



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 – 4pm (Closed public holidays)

**Simulated Training Room:**

“Cowandilla House”, 272-274 Sir Donald Bradman Drive Cowandilla SA 5033

**NOTE:** All practical aspects of course delivered from Cowandilla House

<b>Susan Nolan</b>	CEO / Complaints Manager/ Student Counsellor <i>RN, BA (Nursing), Grad Dip (Soc Sic), M Social Science (Counselling), Certificate IV Training and Assessment, Diploma Training Design and Development</i>
<b>Nikolaos Charitos</b>	Compliance Manager, Education Liaison Officer, Trainer & assessor <i>(RN, BA Nursing 324341, Cert IV in training and assessment TAE40116)</i>
<b>Feina Zhang</b>	First Aid Officer, Assistant Education Liaison Officer, Trainer & assessor <i>(EN, Diploma of nursing HLT51612, Cert IV in training and assessment TAE40116)</i>
<b>Ioannis Charitos</b>	Trainer & assessor <i>(RN, BA Nursing 324345, Cert IV in training and assessment TAE40116)</i>
<b>Monique Williams</b>	Field Placement Coordinator

<b>Monika Kapoor</b>	Administration & Enrolling Officer
<b>Charlton Pethick-Lyons</b>	Administration
<b>Alexandra Karantonis</b>	Administration

### Age Care Trainers

Trainer – Day classes, Placement Facilitator, Disability trainer, Manual Handling, Senior First Aid:

- Ioannis Charitos - First Aid (HLTAID011)/Manual Handling/Ageing (CHC33015)
- Nikolaos Charitos – First Aid (HLTAID011)/Manual Handling/Ageing/Disability (CHC33015)
- Feina Zhang – First Aid (HLTAID011)/Manual Handling/Ageing (CHC33015)

To contact any staff member ring (08) 8410 7020 or Email [admin@smpttraining.com.au](mailto:admin@smpttraining.com.au) or see trainers in person during class.

### Training Hours (Face to face)

Day Classes Monday/Thursday/Friday/Saturday/Sunday 9:30 - 14:30 (Full 10 - week course) Classes are one day per week from the selection above.

**Please Note:** In order to successfully complete the course you will need to do Approximately 33 hours per month of extra study and research, plus the completion of assignments.

### No Classes on Public Holidays

**NOTE:** Trainer names and class hours and days may change. You will be given updated information when enrolling.

## **A. Course and qualification information and outcomes**

### **Course Information**

The course is part internal (face to face) and part external (Self-paced study). And is detailed below depending on the stream of choice:

<b>INTERNAL (FACE TO FACE)</b>	
<b>AGED CARE</b>	<b>DISABILITY</b>
10 weeks (total 50 hours – 5hrs per week once a week)	14 weeks (total 70 hours – 5hrs per week once a week)
Field placement 120 hours in the aged care sector (3 weeks full time MON-FRI).	Field placement 160 hours which is comprised of 3 weeks in the aged care sector and one week in the disability sector (Full time MON-FRI).

The external part of the course is a self-paced program which has been developed to allow students to gain the knowledge required to successfully qualify. This includes an array of learning objectives, activities, case studies, scenarios and final assessments which have to be completed for successful completion of the qualification. This has been calculated as approximately 33 hours per month as self-paced study for up to 1 year (12 months).

The course duration is 1 year from the enrolment date and to successfully complete the course students need to commit to a minimum of 1200 hours study comprising of both internal and external components as mentioned above.

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

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 after completion of your holistic assessment.

All training offered by SMP aged care training 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 one year from enrolment.

## 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 aged care training 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.

Should you be refused placement due to having a conviction or any other criminal offence SMP Networks Pty Ltd will attempt to allocate you to another facility, however when this is not possible you will not be able to complete your course successfully this you will be only issued a statement of attainment for the units you have successfully completed up to that point.

