



This handbook has been designed to provide you with information you will need to study at SMP and successfully complete your studies. If you need further information do not hesitate to speak to any of the staff at SMP Training Centre.

### Staff and Contact Details

**Susan Nolan** CEO / Managing Director / Complaints Manager/ Student Counsellor  
RN, BA (Nursing), BA (Psych), Grad Dip (Soc Sic), M Soc Sci, Certificate IV Workplace Training and Assessment,

**Kath Logan** RTO Compliance Officer  
Diploma of Education (Nursing), BA Nursing, Certificate IV Training and Assessment

**Lynn Clay** Aged Care Trainer  
Certificate III Aged Care Work, Certificate IV Training and Assessment

**Avinash Dmello** IT Administrator  
BA Arts, Certificate in Web Master, Certificate Microsoft Excel XP, Certificate II in Electro technology – Computer Systems, Certificate III Aged Care Work

**Heather Higgins** Finance Officer

**Monique Williams** Reception

**James Perry** Placement Coordinator

To contact any staff member ring (08) 8410 7020 or Email [admin@smptraining.com.au](mailto:admin@smptraining.com.au)

**Office hours** 8.30am – 4.30pm

**Lecture Hours**

Day classes	9.30am – 3pm
Evening Class	5pm – 8pm

### **Course Information**

The course runs for 8 consecutive weeks followed by 76 – 120 hours field experience. If you are unable to complete your studies in this timeframe, due to unforeseen circumstances, you need to apply in writing, stating reasons for an extension of your training, to the trainer. You will be notified in writing if your application is successful and a new training plan will be developed.

The trainer will explain the field experience to you at induction.

**Assessments** – the trainer will outline to you the assessments and when they are to be submitted. An assessment cover sheet must be attached to all assessments. If you need an extension to complete your assessments you will need to discuss this with the trainer and an extension time will be negotiated. All training is competency based therefore you will need to demonstrate that you have the knowledge and skills required for each unit. On successfully completing a unit you will be given Competency Achieved (CA). If unsuccessful you will be given the opportunity to resubmit your assignment.

A program was given to you at enrolment time outlining the units to be covered in the course and when you need to attend classes.

All training offered by SMP supports the principles of adult learning. As an adult you have a range of life and work experiences and your training will build on this knowledge to make learning meaningful. We will offer support with your studies but encourage independent learning.

The certificate needs to be completed within 6 months from enrolment.

**Field Placement** – at the completion of all units you are required to complete 76 – 120 hours work experience within an aged care facility. All fees must be paid and theoretical units completed before your work experience commences.

### **Attendance and Punctuality**

Students are expected to arrive on time and attend all classes and actively participate in all classroom activities. Mobile phones must be turned off. If you are unable to attend you need to contact the office.

**External Studies** – part of the course is offered externally. You will need to discuss this with your enrolling officer or the trainer if you have commenced your studies and wish to transfer to external studies.

**Recognition of Prior Learning (RPL)** – if you start a class and feel you have the knowledge and skills of the unit you can apply for RPL. Speak to your trainer and they will provide you with the information you need to submit your evidence.

### **Student Support Services**

All learning material and activities have been developed to cater for the language and literacy levels of students. Lecturer support is provided to assist students with their studies.

A student councillor is available to assist with individual needs.

Learning support is offered to cater for the needs of students with language or literacy needs.

### **Duration of Enrolment Timeframe**

Students may defer the completion of their studies by up to 6 months by applying in writing to the Training manager stating the reason for extension and why they are unable to complete their studies in the 12 week timeframe.

### **Issuing of Certificates and Statement of Attainment**

On successful completion of all training, work placement and assignments SMP will issue you with a Certificate and Statement of Attainment. You will be notified when your Certificate and Statement of Attainment is ready for collection. You must produce photo identification at time of collection and sign acknowledgment of receipt.

### **Withdrawal and Termination of Studies**

You may withdraw at any time without prejudice and receive a Statement of Attainment for successfully completing all the assessments and requirements of units. Conditions may apply. All applications to withdraw must be in writing. Failure to comply with SMP network Pty Ltd Code of Conduct may result in disciplinary action that could lead to the termination of your studies.

### **Refunds**

- If SMP Training Centre cancels a course, a full refund is given.
- If student withdraws from course, the \$500 deposit is not refunded.
- If student withdraws after 2 weeks from course commencement date no refund will be given and the student is responsible for the total cost of the course. If an unforeseen situation arises contact the CEO prior to withdrawing.
- Intention to withdraw from the course must be submitted in writing to the CEO.

### **Student Feedback**

SMP Training will collect and analyse feedback from you on all aspects of the training program throughout your course. This feedback will be anonymous and will assist SMP in providing a quality training program by continuous improvements of their training, assessments and practices.

### **Complaints and Appeals student information**

SMP Network Pty Ltd has a Complaints and appeals process aimed at resolving any issues in relation to any aspect of your training. If you feel you have been adversely affected by teaching methodologies, supervision, assessment results or comments, unfair treatment, any form of harassment or victimisation or any other concerns you may lodge a complaint. If you are not satisfied with the process or outcome of your complaint you may lodge an appeal.

