy of your most recent VET regulator audit report. We will use this to check your compliance with the relevant VET regulator's governance requirements for continuing registration, and
- information about what has been done to improve any non-compliant aspects of your governance arrangements.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Can you explain how your governance arrangements inform the delivery and improvement of the Certificate IV qualification?
2. Has the relevant VET regulator identified any areas of your governance that are non-compliant or

need improvement? If so, how are these being addressed?

Other sources of guidance

Australian Skills Quality Authority, *Application guide – renewing registration* accessed at <http://asqa.gov.au/media-and-publications/publications.html>

Standard 2.2 Legislative and regulatory compliance

2.2.1 The education provider complies with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and registration to deliver the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.

2.2.2 The education provider complies with the fit and proper person requirements for continuing registration as an RTO with ASQA, VRQA or TAC.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- details about your professional indemnity insurance (PII) arrangements and supporting documents that show us your PII is current
- a matrix with details of all staff that currently teach and/or assess students enrolled in the Certificate IV qualification (name, qualifications, and type of appointment (teacher or assessor or both), if relevant, their current registration with AHPRA, their relevant professional development and, if relevant, their engagement in primary health care practice
- information about whether you are required to have an annual audit of your financial accounts and if so supporting documents that show you have complied with this requirement, and
- supporting documents that show when ASQA or TAC assessed that you met the legislative and fit and proper person requirements for registration and the date that assessment was made.

We attach a matrix of current staff template to help you set out your details of all staff that teach and/or assess students enrolled in the Certificate IV qualification. Use of the template is optional and you may provide this information in a different format. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix. For example, you might wish to provide information about your staff by adapting the format that you use to provide the same information to the relevant VET regulator.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Has the relevant VET regulator identified any areas of legislative and regulatory compliance that are non-compliant or need improvement? If so, how are these being addressed?

Standard 2.3 Management systems	
2.3.1	The education provider has management systems in place that are responsive to the needs of students, staff and stakeholders, and the environment in which the education provider delivers the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.
2.3.2	The education provider ensures the decision making of senior management is informed by the experiences of its trainers and assessors.
Guidance <p>You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.</p> <p>We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.</p> <p>You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.</p> <p>Your application and supporting documents must include:</p> <ul style="list-style-type: none"> evidence that you have a relevant Student Record Management System, for example, <i>AVETMISS</i>, <i>ebs</i>, <i>Callista</i>. minutes of a recent senior management meeting highlighting decisions and/or actions informed by feedback from trainers and assessors involved in your delivery of the Certificate IV qualification, and evidence that ASQA or TAC has assessed that your management systems meet the requirements for registration and the date that assessment was made. 	
Example questions <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> Has the relevant VET regulator identified any areas of your management systems that are non-compliant or need improvement? If so, how are these being addressed? 	
Other sources of guidance <p>Australian Skills Quality Authority, <i>Quality indicator reporting</i> accessed at http://asqa.gov.au/for-training-organisations/data-provision/quality-indicator-reporting.html</p> <p>Australian Skills Quality Authority, <i>Total VET activity reporting</i> accessed at http://asqa.gov.au/for-training-organisations/data-provision/total-vet-activity-reporting.html</p>	

Standard 2.4 Financial viability
The education provider has the financial resources and financial management capacity to sustain delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, consistent with the requirements for continuing registration as an RTO with ASQA, TAC or VRQA.
Guidance <p>You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.</p> <p>We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your</p>

arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- evidence that an accountant maintains your financial records
- details of your income and expenditure for the program, this might be in your annual report and/or annual financial statements, and
- evidence that ASQA or TAC has assessed that you meet the financial viability requirements for registration and the date of the most recent assessment.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Has the relevant VET regulator identified any areas of your financial viability that are non-compliant or need improvement? If so, how are these being addressed?

Standard 2.5 Human resources

- 2.5.1 The education provider has policies and procedures in place that ensure staff recruitment, appointment and promotion for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification are based on merit, are free from bias and support the recruitment, appointment and promotion of Aboriginal and/or Torres Strait Islander staff.
- 2.5.2 The education provider ensures its staff are fully informed of legislative and regulatory requirements that affect their duties related to the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- a matrix showing details of all staff that currently teach and/or assess students enrolled in the Certificate IV qualification including name, Aboriginality, and type of appointment including the fraction of the appointment compared to a full time appointment, that shows you support the appointment and promotion of Aboriginal and/or Torres Strait Islander staff
- a copy of, or link to, your policy and procedure for recruitment of staff including your equal employment opportunity policy for employment of Aboriginal and Torres Strait Islander people and an example of how your policies and procedures support the recruitment of Aboriginal and/or Torres Strait Islander staff
- a role description for each staff member who currently teaches and/or assesses students enrolled in the Certificate IV qualification including details of any requirements for qualifications and training, vaccination, working with children check, criminal history check, practitioner registration, recency of

primary health care practice and continuing professional development

- copies of, or a link to, your workplace health and safety policies and procedures
- a copy of your staff code of conduct
- information about the mandatory training and any additional/refresher training that you provide for staff, including health and safety training
- a matrix showing when each staff member who currently teaches and/or assesses students enrolled in the Certificate IV qualification completed the mandatory and any additional/refresher training and the date when they are due to complete any further refresher training, and
- a copy of your staff manual or link to the resources for staff that currently teach and/or assess students enrolled in the Certificate IV qualification.

