



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: Monday to Friday 9am – 5pm - **Not open on Public Holidays**

Lecture Hours Internal Studies Monday to Friday 9.30am – 2.30pm
 External Studies Evening Tuesday and Wednesday 5pm-7pm Saturday 9am-1pm and Sunday 9am-1p

CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING HOME AND COMMUNITY) - CHC33015

CERTIFICATE III IN INDIVIDUAL SUPPORT (DISABILITY) - CHC33015

Training Room and simulated environment:

“Cowandilla House” 272 Sir Donald Bradman Drive, Cowandilla SA 5033

Administration Sarah Powles

Monique Williams Field Placement Coordinator/ Enrolling Officer

To contact any staff member ring 08 84107020 or Email - admin@smpttraining.com.au

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

Kath Logan VQF Compliance Manager

Trainers

Fiona Luke Trainer

Sheila Pradhan Trainer and LNN support

Kristin Merritt First Aid, Trainer

Susan Lake Manual Handling

Course Information

The course runs for 10 consecutive weeks followed by a minimum 120 hours = 3 weeks to a maximum of 160 hours = 4 weeks 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.

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.

Course Outcomes

The Aged Care Course has a holistic approach – employability skills are embedded in the course and the course is practically orientated to give students the knowledge and skills needed to provide basic holistic care – that is spiritual, emotional, physical care to aged people. Successful participants can gain employment in high care and low care residential facilities; home based care and aged care organisations. This course provides a study pathway to other community services qualifications, Diploma of Nursing and university. All students who are actively seeking employment on successful completion of the course gain employment in the industry. Many students gain employment during their field placement.

Training Program

SMP offers Internal full-time classroom training over 8 consecutive weeks, Monday to Thursday, 9.30am – 2.30pm or External study mode- Evening class Tuesday and Wednesday 5pm-7pm or or Saturday 9am-1.00pm. A maximum of 160 hours work experience will be organised by SMP in an aged care facility.

The Field Placement requires shift work i.e.; 0700-1500 or 1500-2200. Each unit is offered separately allowing the student to track their progress. Apply First Aid and Manual Handling are included in the course. This is a practically orientated course and students have a simulated environment to practice new skills before going on field placement and to be work experience ready.

A Training program called a schema will be issued to all students on enrolment outlining the course progress and assessment requirements.

The course consists of 7 core and 6 elective units.

Core Units**CHCCCS015 Provide individualised support**

This unit describes the skills and knowledge required to organise, provide and monitor support services within the limits established by an individualised plan.

CHCCCS023 Support independence and wellbeing

This unit describes the knowledge and skills required to provide individualised services in ways that support independence, as well as, physical and emotional wellbeing

CHCCOM005 Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations , including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers.

CHCLEG001 Work legally and ethically

This unit describes the knowledge and skills required to identify and work within the legal and ethical framework that applies to an individual job role.

This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.

HLTAAP001 Recognise healthy body systems

This unit of competency describes the basic knowledge required to work with basic information about the body and recognise and promote ways to maintain healthy functioning of the body.

HLTWHS002 Follow safe work practices for direct client care

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus of maintaining safety of the worker, the people being supported and other community members.

Elective Units**CHCAGE001 Facilitate the empowerment of older people**

This unit describes the skills and knowledge required to respond to the goals and aspirations of older people and provide support services in a manner that focuses on improving health outcomes and quality of life, using a person-centred approach.

CHCAGE005 Provide support to people living with dementia

This unit describes the skills and knowledge required to provide person-centred care and support to people living with dementia. It involves following and contributing to an established individual plan.

CHCCCS011 Meet personal support needs

This unit describes the skills and knowledge required to determine and respond to an individual's physical personal support needs and to support activities of daily living.

CHCCCS025 Support relationships with carers and families

This unit describes the skills and knowledge required to work positively with carers and families of people using the services based on an understanding of their support needs.

CHCHCS001 Provide home and community support services

This unit describes the skills and knowledge required to work in a home support environment and community settings with individuals, family members, visitors, suppliers and others to meet established work requirements.

CHCPAL001 Deliver care services using a palliative approach

This unit describes the skills and knowledge required to care for people with life-threatening or life-limiting illness and/or normal ageing process within a palliative approach

HLTAID003 Provide first aid

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Aged Care Competency Standards

This is a nationally recognised course covering the industry competencies required to perform tasks and duties to the standard of performance expected in the workplace. The workplace requires workers to apply relevant skills, knowledge and attitudes consistently overtime and within a variety of workplace situations and environments. SMP is committed to providing a holistic quality training program based on best practice learning and assessment providing students with a broad range of experiences to give students the knowledge and skills required to work within a variety of workplaces.

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
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

External Studies over 6 months maximum period

Parts of the course are offered as external studies but the practical aspect of the course must be completed in the classroom. Students studying externally will be offered support via email, telephone or one on one session with a trainer. You can discuss training options at enrolment. A part-time external program is offered where students have 6 months to complete the theoretical and practical training and assessments.

All trainers delivering the course have extensive experience in nursing and first aid, relevant qualifications and a Certificate IV in Training and Assessment.

SMP is committed to respecting the rights of students and providing training within a hassle free and friendly environment. Trainers understand all students come from different backgrounds and have

various life and work experiences and they encourage students to share and explore these further within the context of their study.

Assessments

All units will be assessed holistically with application to the workplace. 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. Examples of the types of assessment used within the course include practical demonstration, short answers, group work, projects or case studies.

