



# Handbook

# 2018

Conferences

New Graduate Programs

Courses & Workshops

Accredited Training Courses

Traineeships

## How to Enrol

Applicants must complete the following steps:

1. Go directly to the Sydney Adventist Hospital Course and Workshop URL [www.sah.org.au/courses-and-workshops](http://www.sah.org.au/courses-and-workshops)
2. Select your course and click on the link at the end of the course description.
3. You will be taken to wise.net to confirm details and to complete the enrolment process.
4. Wise.net will guide you through all the steps required to ensure your place in the course selected.

Please note:

- All courses must be prepaid unless stated otherwise
- You will need a valid credit card and an email address to complete your enrolment
- Only MasterCard and Visa accepted
- Course enrolments are confirmed via email with a tax receipt
- All SAH staff must provide their hospital employee number on the day of course attendance
- Certificates of attendance are available through eLearning / eCommunity post completion of courses / workshops.

**\*\* This handbook may be updated at any time. Please view the online handbook for the latest version.**



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## Training through Adventist HealthCare (AHCL)

Comprehensive educational programs have been designed to support AHCL staff, the community and other healthcare organisations.

## Workshops, Courses and Conferences

San Education offers a broad range of relevant courses, workshops and conferences. Certificates of attendance and statements of attainment will be provided for your portfolio via eLearning.

## RTO Courses

San College of Education is a 'Registered Training Organisation' (RTO). This RTO provides nationally recognised training offering specific Qualifications and individual 'Units of Competency', (short courses) within its scope.

RTO courses listed within this handbook are accompanied by their official course name and code. Participants who successfully complete an official RTO course will graduate with a nationally recognised qualification complying with the standards set by the Vocational Education and Training (VET) Quality Framework.

All students undertaking nationally recognised training must have a Unique Student Identifier (USI).

San College of Education requires your USI before issuing a Nationally Recognised Certificate or Statement of Attainment.

Follow this link to learn to create your USI:

<http://www.usi.gov.au/Pages/default.aspx>

## Enrolment

San Education programs will be filled in chronological order upon completion of enrolment and full payment (where applicable).

## AHCL Orientation (Mandatory)

On receiving your letter of offer the following steps must be completed prior to commencing online orientation

1. All paperwork must be completed and returned to Human Resources
2. An employee number and eLearning username and password will be issued
3. On receiving your eLearning username and password online orientation can commence

## Clinical Staff Orientation (Mandatory)

As per letter of offer nursing staff orientation will commence in San Education Level 2, Beattie Complex. Orientation time: 0830 – 1700

Manual Handling sessions will commence in San Education Level 2, Beattie Complex  
Orientation time: 1230 – 1530

NB – Manual Handling is compulsory for all clinical staff.

## San eLearning

### Access Anywhere Anytime or Any Device

Step 1. Go to the San eLearning website ([www.saneducation.org.au](http://www.saneducation.org.au))

Step 2. Enter your San eLearning username and password.

Step 3. Click on the course category.

You are now ready to commence your online learning.

### eLearning support:

Phone: (02) 9487 9021

Email: [elearning.support@sah.org.au](mailto:elearning.support@sah.org.au)



## COURSES AND WORKSHOPS

### Advanced Life Support (ALS) - Adult

**Target Audience:** Current practicing clinicians working in ICU, CCU, EC, CCL

**Prerequisite:** Completion of pre reading package. AHCL staff must complete Between the Flags – Deteriorating Patient eLearning – Adult Patients, and be competent in rhythm recognition.

**Dates:** Tuesday 20 March, Thursday 24 May, Tuesday 21 August

**Times:** 0800 – 1630

**Location:** ICU Conference Room Level 7 – Clark Tower

**Course Content:** Based on Australian Resuscitation Council's (ARC) guidelines. Workshop includes hands on skill stations and scenario based learning.

**Certification:** Attendees will receive a certificate of attendance.

**Course Fee:** \$295.00 incl. lunch AHCL Staff: No cost

NB – External applicants requiring assessments annually should contact

San Education on 02 9487 9211 or [education@sah.org.au](mailto:education@sah.org.au)

Assessment fee - \$75.00 inc GST.