We attach a matrix of current staff template to help you set out your details of all staff that teach and/or assess students enrolled in the Certificate IV qualification. Use of the template is optional and you may provide this information in a different format. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix. For example, you might wish to provide information about your staff by adapting the format that you use to provide the same information to the relevant VET regulator.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us about your experience of seeking promotion.
2. Tell us what you do to encourage staff to act in higher positions? Is there a policy to support and encourage staff to act in higher positions?
3. Tell us about your staff professional development processes.
4. Tell us about your health and safety training for staff.

Standard 2.6 Risk management plans and processes

The education provider has in place risk management plans and processes that support the design and delivery of the units of competency within the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- evidence that you maintain a register of risk management, and
- confirmation that if a risk is identified, you develop strategies to address the risk and an example of where things have been put in place to address an identified risk

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us about a risk that has been identified, what you did to address it and how successful that was in addressing it.
2. Show us a de-identified example of a staff member who has engaged in a return to work program and tell us about any issues with the implementation of that program.

Other sources of guidance

Australian Skills Quality Authority, *Health and safety requirements for educational premises* accessed at <http://asqa.gov.au/media-and-publications/publications.html>

Standard 2.7 Responsibilities to students

The education provider documents and meets its responsibilities to students enrolled in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC, including by:

- 2.7.1 adhering to principles of access and equity
- 2.7.2 maximising opportunities for students to achieve the expected learning outcomes
- 2.7.3 providing each student with fee information
- 2.7.4 complying with one of the options acceptable to ASQA, TAC or VRQA, when it collects fees in advance from students
- 2.7.5 ensuring its students are fully informed of legislative and regulatory requirements that affect their participation in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 2.7.6 informing all students, prior to enrolment and during their training, of the:
 - (a) education provider's obligation to provide information requested by the Aboriginal and Torres Strait Islander Health Practice Board of Australia about students and the mandatory notification requirements under the National Law
 - (b) requirement for practitioners to register with the Aboriginal and Torres Strait Islander Health Practice Board of Australia in order to use professional titles
 - (c) Aboriginal and Torres Strait Islander Health Practice Board of Australia's requirements for registration to practise as a Aboriginal and Torres Strait Islander health practitioner in Australia
 - (d) limitations on scope of practice of Aboriginal and Torres Strait Islander health practitioners within the relevant jurisdiction, and
 - (e) accreditation and approval status of its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, under the National Law.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this

standard.

Your application and supporting documents must include:

- links to, or copies of, relevant policies and procedures with examples of implementation, including any policies about students and disability, how students with literacy and numeracy are accommodated
- links to, or copies of, the information you provide to prospective and enrolled students on your website
- evidence that the student information handbook contains details about course fees, refunds and any other costs involved in the course
- evidence that you have a process in place that requires students disclose issues that may affect their ability to safely engage in practical or clinical work placements
- evidence that you have appropriate processes in place to ensure students are safe to engage in primary health care practice prior to practical or clinical work placements, including confidential disclosure of issues by students, vaccinations and, where appropriate, completion of police checks and working with children checks/registration
- a copy of, or link to, your student information handbook for the Certificate IV qualification
- links to, or copies of, the student training plan and the learner's guide with expected learning outcomes, and
- evidence that you inform prospective and enrolled students about the issues listed in part 2.7.6 of this standard, including, if it is relevant, any restriction of their administration of medications as a practitioner.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. What is your policy regarding under-performing students?
2. What processes are in place to assist students who are not performing well?
3. What is the action plan for the following?
 - a) student impairment or health issue arising
 - b) student misconduct
 - c) low literacy and numeracy skills
 - d) failure to attend classes

Standard 2.8 Insurance

The education provider must hold, and maintain at all times, public liability insurance relevant to its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include a certificate of currency for your current public

liability insurance policy.
<p>Example questions</p> <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> 1. If your insurance policy has expired, we may ask you to show that you have renewed your insurance.

Standard 2.9 Marketing accuracy and integrity
The education provider ensures the accuracy and integrity of its marketing for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification are consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC.
<p>Guidance</p> <p>You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.</p> <p>We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.</p> <p>You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.</p> <p>Your application and supporting documents must include:</p> <ul style="list-style-type: none"> • a copy of, or link to, your student information handbook for the Certificate IV qualification • an example of a statement of attainment with the VET logo and compliant wording • an example of a qualification document with the VET logo and compliant wording • copies of your advertising about the Certificate IV qualification • links to relevant material on your website • links to, or copies of, relevant policies and procedures with examples of implementation, and • a description of your mechanisms to monitor and/or approve advertising and marketing material. <p>Example questions</p> <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> 1. Does advertising or marketing material require approval by a course quality (or similar) committee? 2. Tell us about your mechanisms to monitor and/or approve advertising and marketing material. 3. Tell us about the ways you market your Certificate IV qualification.

Standard 2.10 Data provision
The education provider complies with any data provision requirements for continuing registration as an RTO with ASQA, VRQA or TAC, in the context of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include evidence that ASQA or TAC has assessed that you meet the data provision requirements for continuing registration as an RTO and the date of the most recent assessment.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Has the relevant VET regulator identified any areas that are non-compliant or need improvement? If so, how are these being addressed?

