

Welcome to your Better Health Company learning course

This handbook contains important information regarding Better Health Company's courses and your roles and responsibilities as learner over the duration of the course. Please take the time to read it thoroughly and ask any questions you may have.

Definitions

Learner	An individual enrolled in a course or program offered by Better Health Company, actively engaged in acquiring knowledge and skills to enhance their professional development or personal growth.
Facilitator	A qualified instructor responsible for leading and supporting learners through live course material and activities.
Course	A structured educational program offered by Better Health Company, designed to provide learners with specific knowledge, skills, and competencies in a particular subject area or field of study.
Assessment	Evaluating learners' progress and understanding within Better Health Company using various methods to guide learning and measure achievement of objectives.
Assessor	A qualified evaluator responsible for assessing learners' performance, progress, or achievements within a course (where relevant), ensuring adherence to assessment criteria and providing constructive feedback to promote learning outcomes.

1 Learner support

About us

Better Health Company has been delivering health promotion courses and education for over 15 years. We are driven by the belief that everyone should have access to better health. We understand the challenges of navigating confusing health advice, and we're here to make trustworthy information accessible to everyone.

Better Health Company team

Our role is to support you through your learning. You can contact Better Health Company at any time via the email or phone Monday to Friday between 9am-5pm (excluding public holidays and closure periods).

Better Health Company facilitator/assessor

If your course has a live training environment (face-to-face or virtual), you will be allocated a Better Health Company facilitator/assessor. Your facilitator/assessor is a qualified representative engaged by Better Health Company to deliver the course content. They are responsible for ensuring your learning environment is safe and inclusive and that you are engaged, learning, and completing assessments/submissions on time. You will receive feedback on your learning performance and support from your facilitator/assessor to ensure you achieve your learning goals. You will be provided support contact details upon commencement of your course.

2 Accredited courses

At Better Health Company, we are dedicated to providing high-quality education and professional development opportunities for individuals in the health industry. Where possible, our courses are designed to meet standards of accreditation and recognition, ensuring that learners receive valuable credentials that enhance their professional credentials and career prospects. Through our commitment to continuous improvement and adherence to industry standards, many of our courses are accredited or recognised by industry associations granting learners Continuing Professional Development (CPD) or Continuing Education Credits (CEC) points upon successful completion. Upon successful completion of a course, a certificate will be issued to the learner to confirm attainment of the relevant CPE/CEC or industry accreditation.

3 Better Health Company policies

Full policies and procedures for the areas outlined below are available from Better Health Company. These policies apply to all learners unless highlighted in the summaries provided below. If you have any queries, please do not hesitate to contact us.

Learner rights & responsibilities

All learners have the right to:

- Be treated fairly and with respect
- Receive high quality education and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessments and progress
- Access the support they need to effectively participate in their training course
- Privacy and confidentiality of personal information in accordance with privacy laws and regulations.
- Not be harassed, victimised or discriminated against
- Study in a healthy and safe setting where risks to personal health and safety are managed
- Have their complaints dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Provide feedback on services, training, assessment and support services they receive

All learners are expected to:

- Treat all people & their property with fairness and respect and refrain from offending, embarrassing & threatening others.
- Follow all safety policies and procedures as directed by staff.
- Not harass, victimise, discriminate against or disrupt staff or other learners.
- Respect the opinions and backgrounds of others.
- Report any perceived safety risks as they become known.
- Notify Better Health Company if any of their personal or contact details change.
- Provide relevant and accurate information in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Make regular contact with their facilitator/assessor.
- Progress through their course in line with their training plan.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Better Health Company if any difficulties arise as part of their involvement in the course.
- Notify Better Health Company if they are unable to attend a scheduled training session for any reason.

Learner rights & responsibilities

Better Health Company strictly prohibits harassment, bullying, or any behaviour that disrupts an individual's performance or creates a hostile learning environment. Harassment is unlawful under Commonwealth and State/Territory legislation. If you experience or witness such conduct, please report it to your Better Health Company facilitator/assessor. Alternatively, if you're uncomfortable discussing this with your facilitator/assessor, contact Better Health Company. To access our **Discrimination, bullying and harassment policy** or if you have any questions regarding any of the above, please contact Better Health Company.

Plagiarism

At Better Health Company, plagiarism when submitting assessments (where applicable) is deemed misconduct and may result in disciplinary measures. Plagiarism involves the unauthorised use of another person's ideas or expressions without proper acknowledgment, encompassing various forms of content such as written works, data, images, and more. This includes presenting others' work as one's own, which constitutes a serious offense.

Unauthorised collaboration, including collusion, is prohibited, involving working with others to deceive assessors about the true contributors to the work. Better Health Company treats plagiarism and collusion as serious offenses, with penalties ranging from the cancellation of marks for specific assessments to course exclusion. Learners should also be mindful of copyright laws protecting intellectual property rights, as plagiarism offenses may breach these laws, leading to independent penalties beyond Better Health Company's regulations.

Health and safety

Better Health Company is dedicated to fostering a safe and healthy environment for the wellbeing of all learners, visitors, employees, and members of the public. We prioritise Workplace Health and Safety standards, ensuring compliance with State/Territory and Commonwealth legislation. It is imperative to promptly report any safety concerns, incidents, accidents, or training-related issues to your facilitator/assessor or a representative of Better Health Company without delay. To access our **Workplace health and safety policy** or if you have any questions regarding any of the above, please contact the Better Health Company team.