### Advanced Life Support (ALS) - Adult - Refresher

**Target Audience:** AHCL clinicians working in critical areas ICU, CCU, EC, CCL

**Prerequisite:** Completion of full day ALS workshop within the last 4 years

**Dates:** Tuesday 26 June, Tuesday 7 August,

**Times:** 0930 – 1230

**Location:** ICU Conference Room Level 7 – Clark Tower

**Course Content:** Based on Australian Resuscitation Council's (ARC) guidelines. Workshop includes skill stations and scenario based learning.

**Certification:** Attendees will receive a certificate of attendance.

**Course Fee:** AHCL Staff: No cost



## Advanced Life Support (ALS) – Paediatric

**Target Audience:** Current practicing clinicians working in critical areas.

**Prerequisite:** Completion of pre-reading package. AHCL staff must complete Between the Flags – Deteriorating Patient eLearning - Child

**Dates:** Cancelled

**Times:** 0800 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Lecture topics include: paediatric patient assessment, resuscitation including intubation, vascular access, defibrillation, fluids and pharmacology.

Workshop includes skill stations and scenario based learning.

**Course Fee:** \$295.00 incl. lunch                      AHCL Staff: No cost

## Advanced Life Support (ALS) - Paediatric - Refresher

**Target Audience:** AHCL clinicians working in critical areas.

**Prerequisite:** Completion of full day ALS Paediatric workshop within the last 2 years.

**Dates:** Cancelled

**Times:** 0800 – 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Lecture topics include: paediatric patient assessment, resuscitation including intubation, vascular access, defibrillation, fluids and pharmacology. Workshop includes skill stations and scenario based learning.

**Course Fee:** AHCL Staff: No cost

## Airway and Intubation Workshop

**Target Audience:** Current practicing clinicians working in critical areas. Also suitable for staff in non-critical areas interested in advanced airway management.

**Prerequisite:** AHCL Staff must complete Between the Flags – Deteriorating Patient eLearning – Adult Patients if not already completed

**Dates:** TBA

**Times:** 0800 -1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** This half day workshop aims to enhance skills in airway management. Topics include basic / difficult intubation and emergency airway management. Workshop includes skill stations and scenario based learning.

**Course Fee:** \$155.00 inc GST                      AHCL Staff: No cost

## Cancer Care Workshop

**Target Audience:** Nursing and Allied Health Professionals caring for cancer patients in an acute care setting.

**Dates:** Thursday 26 July, Thursday 13 September, Thursday 15 November

**Times:** 0800 –1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Workshops designed to cover Palliative Care, Oncology & Radiation, and Intervention Radiology & Haematology

**Course Fee:** \$155.00 inc GST AHCL Staff: No cost

## Cannulation Workshop

(this is not a venepuncture course)

**Target Audience:** Current registered practicing clinicians

**Note:** This training is only for the cannulation of patients over 14 years of age.

**Dates:** Tuesday 20 February, Thursday 17 May, Thursday 19 July, Tuesday 20 November

**Times:** 0800 – 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Half day workshop designed to provide the participant with knowledge and skills required in cannulation.

AHCL staff accreditation process see policy document EDU-SEM-S06-D004

**Certification:** Attendees will receive a certificate of attendance.

**Course Fee:** \$155.00 inc GST AHCL Staff: No cost

## Crisis Management Simulation Workshop

**Target Audience:** AHCL Nurses, Doctors and Allied Health professionals caring for patients within an acute care setting

**Dates:** TBA

**Times:** TBA

**Location:** TBA

**Course Content:** Workshop based on the Australian Resuscitation Council's (ARC) scenario based learning guidelines using a high fidelity manikin.

**Course Fee:** AHCL Staff: No cost

## Delirium Workshop

**Target Audience:** Nurses and Allied Health professionals caring for patients within a hospital setting.

**Dates:** Tuesday 15 May, Tuesday 21 August

**Times:** 0800 - 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Assessment & Primary Management; Consent; Restraints; Dealing with Challenging Behaviours and Case Studies

**Course Fee:** \$155.00 inc. GST AHCL Staff: No cost

## Dementia Workshop

**Target Audience:** Nurses and Allied Health professionals caring for dementia patients within a hospital setting.

**Dates:** Wednesday 20 June, Tuesday 16 October

**Times:** 0800 - 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Caring for a Dementia Patient in a Hospital Setting; Non-Verbal Communication; Understanding Challenging Behaviours.

