



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.

Administration: Shell House Level 9/170 North Terrace Adelaide SA 5000

Office hours Shell House Level 9/170 North Terrace Adelaide SA 5000

9am – 5pm Monday to Friday (Closed public holidays)

Training Room: Cowandilla House 272 Sir Donald Bradman Drive Cowandilla SA 5033

NOTE: All practical aspects of course delivered from Cowandilla House

Susan Nolan CEO / Complaints Manager/ Student Counsellor
RN, BA (Nursing), Grad Dip (Soc Sic), M Social Science (Counselling), Certificate IV Training and Assessment, Diploma Training Design and Development

Kath Logan Compliance Manager

Elizabeth Cooke Education Liaison Officer

Administration

Sarah Powles Administration, Enrolling Officer, Financial Administrator

Monique Williams Field Placement Coordinator, Administration, Enrolling Officer

Monika Kapoor Administration, Enrolling Officer

Age Care Trainers

Fiona Luke Trainer – Day classes, Placement Facilitator

Kris Merritt Trainer - Disability

Sheila Pradham Trainer – Weekend Classes

Carol Leyson Trainer – Manual Handling, Senior First Aid, Placement Facilitator

Sheryll Pedroja Trainer – Evening Classes, Saturday Classes

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

Lecture Hours

Day Classes Monday - Wednesday 9.30am – 2.30pm

Evening Classes Wednesday and Thursday 4.00pm-7.00pm

Weekend Classes Saturday or Sunday 9.30am – 1.30pm

Please Note: In order to successfully complete the course you will need to do Approximately 40 hours per week of extra study and research plus the completion of assignments

No Class on Public Holidays

NOTE: Trainer names and lecture hours and days may change. You were given updated information when enrolling

A. Course and qualification information and outcomes

Course Information

The course runs for 10 consecutive weeks followed by a minimum 120 hours – 160 hours over 3 – 4 weeks industry experience.

The course consists of 7 core units and 6 elective units. Each unit is listed and a brief description given in the brochure you received prior to enrolling. Each unit is delivered separately with extensive resources accompanying the unit. Within the resources are web addresses for you to do further study and research.

Activities are built into the resources and you are encouraged to complete these as these activities are designed to consolidate the information you have been studying. As the course relates to providing care to vulnerable and frail aged and people with a disability it is important that the course comes together holistically. Assessments and Assignments are designed to draw the course together holistically.

A Training Schema will be given to you on enrolment. If there are any changes to the program you will be notified. The schema will also indicate mandatory classes

The course is practically orientated therefore you will be expected to practice activities and complete assessments in the simulated practical environment. Your Training Schema will highlight mandatory classes and these must be attended to successfully complete the course within the timeframe allotted to you.

After you have successfully completed all classroom sessions and practical assignments you will be assigned an aged care facility where you will now put all learning and practical care together holistically.

If you are unable to complete your studies within the timeframe of your Training Schema due to unforeseen circumstances you will need to apply for an extension, in writing, to the CEO. The certificate needs to be completed within 6 months from enrolment, if not you need to apply for the course again.

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.

National Police Clearance

All students must obtain a National Police Clearance prior to commencing your industry placement. This clearance must be within the last 3 months or a new one is required. The cost is the responsibility of the student. Applications can be made at any police station. This is a requirement of the Aged and Disability sectors and you will need to show it to SMP and at your placement.

If you have any convictions it will be at the discretion of the organisation you are assigned to as to whether they will accept you or not – their decision is final.

Ageing, Home and Community

The program has been structured to accommodate the combined Ageing and Home and Community course. You will complete the theory, classroom practical and assessments for this course then you will be assigned your aged care placement. Please note it will take up to 2 weeks to secure a placement and prepare all the paperwork.

If you complete the Disability course first then you will need to complete a minimum of 120 hours of industry placement in an aged care facility to be holistically assessed. The aged care sector will not take placements of less than 120 hours.

Disability

If you have completed the combined Ageing, Home and Community Care qualification and then apply for the Disability you will need to complete the 4 specific disability units. You will need to then complete a minimum of 40 - 80 hours industry placement in the disability sector.