Fees, Charges and Refunds

Total fees \$1850.00

A deposit of \$500.00 must be paid prior to commencement, then instalments of \$450.00 a week. Fees include – Provide First Aid Certificate, Manual Handling Certificate, all learning resources, and badge.

On enrolment a Fee Paying Schedule will be provided outlining when fee instalments are due.

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 attending 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.

Additional Fees & Charges

- 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.

Recognition of Prior Learning (RPL)

You may apply for RPL if you believe you have the knowledge and skills required for the unit. To apply for RPL you need to provide evidence that is authentic, valid, reliable, current and sufficient to demonstrate to the assessor you have the required competencies for the unit. This evidence can be formally assessed and recognised regardless of how, when or where it was achieved. You can discuss this option further with the enrolling officer and an information package will be given to you. You may then discuss it further with the lecturer.

The enrolling officer will discuss Recognition of Prior Learning with you and provide the RPL information package if you wish to apply for RPL for any of the units.

RPL fees - \$150 per application. This is non refundable if unsuccessful.

Credit Transfer

Credit Transfer is the formal recognition of equivalent studies from other Registered Training Organisations e.g. Provide First Aid

Failed units of competency. If you are found not yet competent NYC another assessment must be submitted, if on a third attempt you are NYC you will have to pay \$150.00 and redo the unit.

Access and Equity

All trainers and assessors are aware of the access, equity and cultural diversity issues related to areas of work within the aged care industry and address these within the training. As part of the course you will be given the skill to adapt your approach to clients to promote access and provide equity to all.

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 counsellor service is available to assist with individual personal needs – information can be obtained from the trainer 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. Support for students who require further support in language, literacy and numeracy will be at a cost to the student contact TAFE English Language Services at 120 Currie Street Adelaide ph: 82078805

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 from the trainer and a placement facilitator will visit you within 1 week of commencing placement to support you during the field placement / work experience.

Selection Criteria

This course requires a literacy and language level. Applicants must provide the evidence if they have one of the following – ISLPR score, IELTS score, Certificate III in English Proficiency, School Certificate, Higher studies. If the applicant cannot provide any of the above evidence they will be asked to complete an entry assessment to allow SMP to assess the Language, Literacy and Numeracy (LLN) level of the applicant. The results will provide SMP with information to then determine the level of support the applicant will require to achieve their success. Applicants who demonstrate a LLN level deemed too low to meet the work and study requirements of the course will be offered counselling to assist them achieve their goal.

SMP does not have CRICOS registration therefore any prospective applicant cannot be enrolled if they are on a student visa. If you are not a permanent resident or Australian citizen then you must bring your passport when enrolling.

SMP abides by the Access and Equity Policy and selection will comply with the equal opportunity legislation.

Enrolment Process

Continuous enrolments are offered. You need to contact the office and complete the enrolment form. Prospective students who meet the entry requirements will be contacted by post outlining the enrolment details and starting dates. Unsuccessful applicants will be offered counselling to assist them achieve their goal.

Confirmation of your acceptance into the course will be on receipt of the deposit.

Field Placement - National Police Clearance

All students must obtain a **National Police Clearance** prior to commencement of field experience. The cost of this is the responsibility of the student. *Applications can be made at* any police station. The national police clearance demonstrates you are suitable to undertake placement with no convictions of abuse or theft or larceny to successfully complete the course. Placement with other convictions is at the discretion of the aged care facility to allow placement.

If due to extenuating circumstances the student is unable to attend any of the days of placement they must notify the facility and SMP, the placement coordinator will assist the student to catch up on any missed days and assessment.

The placement facilitator will visit you within the third week of placement to support you during the field placement / work experience.

If you are found not yet competent NYC on the first placement counselling and another assessment will be offered and second placement organised. If you are found on the second attempt NYC you will have to pay \$165.00 and redo the field placement.

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. The aged care facility has the right to refuse to take any student who is pregnant.

Privacy and confidentiality- SMP's policies and procedures abide by the Australian Privacy Principles 2014 pertaining to the collection and use of personal information. All information that is collected is securely stored. No information will be given to a third party.

Complaints and Appeals student information

Any student, wishing to make a complaint must follow the following procedure:

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 the enrolment process, 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.
4. To take the complaint further contact the Australian Skills Quality Authority:
 - a. www.asqu.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 within 48 hours. 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

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

Course Location

The course is offered at:
Cowandilla House
272-274 Sir Donald Bradman Drive
Cowandilla

Or

Shell House Level 9,
170 North Terrace Adelaide SA

Please Note – The practical aspect of the course is only offered at Cowandilla House

SMP will provide you with opportunities throughout your course to provide feedback on the quality of training we provide and welcome your responses. We are committed to continuous improvement of our services and training and your comments will assist with this.

SMP is a Registered Training Organisation (RTO) and meets the requirements of the Vocational Quality Framework (VQF) under the Training and Skills Development Act (2008). SMP is registered in South Australia and comply with the National Conditions of Registration providing outcome focused courses that are flexible and provide quality training outcomes for students.

Student Training Contract

This is a copy of the Student Training Contract you signed.

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 commencement of the course 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.

Employability Skills

Throughout the program you will be applying the following employability skills to achieve the qualification competencies. The following chart is a guide to assist you to develop your employability skills. The employability skills are assessed at the same time as the technical skills and knowledge.

It is important to keep notes and evidence of what you have done that shows you have developed these employability skills. For example, if you work in a team, comment on the things you did to develop teamwork skills. If you wrote a letter, prepared a meeting agenda or developed a plan, use this material to show your communication skills.

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.