Standard 2.11 Policies and procedures

The education provider has in place policies and procedures for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification that are regularly reviewed and updated and ensure:

- 2.11.1 the recruitment and promotion of suitably qualified teaching staff, support staff and clinical supervisors
- 2.11.2 compliance with any requirements for a suitably qualified Aboriginal or Torres Strait Islander person to be involved in the delivery and assessment of units of competency
- 2.11.3 assessors meet the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification requirements specified in the training package
- 2.11.4 clinical education, training, placements and/or simulated learning environments encompass Aboriginal ways of learning and comply with all the requirements of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification
- 2.11.5 lawful management of:
 - (a) students with impairments that may affect fitness to practise
 - (b) inappropriate student professional conduct, and
 - (c) police checks related to criminal history and working with children, and
- 2.11.6 student progression is addressed and linked to attainment of the required competencies

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this

standard.

Your application and supporting documents must include:

- links to, or copies of, your policies and procedures relevant to parts 2.11.1 – 2.11.6 of this standard and an example of their implementation for each part of this standard
- information about your mechanisms for review of policies and procedures with an example of a recent review, and
- a matrix showing details of all staff that currently teach and/or assess students enrolled in the Certificate IV qualification (name, qualifications, Aboriginality, and type of appointment including the fraction of the appointment compared to a full time appointment, units of competency they teach and/or assess) that shows appointment of suitably qualified teaching staff, support staff and clinical supervisors, compliance with any requirements for a suitably qualified Aboriginal or Torres Strait Islander person to be involved in the delivery and assessment of units of competency and that assessors meet the qualification requirements specified in the training package.

We attach a matrix of current staff template to help you set out your details of all staff that teach and/or assess students enrolled in the Certificate IV qualification. Use of the template is optional and you may provide this information in a different format. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix. For example, you might wish to provide information about your staff by adapting the format that you use to provide the same information to the relevant VET regulator.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us about a situation when you had to manage issues identified in part 2.11.5 of this standard above, and what action you took.
2. How do you determine whether clinical education, practical or clinical work placements and simulated learning environments encompass Aboriginal ways of learning?

Field 3: Qualification documents and student records

Summary

The accreditation standards in this field align with requirements for continuing registration with the relevant VET regulator. These accreditation standards adapt those requirements to the context of assuring quality in delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

Standard 3.1 Qualification documents

The education provider must identify how the qualification documents it issues to persons who complete the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification meet the Australian Qualifications Framework requirements and are consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, and our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include an example of the qualification document that you issue to individuals who complete the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification

We expect the qualification document to:

- (a) identify the RTO by its national provider number from the National Register, and
- (b) include the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use
- (c) state that the qualification awarded is an award recognised by the AQF using either
 - (i) the words, 'The award is recognised within the Australian Qualifications Framework', or
 - (ii) the AQF logo, as authorised by the AQF Council
- (d) identify the person receiving the qualification
- (e) identify the qualification by its full title
- (f) include the date of issue
- (g) identify the person/s authorised to issue the award, and
- (h) ensure the authenticity of the document in a form to reduce fraud such as your seal and/or unique watermark.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us about what former students need to do to get replacement qualification documents. How do former students know or find out about this process?

Standard 3.2 Student records	
3.2.1	The education provider must explain its processes to retain student records of attainment of units of competency and qualifications relevant to the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice for a period of 30 years.
3.2.2	The education provider must explain its processes to provide to the relevant VET regulator returns of its student records of attainment of units of competency and qualifications for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification when required by the relevant VET regulator.
Guidance You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application. We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification. You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard. Your application and supporting documents must include: <ul style="list-style-type: none"> the explanations described in parts 3.2.1 and 3.2.2 of this standard, and links to, or copies of, your policies and procedures relevant to parts 3.2.1 – 3.2.2 of this standard with examples of implementation for each part of this standard. 	
Example questions After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as: <ol style="list-style-type: none"> Has the relevant VET regulator identified any aspects of your student records system that are non-compliant or need improvement? If so, how are these being addressed? 	

Standard 3.3 Student identification
The education provider must meet the relevant VET regulator requirements for implementation of a national unique student identifier.
Guidance You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application. We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification. You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard. Your application and supporting documents must include: <ul style="list-style-type: none"> an explanation about the systems you have in place to ensure each student has a national unique student identifier, and

- an example of a student card for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification .

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us about what a student needs to do to replace a lost or stolen student card.
2. Has the relevant VET regulator identified any areas of your student identification systems that are non-compliant or need improvement? If so, how are these being addressed?

Standard 3.4 Credit and recognition of prior learning arrangements

The education provider has in place:

- 3.4.1 a clearly defined policy for awarding credit that provides a basis for validating claims made by the education provider, and
- 3.4.2 a clearly defined policy for awarding recognition of prior learning that
 - (a) allows for culturally appropriate assessment techniques
 - (b) recognises relevant life and work experience in addition to appropriate qualifications
 - (c) is assessed by an appropriately trained assessor to determine the outcome of the application, and
 - (d) provides a basis for validating relevant claims made by the education provider.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, and our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- evidence that there are clear, accessible and transparent policies and processes that provide award pathways and credit arrangements for students. We will want to see articulation and credit arrangement policies and processes that apply to both internal arrangements and external arrangements
- a copy of, or link to, your student information handbook for the Certificate IV qualification
- copies of, or links to, relevant policy and procedure related to part 3.4.1 of this standard with examples of implementation
- copies of, or links to, relevant policy and procedure related to part 3.4.2 of this standard with examples of implementation
- a copy of, or link to, the mapping matrix you use to assess applications for recognition of prior learning (RPL applications), and
- a matrix to show the staff responsible for RPL assessments have recognised VET sector and industry training and experience to complete the mapping, assessment and moderation of RPL applications.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. How do prospective students know that a credit and RPL application process is available to them?
2. Show us an example of documents submitted by a student applying for a credit or RPL towards the Certificate IV qualification. Tell us about the mapping exercise used to assess the application.
3. Have your staff attended workshops on mapping for RPL? If so, please provide evidence of their attendance.