Access and equity

Better Health Company is committed to fostering an inclusive environment where all individuals have equitable access to our services, courses, and opportunities. Our **Discrimination, bullying and harassment policy** outlines our dedication to promoting fairness, respect, and equal treatment for everyone, regardless of their background, identity, or circumstances. To access this policy or if you have any questions regarding any of the above, please contact the Better Health Company team.

Appeals/Complaints

Better Health Company is committed to an appeals and complaints process that provides confidentiality, equity and objectivity. If you have an appeal for reassessment, or a general complaint about the course, you should contact Better Health Company. Each application received by the Better Health Company contact will be forwarded to an independent mediator for consideration. If appropriate a panel may be appointed to assist with the application.

The applicant will be notified in writing of the action taken within ten working days of submission of the complaint. The applicant will be provided with an opportunity to meet with the mediator or panel, if required. Following consideration of the application the applicant will be provided with a written statement of the outcome, including reasons for the decision.

Attendance (for live delivery)

Better Health Company is committed to an appeals and complaints process that provides confidentiality, equity and objectivity. If you have an appeal for reassessment, or a general complaint about the course, you should contact Better Health Company. Each application received by the Better Health Company contact will be forwarded to an independent

mediator for consideration. If appropriate a panel may be appointed to assist with the application.

Privacy and access to records

All staff employed by Better Health Company will be required to apply themselves to Better Health Company's **privacy policies** to safeguard confidential and personal information. Please note Better Health Company staff members cannot provide information about you to a third party without your written permission.

Details of how your records are used:

- Learners' personal details and records shall be maintained in a current up to date condition in our password secured, participant management system.
- Updating of records will be actioned upon receipt of advice of changes.
- Only Better Health Company staff directly involved with your course will have access to personal learner details.
- Upon reasonable request and notice Better Health Company staff shall provide a learner with access to their personal learner records and reissue certificates achieved. Please note fees may apply for this service.
- Access to deidentified learner records may be provided where the CPE/CEC or professional associations require Better Health Company to do so.

Fees, charges and refunds

At Better Health Company, we strive to ensure transparency and fairness in our fee structure and refund policies for course learners. Course fees are determined based on factors such as course duration, content complexity, and instructional resources provided. Upon enrolment, learners are required to pay the specified course fee. We understand that circumstances may change, and therefore offer a refund policy that allows learners to request refunds under certain conditions, such as withdrawal before the course start date or within a specified refund period. Refund requests are subject to review and approval by Better Health Company and may be subject to administrative fees or deductions. Our goal is to provide a positive learning experience for all learners, and we are committed to addressing any concerns or inquiries regarding fees and refunds with fairness and efficiency. To access our **Fees and refund policy** or if you have any questions regarding any of the above, please contact the Better Health Company team.

Quality assurance

Better Health Company is committed to providing excellence in training and assessment services for its learners. Better Health Company undergoes rigorous internal and external audits to ensure we deliver training and assessment to a high standard. Better Health Company is committed to a culture of Continuous Improvement and values all constructive feedback.

Learner feedback

The feedback we receive from our learners regarding the training and assessment provided is critical to the continuous improvement of our courses. Better Health Company collates and analyses the feedback we receive so we can act and improve upon our training, assessment and services provided.

You will be asked to complete a feedback form at different points throughout your course; however, you can provide us with feedback at any time.

Certifications Issued

Better Health Company issues learners with a certificate of completion of certain courses.

4 Learner lifecycle

Registration

Each learner must complete an enrolment form which will be provided to you by Better Health Company in either online or hardcopy format. Please ensure your enrolment form has been correctly completed and that, where required, all declarations have been signed by the relevant parties.

Training plan

If enrolled in a course that involves live training, you will receive a training plan at the commencement of your training. The training plan contains detail such as the:

- Topics
- Delivery mode
- How to access the course content
- Assessment details
- Commencement and completion dates

Change of details

If you change your name or contact details, you need to notify Better Health Company in writing, of the changes. It is crucial to keep your contact details up-to-date so that important emails reach you, and your facilitator is able to contact you.

Welfare and guidance

If you are experiencing any problem, personal or educational, precluding you from achieving your potential in this course, please contact Better Health Company for assistance. Confidentiality is assured.

Extensions

If you require an extension of time, please contact Better Health Company prior to the due date to discuss your options.

Special consideration (extension beyond the study period)

Special consideration is a separate process from applying for an extension of time to undergo assessment. It is intended to assist a learner who, due to circumstances beyond their control, has been disadvantaged in their studies in comparison to other learners. Applications for Special Consideration must be made no later than three days after the due date of the assessment task. They are referred to the Better Health Company team for determination.

Withdrawals

If you are wishing to withdraw from your enrolled course or module you must notify Better Health Company in writing. Withdrawal is a serious consideration, and you are encouraged to discuss your choice with your facilitator and Better Health Company before taking this step. Please be aware, there may be fees associated with withdrawing from a module or course.

Contact us

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betterhealthcompany.org

hub.betterhealthcompany.org

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