**Course Fee:** \$295.00 incl. lunch AHCL Staff: No cost

## ECG Course (Basic)

**Target Audience:** Nurses, Ambulance Officers, Cardiac Technicians, Medical Students

**Dates:** Thursday 1 March, Thursday 10 May, Thursday 16 August, Thursday 8 November

**Times:** 0800 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Introduction to Electrocardiography; Sinus Rhythm; Sinus; Atrial; Junctional and Ventricular Arrhythmias; Atrioventricular Blocks; Ischaemia and the ECG

**Course Fee:** \$295.00 incl. lunch AHCL Staff: No cost

## ECG Course (Advanced)

**Target Audience:** Nurses, Ambulance Officers, Cardiac Technicians, Medical Students

**NB:** Completion of Basic ECG course is recommended.

**Dates:** Thursday 8 March, Thursday 23 August 2017

**Times:** 0800 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Cardiac Axis, Pacing; Bundle Branch Block & Hemiblocks; ECG Concepts; Infarction; Wide Complex Tachycardias; Accessory Pathways.

**Course Fee:** \$295.00 incl. lunch AHCL Staff: No cost

## Diploma of Nursing (Clinical) HLT54115



**Target Audience:** Diploma of Nursing students enrolled with Meadowbank TAFE

**Prerequisites:** Higher School Certificate or Certificate III qualification; First Aid Certificate; Literacy and numeracy tests; National Police check; Immunisation records.

**Dates:** Three intakes. See [www.sah.org.au/Education](http://www.sah.org.au/Education) for more details.

**Location:** Meadowbank TAFE and Sydney Adventist Hospital

**Course Content:** Students will be required to fulfil specific course objectives and complete the minimum number of clinical hours while working under supervision. On completion students will be eligible to apply for registration as an Enrolled Nurse with the Australian Health Practitioner Regulation Agency (AHPRA). All SAH students will be offered an interview with the potential to be accepted into the SAH graduate nurse program.

**Course Fee:** on application

**Enrolment:** All applications and interviews will be coordinated by Meadowbank TAFE

## First Aid and Reaccreditation

### Provide First Aid HLTAID003



**Target Audience:** All SAH staff, special interest groups and the wider community NB. Minimum age 14 years.

**Compulsory pre-course reading:** This is a one day course. Completion of online learning required, unless for reaccreditation where a valid certificate must be sighted. Certificates are valid for 3 years from date of issue. Instructions and passwords regarding how to access online learning will be emailed to you post registration.

**Dates:** 12 February, 20 March, 26 April, 21 May, 18 June, 16 July, 14 August  
10 September, 15 October, 19 November

**Times:** 0830 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Group bookings for off-site courses:** All enquiries for schools or special group bookings please call (02) 9487 9207.

**Course Content:** A one day course covering essential first aid for an emergency using basic life support measures. In this unit it is assumed the First Aider in the workplace is working under supervision and/or according to established workplace first aid procedures and policies.

Participants who successfully complete this nationally endorsed unit of competency will be awarded a Statement of Attainment valid for 3 years.

**Course Fee:** \$154.00 inc. GST AHCL Staff \$128.00 inc. GST

## Graduate Nurse Program

**Target Audience:** Registered Nurses, Registered Midwives and Enrolled Nurses.

The new graduate program offers:

- Three clinical rotations
- Extensive range of specialties
- Clinical skill based development program
- Individually tailored program
- Supportive learning culture
- Educational support
- Great long term career prospects

**Program coordinator:** Phone: (02) 9487 9654  
Email: [education@sah.org.au](mailto:education@sah.org.au)

### Orientation Dates:

Monday 12 February (2018 A group)  
Monday 4 June (2018 B group)  
Monday 24 September (2018 C group)

**Location:** San Education Training Rooms Level 2, Beattie Complex

Note: For information on study day schedule and rotations consult New Graduate Coordinator  
Phone: 9487 9654 or email [education@sah.org.au](mailto:education@sah.org.au)

## Leadership Training Program

**Target Audience:** AHCL Leadership Group

This program will equip participants with the necessary tools and skills to achieve positive leadership and management results.