Field 4: Program attributes

Summary

The standards in this field are specific to assuring quality in delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification and to ensuring students who complete the qualification are suitable to practise the Aboriginal and Torres Strait Islander health practice profession. Where possible, the standards are aligned with requirements for continuing registration with the relevant VET regulator.

Standard 4.1 Stakeholder engagement

The education provider:

- 4.1.1 actively seeks stakeholder participation, including by representatives of Aboriginal and Torres Strait Islander communities, to maintain the currency and relevance of its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification to the community
- 4.1.2 engages with relevant stakeholders including representatives of Aboriginal and Torres Strait Islander communities¹ to advocate for the education and training of its students
- 4.1.3 includes amongst its stakeholders those parties that provide clinical placements, professional associations, employers, other education providers, community groups, representatives from the Aboriginal and Torres Strait Islander health sector, students and others
- 4.1.4 enters into formal partnerships with industry stakeholders, when these are required to meet industry needs, and
- 4.1.5 enters into formal agreements with external partners including communities and facilities or agencies that provide training placements for students.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

It is up to each RTO to choose their stakeholders, including representatives from community, and how that group convenes. There is a range of ways that RTOs convene their stakeholder groups, these include through a course advisory group, subject matter expert group, industry reference group, working group or other group. You will need to provide evidence that shows how you engage with your chosen stakeholders, this will vary depending on your location and includes (but is not limited to) formal and informal meetings with industry and Aboriginal Medical Services, etc., to discuss delivery of the Certificate IV qualification.

We have put a line through the footnote referenced from part 4.1.2 of standard 4.1 in the approved

¹ ~~Evidence of engagement with stakeholders, including communities, will vary depending on your location and includes (but is not limited to) meetings with Medicare Locals, industry, Aboriginal Medical Services, etc., to discuss delivery of the Certificate IV qualification, or inclusion of representatives of its stakeholders on course advisory committees or reference groups.~~

accreditation standards because this guidance document provides a more detailed explanation for RTOs.

Your application and supporting documents must include:

- evidence of stakeholder participation that maintains the program's currency and relevance to the community
- details about your engagement with relevant stakeholders including representatives of Aboriginal and Torres Strait Islander communities and the health sector
- an explanation about how you engage with a range of stakeholders to ensure men's and women's issues are considered
- details of any formal partnerships you have with stakeholders and copies of any partnership agreements with relevant organisations or individuals
- a list of your stakeholders – it is generally expected that relevant peak bodies and industry will be included
- terms of reference of your current stakeholder group responsible for oversight of delivery of the qualification, including the list of stakeholders who are represented and the list of names, qualifications and position of current members.
- the meeting calendar for your current stakeholder group for the current year
- details of conversations; emails or correspondence with stakeholders
- meeting papers or minutes of meetings with your current stakeholder group that deal with issues relevant to parts 4.1.1 and 4.1.2 of this standard, and
- results or outcomes from a recent stakeholder consultation.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. How often do your course advisory committees/working groups meet?
2. How do you engage with the Aboriginal and Torres Strait Islander community and the health sector?
3. Do you think your program is well-regarded by the Aboriginal and Torres Strait Islander community and the Aboriginal and Torres Strait Islander health sector? If so, what makes you think it is? If not, what could be done to address this issue?
4. Has the relevant VET regulator identified any areas of your stakeholder engagement with industry that are non-compliant or need improvement? If so, how are these being addressed?

Standard 4.2 Program currency and relevance

The education provider maintains the currency and relevance of its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification to the community, including by:

- 4.2.1 monitoring current workforce trends in the Aboriginal and Torres Strait Islander health practice profession, and
- 4.2.2 obtaining knowledge of the current health requirements of Aboriginal and Torres Strait Islander communities.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- an explanation about how you monitor current workforce trends and obtain knowledge of the current health requirements of Aboriginal and Torres Strait Islander communities
- minutes of your current stakeholder group responsible for oversight of delivery of the Certificate IV qualification, highlighting decisions and actions related to monitoring current workforce trends in the Aboriginal and Torres Strait Islander health practice profession and/or obtaining knowledge of current health requirements of Aboriginal and Torres Strait communities, and
- information that shows that the results of the community health profile or social determinants of health are considered in designing the content of the units – this may include your learning/training strategy for the entire Certificate IV qualification

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Do you have a workforce strategy relevant to delivery of the Certificate IV qualification?
2. If so, tell us about any professional development for trainers that is included in your workforce strategy.

Standard 4.3 Design for delivery of the qualification

4.3.1 The education provider:

- a) establishes a committee of appropriately qualified people, including Aboriginal and Torres Strait Islander people, to oversee its design for delivery of units of competency within the qualification to ensure they reflect the health needs of the Aboriginal and Torres Strait Islander population
- b) has clearly defined policies and procedures on its design for delivery of the units of competency within the qualification, and
- c) ensures Aboriginal ways of learning and student views are considered in its design for delivery of the units of competency within the qualification.