For those who choose to enrol in the disability stream they will also require to obtain a ‘working with children’ (WWCC) check and a NDIS worker check at your own cost. The link to apply for these checks is found here:

<https://www.dcsiscreening.sa.gov.au/SCRequestApplicationIndividual>

## Ageing

The program has been structured to accommodate the combined Ageing course to be completed first then if you wish to complete the Disability course you will need to do the additional 4 disability units (see below). 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 4 weeks to secure a placement and prepare all the paperwork.

You are required to completed 120 hours of field placement to obtain your qualification.

## Disability

For the disability stream you will need to complete the 4 specific disability units (in addition to all the units from the ageing stream). You will need to then complete a minimum of 40 hours industry placement in the disability sector (in addition to 120 hours of aged care placement)..

## Provide First Aid

The Provide First Aid course (HLTAID011) 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 aged care training 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 - Ageing**

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 aged care training 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 aged care training will supply you with a name badge however you will require to purchase a polo shirt from our office. Further polo shirts and a jacket can also be purchased should you wish to.

### **Field Placement – Disability**

When you have successfully completed your disability specific units you will then contact the Placement Coordinator to arrange a placement in a disability specific area. The disability placement is an addition to the aged care placement and not a substitute. (120 hours for aged care placement and 40 for disability).

### **Mandatory Vaccinations:**

The flu vaccine is now a requirement for placement in and providing a certificate of your vaccination is mandatory.

The covid vaccine is now a requirement for placement in and providing a certificate of your vaccination is mandatory.

**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 aged care training 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 aged care training, 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 aged care training 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 aged care training.

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.

### **Foundation Skills**

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

- Learning – improvement and expansion in employee and company operations and outcomes
- Reading – Access, interpret and read information
- Writing – To complete workplace documentation
- Oral communication – communicate orally within the workplace
- Numeracy – interpret signs, symbols, weights, body fluids
- 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
- Technology – more effective work practices

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

Further information on Foundation 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 physical and theoretical 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 activities.

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.*

## **Penalties**

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, SMP Training Centre may come to one of two decisions:

It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning.



The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing.

### **What if I do not agree with the decision?**

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal

against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

## **B. SMP aged care training's obligations to the student**

### **Compliance with training standards**

SMP aged care training 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 aged care training policies and procedures.

The Certificate III in Individual Support (CHC33015) is a nationally recognised course and SMP aged care training 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 aged care training 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 aged care training 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 aged care training works with industry to ensure all resources and assessments meet industry standards.

SMP aged care training 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 of completion. You will be notified when your Certificate 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. Trainers are available for extra support as needed via email which is provided during class, plus 2 extra weeks (2 days per week – 5hrs per day) have been implemented into the course for extra student support such as missed classes, catch-up activities and support for assessments.

### **SMP Industry Placement Obligations**

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

### **Insurance**

SMP Networks Pty Ltd maintains public liability insurance throughout its registration with adequate cover for our scope of registration.

While on field placement under the auspice of SMP aged care training you are covered by SMP Training Centre's Insurance Policy. This information is forwarded to the workplace prior to commencement.

## Complaints and Appeals student information

Students had a right to submit a complaint if they wish to express discontent against another person or a complaint against the RTOs process or system. In All complaints will be treated with respect and handled confidentially. This policy and procedure is relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the RTO
- c) Student wishes to raise a complaint about a Third Party
- d) RTO staff wishes to raise complaint about a Third Party
- e) Staff wishes to raise a complaint about another staff member or a student

SMP aged care training 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 trainer or CEO – 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 13 38 73.
4. To take the complaint further contact the Australian Skills Quality Authority:
  - a. <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>
  - b. Info line 1300 701 801
  - c. Email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)
  - d. Complete the “Complaints about a training organisations operating under ASQA’s jurisdiction” form found at the above web site
5. If the RTO determines that the complaint process cannot be finalised within 60 calendar days the RTO manager will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
  - b. Will regularly update the complainant or appellant on the progress of the matter

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 aged care training to review and improve processes you can provide feedback on the process.