If you only apply for the Disability course you will need to complete the nominated core and elective units within the Ageing course. Remember you will need to do all the core units and 2 electives from the Ageing, Home and Community course then do the disability specific units.

Provide First Aid

The Provide First Aid Certificate is an elective that is offered within both qualifications. You need to book into this unit, it runs over one day and you have pre reading and assignments that must be done prior to attending class.

A class is offered most weeks so you need to book into class if you did not do it at enrolment.

Manual Handling

The manual handling competencies are outlined in practical units of the course but SMP has elected to offer manual handling on its own. In order to complete the units *Meet personal support needs* and *Follow safe work practices for direct client care* you must successfully complete the manual handling requirements. You were booked into a manual handling session on enrolment; if you cannot make this then it is your responsibility to re-book. Manual handling is offered most weeks.

Please note if you are late arriving for Manual Handling or Provide First Aid the door will be locked and you cannot attend on that day. You will then need to contact administration to book into another session.

If you leave class early you will be given a fail and need to re-book.

Field (Industry) Placement

After completing your Holistic Assessment you will then contact the Placement coordinator to arrange your placement. You can request a specific organisation but you may not get the one you requested. The Placement Coordinator will discuss this with you.

The Field Placement requires shift work i.e.; 0700-1500 or 1500-2200 or as indicated by the organisation. All fees must be paid and recommended units completed before SMP will organise your work placement. Students must have obtained a Police Clearance Certificate prior to commencing their Field Placement – the original will need to be sighted by the Placement Coordinator and the organisation's supervisor. When attending Field Placement, ensure you wear enclosed shoes that are flat (but not sneakers), an SMP polo shirt, dark washable work-style trousers (no denim) and you must wear student name badge. SMP will supply you with a polo shirt and name badge. Further polo shirts and a jacket can be purchased from the office.

NOTE: Placements cannot be completed while **pregnant**, unless a doctor's medical certificate is issued giving clearance to commence placement. This must be presented to SMP administration and facility supervisor prior to placement. The certificate will be copied and kept in the student's file. The student must understand that placement is at student's own risk and the facility has the right to refuse your placement.

If you are unable to attend any of your placement days you must notify the facility and SMP, the placement coordinator will then organise with the facility another time/day.

The placement facilitator will visit you at least once during your placement. If you want or need further visits please contact SMP and they will organise.

If you are not yet competent (NYC) at the end of your 3-4 weeks then a further placement will be organised either at the same facility or a new one. This will be discussed with you, the facility and SMP.

Remember when you are doing your placement you are a visitor in the organisation and they are spending time and effort in assisting you in achieving your study/industry goals. You will have considerable written assignments that will need to be completed.

If you are NYC after the second placement you will need to pay \$165 to redo your placement either at same organisation or a new one.

Employability Skills

This course will give you a broad range of skills that will be transferable within any workplace. The following employability (generic) skills will be covered in a range of learning experiences:

- Communication – productive and harmonious relations between employees and customers
- Team work – productive working relationships and outcomes
- Problem solving- productive enterprise outcomes
- Initiative/enterprise- innovative ideas and outcomes
- Planning and organisation- long term and short term strategic planning for the enterprise
- Self management – employee satisfaction and growth
- Learning – improvement and expansion in employee and company operations and outcomes
- Technology – more effective work practices

At the completion of the course you will have successfully achieved the above Employability Skills, which are transferable to any work place. You are responsible for tracking and reporting these skills as you gain them.

Further information on Employability Skills can be found in your Resource Book

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 your 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. If a third assessment is required a reassessment fee of \$150.00 will apply.

All units will be assessed holistically with application to the workplace. This means that employability skills as well as spiritual, physical and emotional content are embedded in the units of competency. You will be provided with comprehensive evidence throughout the course so you can track your progress. Support will be offered if you are having problems understanding or achieving competency for the unit.

Assessments will comprise of a range of the following – written questions, case studies, research assignments, practical demonstrations, industry experience and projects.