Topics and session times will be sent to leadership.

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Fee:** No cost

## Medical Terminology

### Interpret & Apply Medical Terminology Appropriately



BSBMED301

**Target Audience:** People working in health care who are required to communicate effectively with doctors, nurses, allied health workers and patients.

**Dates:** 3 May, 10 May, 17 May, 24 May, 31 May, 7 June, 14 June

**Times:** 1800 – 2000

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Use of appropriate medical terminology when communicating orally or in writing to patients, fellow workers and other health professionals. Fundamental word structure used in medical terms, common medical conditions, medical investigations and procedures. Medical abbreviations, basic medical equipment, instruments and medications. Basic systems of the body, medico-legal terminology and referrals. Policy guidelines protocols and procedures in a medical setting. 7 x 2 hour sessions.

**Course Fee:** \$465.00 inc. GST AHCL Staff: \$327.00 inc. GST

## Newborn Resuscitation Workshop

**Target Audience:** AHCL Midwives, Medical staff and Health Professionals involved in Newborn Resuscitation

**Prerequisite:** Completion of DETECT Junior - Between the Flags

**Date:** TBA

**Time:** TBA

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Theory and Update on Newborn Resuscitation with Interactive Workstations

**Course Fee:** AHCL Staff: No cost

## Neuroscience Workshop

**Target Audience:** Nursing and Allied Health Professionals caring for neuro patients

**Prerequisite:**

**Date:** TBA

**Time:** 0800 - 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:**

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Obstetric Emergency Workshop

**Target Audience:** Midwives, Medical staff and Health Professionals involved in obstetric care.

**Prerequisite:** AHCL staff must complete Between the Flags – Deteriorating Patient eLearning – Adult Patients

**Dates:** Wednesday 9 May

**Time:** 0900 – 1330 (Registration from 0830)

**Location:** Level 2 Conference Room

**Course Content:** Foetal Welfare Assessment; Hypertension and Preeclampsia in pregnancy; Premature labour; Shoulder Dystocia; Antepartum and Postpartum Haemorrhage.

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Pain Management Workshop

**Target Audience:** Nursing staff and Allied Health professionals

**Dates:** Tuesday 24 July, Tuesday 16 October

**Times:** 0800 – 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Topics covered include neurophysiology of pain; assessment of acute and chronic pain; pain types; principles of management; pharmacology and consequences of inadequate pain management.

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Pharmacology Refresher

**Target Audience:** Nursing staff involved in medication administration

**Dates:** TBA

**Times:** 1230 – 1530

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Topics may include legal requirements; diabetes management; antibiotics; antimicrobials; anticoagulants; antithrombolytics and the use of complementary medicines.

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Preceptor Program (RN/RM) Course Code 4073

**Target Audience:** AHCL Registered Nurses / Registered Midwives.

**Prerequisite:** Supported by Manager and approved by area Director.

**Dates/Times:** Applications close Feb 2018.

Course duration one university semester (thirteen weeks)

**Location:** Avondale College of Higher Education

**Course Content:** Self-directed learning framework with face to face lectures available.

**Course Fee:** AHCL staff \$240.00 inc. GST



## Recruitment Workshop

Support the recruitment, selection and induction of staff

BSBHRM405

**Target Audience:** This unit is compulsory for Adventist Health Care staff involved with the recruitment, selection and induction of new staff.

**Dates:** Tuesday 6 March, Thursday 11 October

**Times:** 1100 – 1600

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Determining job specifications; writing and preparing job descriptions; assessing and selecting applicants; interview techniques & mock interview; policies and procedures, identifying selection criteria.

**Course Fee:** AHCL staff \$218.00 inc GST



## Renal Workshop

**Target Audience:** Nursing staff and Allied Health Professionals caring for renal patients

**Date:** Wednesday 24 October

**Time:** 0830 - 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Understanding renal failure patients and dialysis patients; case study of renal diet and dialysis patients; medications used in renal dialysis; how to prolong the progress of chronic renal disease.