4.3.2 The education provider ensures its design for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification:

- (a) is structured, that is, content is sequenced, to progressively attain the required competencies and professional capabilities to apply for registration as an Aboriginal and Torres Strait Islander health practitioner
- (b) is structured to deliver core and elective units that comply with the packaging rules for the qualification
- (c) is of a duration that enables achievement of required competencies and professional capabilities to meet the requirements of the qualification, and
- (d) complies with all the packaging rules and requirements that apply to clinical training and/or clinical education across the units of competency within the qualification.

4.3.3 The education provider has a learning and assessment strategy in place for its delivery of the

Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- terms of reference for a curriculum development advisory committee that includes members who have curriculum design knowledge and local Aboriginal and Torres Strait Islander people. The responsibilities of this group include checking that staff qualifications are at the correct level and ensuring Aboriginal ways of learning are reflected in the curriculum design
- list of names, qualifications and position of current members of your committee or group that oversee curriculum development
- the learning/training strategy for the entire Certificate IV qualification
- the training calendar for the entire Certificate IV qualification
- the schedule for delivery of the units including electives in the Certificate IV qualification by month for the year
- details of the hours of learning and assessment for each of the units, and
- details of on-the-job assessments

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. How do you decide which electives to teach?
2. Tell us about the processes for appointment of members of your committee or group that oversee curriculum development.

Standard 4.4 Admission processes

The education provider:

- 4.4.1 ensures its processes for admission to the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification are consistent with the requirements for continuing registration as an RTO with ASQA, VRQA or TAC including recognition, where relevant, of AQF and VET qualifications and VET statements of attainment issued by any other RTO
- 4.4.2 has in place admissions policies and procedures that:
- (a) clearly articulate selection criteria
 - (b) ensure any requirements for literacy and numeracy assessment comply with the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification
 - (c) ensure equal opportunity for entry
 - (d) ensure any requirements for proof of Aboriginal and/or Torres Strait Islander identity comply with relevant requirements for the Certificate IV in Aboriginal and/or Torres Strait Islander

<p>Primary Health Care Practice qualification, and</p> <p>(e) outline any specific requirements related to undertaking the clinical placement program such as police checks for criminal history and working with children, and</p> <p>4.4.3 has in place an appeals process for admissions decisions.</p>
<p>Guidance</p> <p>You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.</p> <p>We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.</p> <p>You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.</p> <p>Your application and supporting documents must include:</p> <ul style="list-style-type: none"> • links to, or copies of, your admission policies and procedures and an example of implementation relevant to standard 4.4 • copies of your enrolment forms for the Certificate IV qualification • information about how and where the Certificate IV qualification is advertised and marketed • links to, or copies of, your policies and procedures for assessing impaired applicants with an example to show how you assess fitness to practice of impaired applicants • an example of an interview form for the Certificate IV qualification – we expect this will include numeracy and literacy skills, and • details of the appeals process for your admissions decisions and an example of its implementation.
<p>Example questions</p> <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> 1. How do you address numeracy and literacy skills as part of your admission processes? 2. Do you undertake a formal interview with prospective students? 3. How do you ensure prospective students will be fit for work? 4. How do you process application/enrolment forms when they arrive? 5. Is completion of a student agreement form part of your admission process?

<p>Standard 4.5 Program resourcing and staff support</p>
<p>4.5.1 The education provider:</p> <ol style="list-style-type: none"> a) allocates a level of funding to the program that ensures the performance criteria and elements of the units of competency within the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification are met b) allocates sufficient funding for the human and physical resources required to deliver the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification c) takes into account its capacity to resource the program at all stages, and d) has established a rationale for determining the size and nature of the student intake that ensures allocated funding is sufficient for the size and scope of the program leading to the

Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

4.5.2 The education provider:

- a) supports staff engagement with primary health care practice relevant to the qualification, and
- b) supports staff to undertake professional development that is relevant to the qualification.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- an explanation about how you allocate funding to delivery of the Certificate IV qualification
- a matrix showing the professional development undertaken by each staff member who currently teaches and/or assesses students enrolled in the Certificate IV qualification and if relevant, their engagement in primary health care practice
- a copy of your asset register listing all equipment used for teaching and learning in the Certificate IV qualification
- your rationale for determining the size and nature of the student intake to the Certificate IV qualification, and
- copies of, or links to, policies and procedures relevant to program resourcing and support staff and examples of their implementation.

We attach a matrix of current staff template to help you set out your details of all staff that teach and/or assess students enrolled in the Certificate IV qualification. Use of the template is optional and you may provide this information in a different format. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix. For example, you might wish to provide information about your staff by adapting the format that you use to provide the same information to the relevant VET regulator.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. Tell us how you can be confident that adequate funding for staffing and operational costs will be provided by the RTO?
2. What type of IT support is available?
3. What relationship is there between funding level and student numbers?
4. Can you tell us about your class sizes?

For students:

1. Do you have access to the library/e-resources you need? How do you access them?
2. Are the classrooms adequately ventilated/heated/cooled and equipped?
3. Are you able to access teachers/tutors when you need to? How do you access them and how do you know whether they are available?