If making a complaint, follow the following steps:

1. Discuss your concerns informally with the lecturer or manager – if the matter cannot be resolved then move to step 2.
2. Lodge a formal complaint in writing using the *Complaints Reporting Form* to the Complaints Officer. Seal the envelope and mark the outside “Confidential”. If the matter is not resolved to your satisfaction move to step 3.
3. To take the complaint further contact the National Training Complaints Hotline – Ph 1800 000 674.

All formal complaints will be recorded and kept confidential. The Complaints Officer will contact you to present your case. You have access to an independent arbiter if needed. The complaint will be handled within an appropriate timeframe and you will be notified, in writing of all outcomes. You have the right to appeal the outcome or contact the National Training Complaints Hotline.

In order for SMP to review and improve processes you can provide feedback on the process.

### **Access and Equity**

As an equal opportunity training provider SMP Network Pty Ltd will treat every student fairly and without discrimination within the training environment. Services are provided to assist the student if they need assistance with their studies. Any student who feels they have been treated unfairly can submit a complaint to the CEO / Complaints Officer.

### **Access to Personal Information**

- You may request in writing to access your file.
- All files are in a secure locked cabinet or secured with a protected password if held electronically.
- Confidentiality and privacy of all files are maintained.
- SMP Network Pty Ltd will retain enrolment details and records of your achievements for 30 years.

### **Occupational Health, Safety and Welfare**

SMP Network Pty Ltd Occupational Health and safety Policy aims to protect students within the training environment and complies with the relevant legislation. When you do your field placement the aged care organisation is responsible for your health, safety and welfare and all issues need to be discussed with them.

As a student you must follow the Student Code of Conduct, all safety rules, procedures and instructions of the trainer and take care of your own health and safety and fellow students.

**Insurance** – While on field placement under the auspice of SMP Network Pty Ltd you are covered by the Training Centre’s Insurance Policy. This information is forwarded to the workplace prior to commencement.

### **Students rights, responsibilities and Code of Conduct**

All students have a right to study in an environment free from harassment, discrimination or threatening behaviour.

When you enrol at SMP Network Pty Ltd, you must agree to accept and abide by the policies and procedures, follow the rules and regulations, and participate in your studies as directed by SMP Training.

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination or threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless permission is granted to pass on information.
- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.

As a student you have a responsibility to:

- Respect the rights of others.
- Respect the difference and diversity of others.
- Be responsible for your own learning, attend classes and submit your assignments as required.
- Respect others rights to privacy and confidentiality.
- Observe behaviour guidelines set by facilitators.
- Behave in a manner that does not interfere with the learning of others.
- Observe any direction by staff of SMP Network Pty Ltd in order to ensure the occupational health and safety of all individuals.
- Act in a professional manner during work placement and respect the confidentiality of information made available during your placement

The following behaviour is unacceptable by SMP Network Pty Ltd and may result in the termination of your training:

- Acting dishonestly in relation to assessments.
- Discrimination, harassments or victimisation of any student or staff member.
- Bullying and intimidation of any student or staff member.
- Making any racist or sexist comments to other students or staff member.
- Behaving in a disruptive manner such as swearing, yelling or using offensive language.
- Stealing, vandalising or causing wilful damage to the property of SMP Training Centre.
- Endangering the safety of yourself or others
- Assaulting or attempting to assault anyone while on SMP premises.
- Using alcohol or non-prescriptive drugs on any SMP Network Pty Ltd premises.

SMP Network Pty Ltd has the right to:

- Refuse entry of students who do not meet the entry criteria of the course.
- Advise a student to repeat a unit – the student has the right to challenge this and seek clarification.
- Fail a student if competency of unit not achieved.
- Withhold parchment until all fees are paid.
- Challenge student work if plagiarism is suspected.
- Seek input from the Training and Skills Commission if deemed appropriate.
- Change course schedule if needed.

SMP network Pty Ltd has a responsibility to:

- Notify students of any program changes.
- Provide up to date and relevant information.
- Conform with EEO policies.
- Provide a fee refund as outlined in the refund policy.
- Provide course counselling as required.
- Assess and monitor all students equally and fairly.
- Protect student fees
- Provide training under the guidelines of a Registered Training Organisation.
- Provide the students with the training, knowledge and skills as outlined in the relevant Training Package and as stated in the Delivery and Assessment Strategy.
- Provide training using Adult Learning methodologies and encourage students to take responsibility for their own learning.
- Provide students with information on Recognition of Prior learning and assist them with their application.
- Respect students' rights to express their views and opinions.
- Provide a safe and friendly study and learning environment.

### **Plagiarism**

Plagiarism is an act of fraud, it involves stealing someone's work and lying about it.

All the following are considered plagiarism:

- Turning in someone else's work as your own
- Copying words or ideas from someone else without giving credit
- Failing to put a quotation in quotation marks
- Changing words but copying the sentence structure of a source without giving credit

All acts of plagiarism are considered serious and will result in disciplinary action being taken or instant dismissal from the course.