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Stroke Workshop

**Target Audience:** Nursing staff and Allied Health Professionals caring for stroke patients

**Prerequisite:** TBA

**Date:** Wednesday 23 May, Monday 22 October

**Time:** 0830 – 1545

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** TBA

**Course Fee:** \$155.00 inc. GST    AHCL Staff: No cost

## Team Leader Workshop

**Target Audience:** AHCL Registered Nurses and Midwives

**Dates:** Wednesday 14 March, Wednesday 12 September

**Times:** 0800 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Maximum Participants:** 24

Please complete the following prior to attending the workshop:

San eLearning

1. The National Safety and Quality Health Service Standards (clinical)
2. Safe Administration of Oral Antineoplastic (chemotherapy) Medication in Non-Oncology\*

Skill Assessments

1. Administration of Oral Cytotoxics (Antineoplastic Drugs)\*

Cognitive Institute

1. Speaking up for Safety (SUFS) session

Nursing staff supported by Management will be paid an education day to attend. Please complete a Conference – Seminar – Workshop – Business Travel Application – Form (HRD-AHC-S06-D002) and submit to your Manager for approval.

**Course Fee:** AHCL Staff: No cost

\* Excludes Operating Theatres, Surgical Centre, Pre-Admission Clinic, Day Procedure Centre, Day Procedure Centre Recovery, Renal Dialysis, Radiology, Birthing Unit, Special Care Nursery, Children's Ward, Children's Sleep Disorder Unit, San Day Surgery Hornsby, Fox Valley Medical Centre, Staff Allocations, Cardiac Catheter Lab, Emergency Care

## Team Leader Workshop - Refresher

**Target Audience:** AHCL Registered Nurses and Midwives.

**Dates:** TBA

**Times:** 0800 – 1630

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Maximum Participants:** 24

**Prerequisite:** Previous attendance at Team Leader Workshop

**Course Fee:** AHCL Staff: No cost

Nursing staff supported by Management will be paid an education day to attend. Please complete a Conference – Seminar – Workshop – Business Travel Application – Form (HRD-AHC-S06-D002) and submit to your Manager for approval.

## Wound Management Workshop

**Target Audience:** Nursing and Allied Health Professionals

**Dates:** Tuesday 27 March, Tuesday 28 August

**Times:** 0800 - 1230

**Location:** San Education Training Rooms Level 2, Beattie Complex

**Course Content:** Each seminar will be constructed around a specific theme. Possible topics may include but are not limited to lower limb compression, pressure injury, surgical site infection, traumatic wounds and skin tears. Presentations will be practical in their orientation and designed for ready application in the clinical arena.

**Course Fee:** \$155.00 inc.GST AHCL Staff: No cost

## COGNITIVE INSTITUTE

### SAFETY & RELIABILITY IMPROVEMENT PROGRAM



#### Leading Reliability Improvement for Safer Healthcare (LRISH)

##### Mandatory Training

**Target Audience:** AHCL Leadership group

**Date:** Refer to website [www.sah.org.au/courses-and-workshops](http://www.sah.org.au/courses-and-workshops)

**Time:** TBA

**Location:** San Education Training Rooms Level 2, Beattie Complex unless advertised otherwise

**Course Content:** This eight hour workshop has been designed by Cognitive Institute to provide clinical leaders with the knowledge, insights and essential strategies to lead the delivery of more reliable and safer clinical care and to minimise preventable patient harm in their team or unit.

**Course Fee:** No cost

#### Mastering Safer & Reliable Practice (MSRP)

##### Mandatory Training

**Target Audience:** SAH Clinical NUM's, Discharge Planners, Breast Navigators, Educators and Team Leaders (not part of the Leadership group).

**Date:** Refer to website [www.sah.org.au/courses-and-workshops](http://www.sah.org.au/courses-and-workshops)

**Time:** TBA

**Location:** San Education Training Rooms Level 2, Beattie Complex unless advertised otherwise

**Course Content:** This three hour workshop has been designed by Cognitive Institute to assist all clinical and non-clinical staff with the knowledge, insights, essential strategies and practical tools to maximise their delivery of reliable and safer clinical care.