Standard 4.6 Student support

The education provider:

- 4.6.1 ensures there is adequate student support services including referral to counselling, health and academic advisory services to facilitate progression of students enrolled in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.6.2 ensures there are student support services for students with special needs and for students from targeted access schemes, including learning needs support where required for students enrolled in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.6.3 employs a process for identifying students at risk of not progressing in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, and
- 4.6.4 refers students at risk of not progressing in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification to appropriate remediation programs that address academic, health or cultural issues as required.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- an explanation about how you identify and respond to the varying learning needs of students enrolled in the Certificate IV qualification, including evidence of orientation programs and remediation programs that address academic, health or cultural issues
- evidence that students enrolled in the Certificate IV qualification have information about, and access to student support services including referral to counselling, health and academic advisory services provided by appropriately qualified personnel
- an explanation about how you identify students at risk of not progressing and provide details of any support available to those students to assist their progression, and
- de-identified case studies of students identified as being at risk of not progressing.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. What is your policy regarding under-performing students?
2. What processes are in place to assist students who are not performing well?
3. Tell us about a time when you have had a student who was not performing well and what strategies you put in place.

Standard 4.7 Teaching, learning and assessment

- 4.7.1 The education provider has processes in place that ensure quality training and assessment in its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, consistent with the requirements for continuing registration as an RTO with

ASQA, VRQA or TAC.

- 4.7.2 The education provider clearly maps the content and assessment of its program to the performance criteria and elements of the units of competency within the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification.
- 4.7.3 The education provider ensures teaching of the units of competency within the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification:
- a) is undertaken by appropriately qualified staff
 - b) informed by the outcomes of the quality assurance mechanisms, and
 - c) involve consultation with appropriate educational experts, employers and relevant stakeholders.
- 4.7.4 The education provider ensures that teaching, learning and assessment methods and practices for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification:
- a) comply with the packaging rules and assessment requirements for the qualification
 - b) reflect contemporary evidence-based education practices
 - c) reflect the performance criteria and elements of the units specified in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
 - d) are culturally appropriate and sensitive
 - e) encompass Aboriginal ways of learning
 - f) create a culturally safe environment
 - g) integrate learning throughout the program and across units of competency
 - h) integrate theoretical knowledge and clinical practice throughout the program, and
 - i) provide opportunities for multi-disciplinary learning.
- 4.7.5 The education provider:
- a) clearly defines and communicates the program objectives to students prior to enrolment and during the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
 - b) ensures any particular emphasis or focus in the way it designs and delivers the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification is consistent with the required competencies and professional capabilities of Aboriginal and Torres Strait Islander health practitioners, and
 - c) communicates to all staff and students any particular emphasis or focus by the education provider in its design and delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.
- 4.7.6 The education provider:
- a) has established and clearly articulated the teaching, learning and assessment methods it uses for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
 - b) has an assessment plan for each unit of competency, including policies and practices which relate to the relevant unit's performance criteria and elements, and makes the assessment plan available to all students and staff
 - c) engages in ongoing assessment to ensure the required competencies are achieved

- d) provides regular and timely feedback to students on assessment tasks, and
- e) has an appeals policy that allows for review of assessment decisions

4.7.7 The education provider ensures assessments are undertaken by a workplace assessor who has expertise in the unit of competency or who has the current qualification being assessed and who is:

- a) Aboriginal or Torres Strait Islander, or
- b) accompanied and advised by an Aboriginal or Torres Strait Islander person who is a recognised member of the community with experience in primary health care.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- a map of the content and assessment of your program to the performance criteria and elements of the units of competency within the Certificate IV qualification
- a matrix showing that teaching and assessing of the units of competency within the Certificate IV qualification is undertaken by appropriately qualified staff (name, qualifications and type of appointment including the fraction of the appointment compared to full time appointment, units of competency taught and/or assessed)
- the learning/training and assessment strategies and assessment details for each of the units in the course
- proof that you met the training package qualification requirements for trainers and assessors
- proof that any non Aboriginal and Torres Strait Islander people who are trainers have completed cultural awareness training
- details of mentoring training about Aboriginal ways of learning that is available to staff who are non Aboriginal and Torres Strait Islander people
- copies of, or links to, policies and procedures relevant to this standard and examples of their implementation
- at least five de-identified student evaluations/complaints about different issues
- evidence that students have access to flexible assessment options – for example, a student who is not comfortable writing can complete a verbal (rather than written) assessment, and
- an explanation of the validation and moderation processes including details of responsibilities in those processes of trainers and assessors who are Aboriginal and Torres Strait Islander people.

We attach a matrix of current staff template to help you set out your details of all staff that teach and/or assess students enrolled in the Certificate IV qualification. Use of the template is optional and you may provide this information in a different format. If you choose to set out information or show your evidence in a different format it must include the details identified in each column of the template matrix. For example, you might wish to provide information about your staff by adapting the format that you use to provide the same information to the relevant VET regulator.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or

to respond to questions about this standard such as:

1. Tell us about any cultural awareness training and mentoring that you provide to your non Aboriginal and Torres Strait Islander trainers and assessors. Can we see an example of the materials you use for this training?
2. Tell us about a time when you have dealt with student evaluation/complaint about a staff member. How was the matter resolved?
3. Tell us about your processes to appoint staff. Who makes the decision whether or not to appoint a person and/or whether or not to renew their contract?