Assessments cover all aspects of the unit and you must successfully complete all assessments as outlined. Your industry experience comprises a large proportion of the overall assessments and you must complete all sections. Some sections you will need

the workplace supervisor to sign to indicate you have provided correct information relating to a client or policy. *All client names must be removed before submitting.*

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.

B. SMP's obligations to the student

Compliance with training standards

SMP is a Registered Training Organisation and therefore complies with the *Standards for Registered Training Organisations (RTOs) 2015*. You can ask to view any of SMP's policies and procedures.

The Certificate III in Individual Support is a nationally recognised course and SMP follow the guidelines as set out by the Community Services and Health Industry Skill Council CHC Community Services Training Package. This qualification is level 3 In the Australian Qualifications Framework and therefore training and assessments fit within these guidelines.

Continuous improvement is an important aspect of the standards. As part of this you will be asked to complete evaluations on the course. It is important that you answer the questions honestly and accurately as they help SMP administration and trainers to improve on the quality of the program.

ASQA, the registering body will send you an evaluation form at the completion of your course and it is important that this is completed and returned as soon as possible. This evaluation assists ASQA with identifying if the training provider is meeting all the standards.

SMP only employs trainers with industry, training and assessment qualifications. All trainers are either working in the industry or complete professional development to maintain their industry skills.

A training and assessment strategy (TAS) has been developed for all qualifications offered. The TAS forms the guidelines for delivery and assessment and for all marketing material. SMP works with industry to ensure all resources and assessments meet industry standards.

SMP guarantees once a student has commenced the course, if in the unlikely event training cannot continue all effort will be made to find another appropriate RTO.

Issuing of Certificates and Statement of Attainment

On successful completion of all training, work placement and assessments 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.

If you withdraw before the completion of the course administration will issue you with a Statement of Attainment for the units successfully completed. Please ask at administration at time of withdrawing from the course.

SMP adhere to the strict guidelines as set out in standards with the issuing of Certificates and Statements of Attainment. You can ask to view our policy and procedure.

SMP Industry Placement Obligations

The Placement Coordinator will organise your placement and complete all the necessary paperwork required by SMP and the facility. You may not get the facility you requested for differing reasons. You may discuss this with the placement coordinator.

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.

SMP checks all industry placements to ensure they meet the criteria required for you to complete your training and gain the experience required. If you feel your placement is not supporting you as required then contact SMP immediately and they will discuss the situation with you and the facility supervisor.

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. To take the complaint further contact the National Training Complaints Hotline – ph 1800 000 674.
4. To take the complaint further contact the Australian Skills Quality Authority:
 - a. www.asqa.gov.au/complaints/make-a-complaint
 - b. Info line 1300 701 801
 - c. Email complaintsteam@asqa.gov.au
 - d. Complete the “Complaints about a training organisations operating under ASQA’s jurisdiction” form found at the above web site

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.

Failure to pass a unit of competency

If you do not understand the requirements for an assessment you need to discuss this with your trainer for clarification.

If you fail an assessment or whole unit your trainer will provide you with the support required to assist you with resubmitting your work. The failed assessment will have comprehensive notes outlining where you have gone wrong.

If you feel your trainer is not supporting you appropriately contact the CEO (Susan Nolan) and discuss getting assistance from another trainer.

Information Technology

Working with information technology is an important part of the course and some of your assessment/assignments require you to use this technology.

SMP provides computers for you to use if you do not have access to one. You can also book a time at your local library.

C. Student’s Rights and Responsibilities

Payment of fees

On enrolment you paid a deposit and were given a schedule for fee instalments. This must be followed. The fee includes all learning resources and training including your Senior First Aid and Manual Handling. You are provided with a name badge when starting industry placement.

You will not commence your industry placement until all fees have been paid.

A student cannot transfer fees from one student to another if a student decides to withdraw.

Additional Fees & Charges

- Prior to commencing industry placement you need to purchase a polo shirt \$30
- If a student withdraws from the course and then reapplies after 12 months, a fee of \$150 per unit will apply. If a student needs to re-do a unit there will be an additional cost of \$150 per unit.
- If a student needs a replacement Certificate or Statement of Attainment, it will incur a \$30 cost.