## Student Acknowledgement of Agreements

This is a copy of the document you signed at enrolment time.

### SMP CANCELLATION POLICY

- If SMP Network P/L cancels a course, a full refund will be given.
- If the student decides not to do the course, **the \$500.00 deposit will not be refunded.**
- After 2 weeks, the student is responsible for the total cost of the course, whether or not the student completes the course.

### IMMUNISATION DISCLAIMER

SMP Network P/L will take no responsibility for the immunisation of students during the completion of their work placement, or thereafter. This is the student's responsibility. SMP Network P/L will take no responsibility if a student comes into contact with an infection/infectious agent caught whilst on work placement.

### INFORMATION TECHNOLOGY USAGE

I acknowledge that the use of any Information Technology equipment belonging to, or registered for the use of SMP Network P/L, including Internet access, software and hardware, is for the purpose of training only. SMP Network P/L does not authorise any use of the aforesaid equipment contrary to the above, and takes no responsibility, nor will be held liable for any consequences arising from its improper use.

### COPYRIGHT

I acknowledge that any written or electronic training materials generated by and/or used by SMP Network P/L or its contractors are to be used for the purpose of training the students of SMP Network P/L only. All training materials are covered by copyright, and any unauthorised circulation, duplication or use of these materials without the prior consent of SMP Network P/L is not permitted.

### INTELLECTUAL PROPERTY

I acknowledge that any and all products of my work during my training with SMP Network P/L are and will remain the property of SMP Network P/L, its partners or its clients, as applicable.

### CONFIDENTIALITY

I acknowledge that during my training by SMP Network P/L, I may have access to, handle, obtain, or originate Confidential Information. This Confidential Information includes all information which is commercially sensitive to SMP Network P/L, its partners or customers, as well as any information which is identified to me as being of a confidential nature, and may be of a written, graphical, verbal or electronically stored form.

I agree that I will not disclose Confidential Information to any person or organisation, nor retain, destroy or remove from SMP Network P/L offices any Confidential Information, including original documentation, records, notes, copies or reproductions of Confidential Information without the express prior consent of the management of the SMP Network P/L. I also agree to immediately return all Confidential Information in my possession as requested by SMP Network P/L. I acknowledge that the obligation I have to protect any confidential information continues after my training at SMP Network P/L has been completed.

### PERSONAL PROPERTY

The security of all personal property, including valuables, remains the responsibility of the student at all times. SMP Network P/L takes no responsibility, nor will be held liable for any damage or theft of personal property. Furthermore, storage of food and drink on the premises of SMP Network P/L is at the student's own risk.

**ALCOHOL AND OTHER DRUGS**

In accordance with the above policy, I will ensure that I am fit to undertake my course whilst at SMP Network P/L. I understand that if I am in breach of the policy I may be subject to disciplinary action and removed from my course. I therefore undertake to not knowingly place myself in a position to warrant any action.

**OCCUPATIONAL HEALTH & SAFETY**

I have read and understood the policy relating to OHSW&IM at SMP Network P/L. I understand the process required to report any OHSW&IM matters that I may observe or witness. I have identified the OHSW&IM Officer on the SMP Network P/L Organisation Chart. I have read the handbook

**Student Code of Conduct**

I have read and understood the policy relating to Student Code of Conduct at SMP Network P/L.

**RECOGNITION OF PRIOR LEARNING, (RPL)**

I have been briefed, read and understood the policy relating to Recognition of Prior Learning (RPL), at SMP Network P/L. I understand the process required to apply for RPL includes a \$150.00 application fee, plus \$50.00 per unit as discussed with the Training Manager or the person delegated and the time frame involved. I am fully aware of my responsibilities in providing valid, reliable and current evidence.

**SCHEMA OF TRAINING**

I have been briefed, read and understood the policy relating to Schema of Training, at SMP Network P/L. I understand the requirements to undertake the study programme.

Please note INTERNAL Students are required to notify Administration if they are not going to attend any of the required training, An appointment must be made at Reception to see the trainer to help support your learning.

Please Note EXTERNAL Students are required to submit all assessments, attend Personal Care, Manual Handling, Senior First Aid all fees paid and police clearance sited before commencement of work placement. Please note An appointment must be made at Reception to see the trainer to help support your learning.

**DURATION OF TRAINING****8 WEEKS THEORY AND PRACTICAL CLASSES AND PLACEMENT OF 76-120 HOURS**

I have been briefed and understand that SMP has a **Duration Enrolment Time Frame Policy**.

I am aware that SMP will support me to finalise my studies. You may defer the program, up to six months for internal students, and external students. Based on reasonable requests. I am aware that I need to put in writing my requests for a deferral, or extension in writing to the CEO.

I have read the above Terms and condition and aware of my responsibility to observe and abide by them.

Signature:

Printed Name:

Date:

**All the staff at SMP Training wish you well for the future and hope you benefit from your journey of learning with us.**