Standard 4.8 Program monitoring and review

The education provider ensures its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification is regularly monitored and reviewed to ensure compliance with the accreditation standards, including by:

- 4.8.1 evaluating the students' experiences whilst on placements
- 4.8.2 ensuring there is ongoing evaluation of the quality of clinical education and training and of clinical placements, and
- 4.8.3 having mechanisms in place to support accurate and timely completion and submission of monitoring reports to the Accreditation Committee

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, and our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- an outline of your organisational structures to ensure the Certificate IV qualification is regularly monitored and reviewed, including terms of reference for any committees/working groups responsible for making sure your Certificate IV qualification complies with the accreditation standards
- evidence of evaluation of student experience whilst on placements and evaluation of clinical trainers, supervisors and facilities
- evidence of feedback from clinical supervisors and staff employed at clinical facilities
- evidence of change(s) as a result of evaluation of the quality of clinical education and training and of clinical placements, and
- an explanation of the mechanisms you have put into place to respond to the monitoring requirements of the Accreditation Committee. You must identify how you decide who responds to monitoring issues in the first instance, and identify the line of reporting that monitoring submissions are subject to within your organisation.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. How do you respond to student feedback?

Standard 4.9 Quality assurance mechanisms

The education provider has quality assurance mechanisms in place which lead to continuous improvement of its delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification, including:

- 4.9.1 a schedule for review of its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.2 clear organisational structures for management and review of its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.3 defining the powers of, and terms of reference for, committees responsible for its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.4 implementation of a range of methods to evaluate its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.5 actively encouraging employers, students and graduates to provide feedback about its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.6 using the results of all evaluative methods to inform improvements and changes to its Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification
- 4.9.7 addressing issues, recommendations and conditions from previous Accreditation Committee reports, and reports by the relevant VET regulator, and
- 4.9.8 ensuring evaluation of assessment decisions are included in the quality assurance processes.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, and our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- a description of your quality assurance arrangements for your Certificate IV qualification, including an explanation of the methods you use to undertake monitoring and review of your delivery of the Certificate IV qualification, how monitoring and review contributes to improvement in your delivery of the qualification
- your schedule for monitoring, review and evaluation of the design, delivery and quality of your Certificate IV qualification
- an outline of your organisational structures for management and review of your Certificate IV qualification, including terms of reference for any committees/working groups responsible for design, delivery and quality of your Certificate IV qualification and an example of student feedback which has been considered by the relevant committee/working group
- a summary of changes made to delivery of the Certificate IV qualification as a result of student or staff feedback
- explain how you manage change to, including termination of, delivery of the qualification. You must provide information about teach out mechanisms or transition plans and explain how these mechanisms and plans ensure that affected students will not be disadvantaged by change or termination of delivery of the qualification
- evidence of feedback from employers, students and graduates about your Certificate IV qualification
- a description of the mechanisms you have in place to ensure evaluations of your Certificate IV

<p>qualification lead to quality improvements, and</p> <ul style="list-style-type: none"> any relevant examples of when you have addressed issues, recommendations and conditions from previous reports by the relevant VET regulator in relation to the Certificate IV qualification.
<p>Example questions</p> <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> Tell us how the results of all evaluative methods are used to inform improvements and changes to your Certificate IV qualification and give a recent example. Tell us how you make sure evaluation of assessment decisions is included in your quality assurance processes.
<p>Other sources of guidance</p> <p>ASQA <i>Total VET activity reporting</i>, accessed at http://www.asqa.gov.au/vet-registration/meet-data-provision-requirements/total-vet-activity-reporting.html</p>

Standard 4.10	Clinical education
	<p>The education provider ensures each student enrolled in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification engages in appropriately supervised primary health care experiences across the scope of practice expected of entry level Aboriginal and Torres Strait Islander health practice professionals, including by:</p> <ol style="list-style-type: none"> 4.10.1 providing a variety of primary health care training settings to deliver the relevant units of competency in the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification 4.10.2 considering the structure of the clinical education and training and clinical placement program in terms of range, timing and duration of placements/training to allow attainment of the required competencies and professional capabilities 4.10.3 providing primary health care practical training and clinical placements that: <ol style="list-style-type: none"> a) covers the scope of practice expected of entry level Aboriginal and Torres Strait Islander health practice professionals b) supports attainment of the required competencies and professional capabilities to meet the requirements of the qualification 4.10.4 undertaking progressive assessment of students' attainment of the required competencies and professional capabilities 4.10.5 emphasising practice and clinical decision-making skills that are evidence-based 4.10.6 ensuring education and training provides students with the opportunity to reflect on practice 4.10.7 effectively managing the arrangements for each student's clinical education and training and clinical placements 4.10.8 ensuring each student's clinical placements are supervised by a suitably qualified health practitioner, who complies with any legal requirement for the supervisor to be a registered health practitioner 4.10.9 ensuring each clinical placement is coordinated by a suitably qualified person responsible for effective management of that placement 4.10.10 disseminating appropriate information to students, clinical supervisors and clinical placement coordinators such as roles and responsibilities, expectations for performance and conduct during clinical placements 4.10.11 assessing each student's attainment of the required competencies and professional capabilities 4.10.12 ensuring students understand the scope of the Aboriginal and Torres Strait Islander health

practice profession including any jurisdiction-specific statutory limits on administration of medications by Aboriginal and Torres Strait Islander health Practitioners

4.10.13 ensuring all required units of competency of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualifications are delivered and assessed including the 'Administer medications' unit, and

4.10.14 ensuring all units of competency are assessed by a suitably qualified and registered practitioner, and that assessment of the "administer medications" unit is overseen by health practitioner who can legally supply and administer medicines.

Guidance

You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.

We will not duplicate the VET regulator's assessment for RTO registration, our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.

You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.