**Course Fee:** No cost

#### Speaking Up For Safety (SUFS)

##### Mandatory Training

**Target Audience:** SAH Staff – Clinical & Non-Clinical

**Date:** Refer to website [www.sah.org.au/courses-and-workshops](http://www.sah.org.au/courses-and-workshops)

**Time:** TBA

**Location:** San Education Training Rooms Level 2, Beattie Complex unless advertised otherwise

**Course Content:** This one hour workshop has been designed by Cognitive Institute to assist all clinical and non-clinical staff in speaking up for patient safety.

**Course Fee:** No cost

## CHOICES IN CHILDBIRTH

### Pre-natal Classes

**Dates:** Monday 1900 – 2100  
Thursday 1900 – 2100  
Sunday 0900 – 1300 or 1400 – 1800

**Location:** San Education Training Rooms, Beattie Complex

**Course Content:** Information on relaxation, labour and choices in childbirth, Newborn behaviour, feeding and postnatal care.

**Contact:** SAH Maternity Bookings  
Phone: 9480 4154  
Email: [maternityenquiries@sah.org.au](mailto:maternityenquiries@sah.org.au)

### Caesarean Section Evening Classes

**Dates:** Wednesday 17 January, Wednesday 28 February, Wednesday 11 April 2018

**Time:** 1730 – 2130

**Location:** San Education Training Rooms, Beattie Complex

### Ante-natal Classes

**Dates:** Friday 0930 - 1230

**Location:** San Education Training Rooms, Beattie Complex

### Babycare

**Dates:** Contact SAH Maternity bookings for further information

### Breastfeeding

**Dates:** Contact SAH Maternity bookings for further information

### Grandparent Classes

**Dates:** Contact SAH Maternity bookings for further information

## CONFERENCES

Conference programs will be available on-line: [www.sah.org.au/conferences](http://www.sah.org.au/conferences)



## Policy and Procedure

### Access to Services

- Participants have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.
- Programs have a limited number of vacancies. These will be filled in a chronological order upon completion of an enrolment application and payment of course fees (if applicable)
- A strict 'No' fee, 'No' booking applies to reserve a position in any courses /workshops study days via Wisenet.
- Applications for courses are held until the closing date.

### San Education Training Rooms

- Participants should dress for air-conditioned facilities. Room venue temperatures vary. Please wear layered clothing for your comfort.
- Workplace Health and Safety requires course participants and trainers to wear closed in shoes.

### Recognition of Prior Learning (RPL)

- The procedure for RPL is available upon request. (fees may apply).
- San College of Education will recognise qualifications/statements of attainment issued by other RTOs.

### Fees and Refunds

- All Fees must be paid in full upon enrolment into a course
- The course fees listed in this Handbook include a 20% non-refundable administration fee
- Courses with insufficient applicants may be cancelled.
- If a course is cancelled you will receive a full refund

Please note: San College of Education refund's policy differs from the above, and is available in our student handbook (available for download at [www.sah.org.au/education](http://www.sah.org.au/education)).

### Certification (Nationally Recognised Training only)

- Certificates will be issued to participants detailing Nationally Recognised qualifications completed.
- A statement of attainment will be provided to participants who have only completed part of a Nationally Recognised Qualification.
- Records of Nationally Recognised Qualifications issued are held for 30 years and can be accessed by writing to the RTO Administrator.
- A \$65 fee applies for all reissued qualifications and statements of attainment.
- No nationally recognised certificates or statements of attainments will be issued without a USI having been submitted to San College of Education.
- Nursing transcripts provided on request. Cost \$300

## Appeals

- Appeals should be submitted in writing to San College Education within 14 days of receiving results.
- Each trainee will be sent a written statement of the appeal outcome, which will include the rationale for the decision made.
- A further appeal may be made within 14 days of notification of the decision and an independent arbiter will then assess the case.
- Should the outcome not be acceptable the participant will be informed in writing. The applicant may then choose to lodge a complaint with the National Registration Authority.





Educate  
&  
Grow



San Education  
Beattie Complex

185 Fox Valley Road Wahroonga NSW 2076

Ph: 02 9487 9211

Fax: 02 9487 9215

Email: [education@sah.org.au](mailto:education@sah.org.au)

Website: [www.sah.org.au](http://www.sah.org.au)