Complete all requirements of course as outlined

Assessments

- It is your responsibility to successfully complete all assessments as outlined in your Resource/Assessment Book and Placement Booklet
- It is your responsibility to ensure all assessments are handed to the appropriate person – Administration or your trainer or email to administration
- It is your responsibility to keep a copy of all assessments submitted so you have a record if your original is missing

Attendance

- It is your responsibility to get to classes on time – note door will be locked if you are late for manual handling or senior first aid. Note also if you leave early you will be given a fail.
- If you miss a class it is your responsibility to discuss with the trainer what you missed and how to catch up

Industry Placement

- It is your responsibility to contact the Field Placement Coordinator when you have successfully completed your holistic practical assessment
- You must attend the prescribed 120-160 hours placement as assigned by the facility
- Any missed days must be made up to ensure you complete the required hours – you must ask your supervisor to sign your timesheet at the completion of each shift. Failure to do so may incur you working extra hours
- You are a guest in the organisation and they have agreed to provide you with the training, support and experience to complete your course. Respect all staff and clients

Language, Literacy and Numeracy (LLN) Requirements

If you have not met the required LLN standard to complete the course SMP has agreed to provide extra support to you. It is your responsibility to attend all sessions and training organised for you and complete tasks assigned to you to build your skills.

Failure to adhere to the LLN program can mean you will not be at a standard to commence your industry training. SMP cannot take responsibility for you not completing the course if you fail to meet support offered.

Student's 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.
- Access your personal records. A request must be made in writing.
- 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.

D. Fees

Implications of fees not paid

If all fees are not paid your industry placement will not be organised and you will not receive a Statement of Attainment for any units completed.

Withdrawal or termination of studies

All SMP staff will support students to complete their studies and help negotiate a pathway for the student if they are unable to complete their studies within the recommended timeframe. SMP will respect and support any decision by the student to defer or withdraw from their studies.

SMP has the right to suspend or cancel a student's studies if they breach the Student Code of Conduct as set out in the Student Information Handbook. The CEO of SMP will make the final decision as to whether the student is warned, studies suspended or the cancellation of their enrolment. The student has the right to use the Complaints and Appeals process within 20m days.

Refund Policy

- 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 on the course commencement date no refund will be given and the student is responsible for the total cost of the course.
- Intention to withdraw from the course must be submitted in writing to the CEO.

A student cannot transfer fees from one student to another if a student decides to withdraw.

E. Support Services

Learning Resources

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 library is available at Cowandilla and books can be used in the library or borrowed. To borrow books you need to contact your trainer who will sign the books out to you.

Videos can be watched at Cowandilla but cannot be borrowed

Computers are available for use in the library – you will need to arrange with your trainer.

Counselling Services

A student counsellor service is available (at a cost) to assist with individual personal needs – information can be obtained in the classroom or from administration.

Learning support and counselling is offered to cater for the needs of students with language, literacy and study needs. Please see your trainer for assistance. Students, who have been identified at enrolment to require LLN support, will be provided with assistance. You will be given an appointment time to meet the LLN Support Officer

External support is offered for students who require further support in language, literacy and numeracy – the LLN Support Officer will provide you with information at your first appointment.

Additional Support

The Internal / External Student Support Policy and Procedure aims to ensure all students are supported and study needs met during their course of study. This includes meeting needs relating to barriers to learning, preparation and submission of assignments, study skills support on a 1-1 basis if required and support during their work experience.

F. Student Agreements

As part of enrolment you signed a *Student Training Contract*. This is a copy of the contract.

Schedule of Fees Payable

I understand the binding agreement I signed relating to the total fee cost of the course, the \$500 deposit that needs to be paid prior to course commencement and payment instalments of \$450 in week 2,3,4 and understand all fees must be paid before my field placement can be organised. I understand that after 2 weeks I am responsible for the total cost of the course, whether or not I complete the course. I have read and understand the SMP Cancellation policy and Refund policy as outlined in the Student Information Handbook.

Immunisation Disclaimer

I understand 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.