Your application and supporting documents must include:

- a list of health services you engage with for student practical and clinical work placements
- details of the locations of each practical or clinical work placement
- a de-identified example of a work placement assessment report and log book that shows how the student attained the competencies and who signs off on the assessment
- the learning/training and assessment strategies and assessment details for the *Administer medications* unit and a de-identified example of a completed student log book for that unit
- copies of student timetables for clinical units
- a list of any practical or clinical work placement agreements and a copy of each agreement, and
- a list of any agreements for simulated learning and a copy of each agreement.

Example questions

After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:

1. How do you teach the *Administer medications* unit? Do students engage in clinical training on a placement or is it taught in a simulated environment?
2. Do you use simulated learning environments? How do you decide how much time is in SLE and how much on placements?
3. Tell us about what a student does to get tasks in the log book signed off by observers.
4. Can you provide the names and qualifications of at least two supervising practitioners from different work placement locations?

Standard 4.11 Equivalence and equity of delivery

If the education provider delivers the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification across multiple teaching sites, or offers variable modes of delivery, the education provider implements processes that demonstrate:

4.11.1 equivalence of educational standards across multiple teaching sites

<p>4.11.2 equity of access by staff and students to resources across multiple teaching sites, and</p> <p>4.11.3 equivalence of operational processes, educational standards and access to resources across variable modes of delivery such as distance, or e-learning as applicable.</p>
<p>Guidance</p> <p>You must complete the relevant sections of the application form by describing how you meet the standard and provide documents that contain evidence to support your application.</p> <p>We will not duplicate the VET regulator's assessment for RTO registration, and our focus is specifically on your arrangements for delivery of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification.</p> <p>You may wish to submit supporting documents that you provided to the VET regulator and/or the relevant section of the VET regulator audit report if it supports your application or shows how you meet this standard.</p> <p>If you deliver the Certificate IV qualification across multiple teachings sites, your application and supporting documents must include:</p> <ul style="list-style-type: none"> • an explanation about how you meet parts 4.11.1 and 4.11.2 of this standard • the learning/training and assessment strategies for delivery of the Certificate IV qualification at each teaching site • evidence that you advise students whether they are required to attend multiple teaching sites • details of your validation and moderation processes to ensure equivalence, and • a copy of, or link to, the student information handbook for the Certificate IV qualification including sections about requirements for students to attend multiple teaching sites. <p>If you offer variable modes of delivery of the Certificate IV qualification, your application and supporting documents must include:</p> <ul style="list-style-type: none"> • the learning/training and assessment strategies for each mode of delivery of the Certificate IV qualification, and • a copy of, or link to, the student information handbook for the Certificate IV qualification including sections about requirements for students to utilise variable modes of delivery.
<p>Example questions</p> <p>After we evaluate your application, the assessment team may require you to provide further information or to respond to questions about this standard such as:</p> <ol style="list-style-type: none"> 1. Tell us about your processes to ensure equity of access to resources across your teaching sites. 2. How do you know if you are maintaining equivalent educational standards across your teaching sites?

Glossary

Aboriginal ways of learning	A learning framework that can change in different settings and broadly comprises eight interconnected pedagogies involving narrative-driven learning, visualised learning plans, hands-on/reflective techniques, use of symbols/metaphors, land-based learning, indirect/synergistic logic, modelled/scaffolded genre mastery, and connectedness to community.
Culturally safe environment	<i>An environment in which individual culture and identity is respected and acknowledged, a sense of shared meaning, experience and knowledge is promoted and in which individuals feel respected and are safe from assault and challenge.</i>
Education provider	A tertiary education institution or registered training organisation (RTO)
Packaging rules	The rules about which units of competency can be combined to make up a valid qualification. Found in the Qualifications Framework for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) as specified in the endorsed HLT07 Training Package
Practical or clinical work placement	means the mandatory work placement for the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) as specified in the endorsed HLT07 Training Package. During the work placement, the student completes professional procedures and/or processes in a primary health care environment, whilst receiving guidance and feedback from a work place supervisor for the purpose of developing and attaining the required competencies and professional capabilities required to engage in safe and effective practice as a registered Aboriginal and Torres Strait Islander health practitioner
Professional capabilities	Threshold capabilities required to practise the Aboriginal and Torres Strait Islander health practice profession
Program of study or program	In the context of this document, this means the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification
Program objectives	The education provider's own objectives for delivery of its program leading to the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification
Required competencies	The units of competency against which students are assessed for successful completion of the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice (HLT40213) qualification
Stakeholders	Current Stakeholders relevant to education providers delivering the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice qualification include (but are not limited to): employers such as Aboriginal Medical Services, Aboriginal Community Controlled Health Services and government and other relevant agencies such as poisons regulatory entities
Workplace supervisor	An appropriately qualified and registered practitioner who guides student training during practical or clinical work placements. The supervisor's role may encompass educational, support and managerial functions. The supervisor is responsible for making sure the student provides safe, appropriate and quality client/patient care.

List of acronyms

AQF	Australian Qualifications Framework
AQTF	Australian Qualifications Training Framework
ASQA	Australian Skills Quality Authority
NRT logo	National Recognised Training logo
NVR	National vocational education and training regulator
RTO	Registered Training Organisation
SNR	Standards for NVR Registered Training Organisations
TAC	Training Accreditation Council (WA)
VET	Vocational Education and Training
VRQA	Victorian Registration and Qualifications Authority