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

I understand 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

I understand SMP Networks Pty Ltd has an Alcohol and Other Drugs in the Workforce 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.

Work Health and Safety - I have read the information relating to the WHS Policy in the Student Information Handbook and agree to follow the policy and ensure I do not put others in a situation where their safety may be compromised. If a student becomes aware of being pregnant then she must advise SMP staff.

Pregnancy - Placements cannot be completed while pregnant, unless a doctor's medical certificate is issued giving clearance to commence placement this must be presented to administration to be copied, and understand that placement is at student's own risk.

Student Code of Conduct

I have read and understand the Student Code of Conduct as outlined in the Student Information handbook and agree to abide by it.

Plagiarism

I have read in the Student Information Handbook and understand what is considered plagiarism and I understand the consequences of acts of plagiarism.

Schema of Training

I have been briefed, read and understand the Schema of Training, at SMP Network P/L and I agree to the requirements to undertake the study programme. I understand as a student I am required to notify Administration if I am not going to attend any of the required training. I understand I must submit all assessments, attend Personal Care, Manual Handling, Apply First Aid, paid all fees and obtained a current police clearance before commencement of work placement. I will make an appointment at Reception to see the trainer if I need support with my learning.

Course Duration - I understand the course duration is 8 weeks theory and practical study and 120 – 160 hours Work placement. I have been briefed, understand and agree to Duration Enrolment Time Frame Policy as outlined in the Student Information Handbook.

I am aware that SMP will support me to finalise my studies, and I may defer the program, up to six months based on a reasonable request. I am aware that I need to put in writing my requests for a deferral, or extension in writing to the CEO. I have signed that I have read the student handbook prior to enrolment.

G. Privacy and Confidentiality

SMP Privacy Policy is on SMP website or you can ask to see a copy – see administration

Privacy Notice and Student Declaration

As part of enrolment you signed the Privacy Notice

Under the *Data Provision Requirements 2012*, **SMP** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **SMP** for statistical, regulatory and research purposes. **SMP** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

STUDENT SIGNATURE [or electronic acknowledgement]

..... DATE

PARENT/GUARDIAN SIGNATURE [or electronic acknowledgement]*

..... DATE

**Parental/guardian consent is required for all students under the age of 18.*

H. Work Health and Safety

SMP is committed to providing training in a safe environment free from harassment, discrimination, and hazards or abusive with policies and procedures in place to prevent or manage any situation if it arises.

The following policies are implemented to provide a safe and hassle free environment:

Access and Equity Policy
 Sexual Harassment Policy
 Privacy Policy
 Alcohol and other Drugs in the Workplace
 Complaints and appeals
 Work Health and Safety
 Student Code of Conduct
 Trainer Code of Conduct
 SMP Network Pty Ltd

You can view copies of these policies and procedures can by contacting administration.

SMP is committed to abiding by the following legislation

- Standards for Registered Training Organisations (RTO) 2015
- Australian Privacy Principles
- Work Health and Safety Act

Career Pathway

On completion of the Certificate III in Individual Support

- Ageing
- Home and Community
- Disability

You can find employment in the aged care sector, Home support, community support or disability services.

Further studies:

- Diploma of Nursing – Enrolled Nurse
- Bachelor of Nursing – Registered Nurse
- Bachelor of Disability
- Certificate IV in Ageing Support
- Certificate IV in Disability
- Certificate IV in Leisure and Health

Providing evidence of your Employability Skills- Students Information

Employability Skill	What this skill means
Communication	Speaking clearly, listening, understanding, asking questions, reading, writing, Using your body to show how you feel such as smiling, pointing, frowning.
Teamwork	Working well with other people and helping them
Planning and organising	Planning what you have to do. Planning how you will do it. Doing things on time.
Initiative and Enterprise	Thinking of new ways to do something. Making suggestions to improve work. Stopping what you are doing so that you can do another task if someone asks You to.
Problem-solving	Working out how to fix a problem.
Self-management	Looking at work you do and seeing how well you are going. Making goals for you At work. Making improvements.
Technology	Having a range of computer skills. Using equipment correctly and safely.
Learning	Learning new things and improving how you work.