Any appeals in regards to marking of your assignments or appeals in regards to practical/theory assessments need to be made in writing to SMP [admin@smpttraining.com.au](mailto:admin@smpttraining.com.au). The CEO will review the case within 7 days. For re-marking of assignments another trainer will be asked to re-mark the assignments in question. For practical/theory assessments that student was deemed not yet competent a repeat session will be organised to achieve competency

### **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 aged care training 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**

Must pay all fees as set out in the enrolment form (This will be given to you prior to enrolment).

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 Provide first aid (HLTAID011). 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 aged care training, 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 aged care 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 aged care training and may result in the termination of your training:**

- Acting dishonestly in relation to assessments - Plagiarism
- 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 aged care training.

- Endangering the safety of yourself or others
- Assaulting or attempting to assault anyone while on SMP aged care training premises.
- Using alcohol or non-prescriptive drugs on any SMP aged care training premises.

## **D. Fees**

### **Implications of fees not paid**

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

### **Withdrawal or termination of studies**

All SMP aged care training 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 aged care training will respect and support any decision by the student to defer or withdraw from their studies.

SMP aged care training 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 aged care training 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 20 business days.

### **Refund Policy**

- If SMP Training Centre cancels/terminates a course, a full refund is given.
- Refund will be given if students have overpaid the administration charge
- If student withdraws from course, the \$500 deposit is not refunded.
- If student withdraws after attending the course commencement date a refund will be given for the remainder of the course that student did not attend
- Refund will be given if students advise SMP Network Pty Ltd prior to the course commencement date that they are withdrawing from the course
- If the student withdraws from the course prior to commencement due to illness or hardship as determined by SMP Network Pty Ltd
- Intention to withdraw from the course must be submitted in writing to the CEO as soon as practical
- No refunds are given if placement is cancelled due to student misbehaviour and course cancelled

**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– you will need to arrange with your trainer.

### **Counselling Services**

A student counsellor service is available 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**

SMP aged care training 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.

Students have an opportunity to extend their course if they require more time to develop the theory, practical skills and apply information to client care. You can discuss your needs with your trainer for a new training program.

### **Schedule of Fees Payable**

I understand the binding agreement I will sign 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 from commencement of training I am responsible for the total cost of the course, should I successfully 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 aged care training 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 aged care training 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 aged care training or its contractors are to be used for the purpose of training the students of SMP aged care training only. All training materials are covered by copyright, and any unauthorised circulation, duplication or use of these materials without the prior consent of SMP aged care training is not permitted.

### **Intellectual Property**

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

### **Confidentiality**

I acknowledge that during my training by SMP aged care training, I may have access to, handle, obtain, or originate Confidential Information. This Confidential Information includes all information which is commercially sensitive to SMP aged care training, 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 aged care training 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 aged care training. I also agree to immediately return all Confidential Information in my possession as requested by SMP aged care training. I acknowledge that the obligation I have to protect any confidential information continues after my training at SMP aged care training 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 aged care training 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 aged care training is at the student's own risk.

### **Alcohol and Other Drugs**

I understand SMP aged care training has an Alcohol and Other Drugs in the Workforce policy. I will ensure that I am fit to undertake my course whilst at SMP aged care training. 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**

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

SMP Networks Pty Ltd is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

SMP monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and

State rules and regulations of the NSW Work Health and Safety Act 2011.

If students have any concerns or notice a condition or practice that seems unsafe, it is important that it is brought to the attention of the RTO management this generally occurs through the Trainer / Assessor.

According to Division 2, Section 19 - Primary duty of care:

a) A person conducting a business or undertaking must ensure, so far as is reasonably

practicable, the health and safety of:

- workers engaged, or caused to be engaged by the person, and
- workers whose activities in carrying out work are influenced or directed by the

person, while the workers are at work in the business or undertaking.

b) A person conducting a business or undertaking must ensure, so far as is reasonably practicable, that the health and safety of other persons is not put at risk from work carried out as part of the conduct of the business or undertaking.

c) Without limiting subsections (1) and (2), a person conducting a business or undertaking must ensure, so far as is reasonably practicable:

- the provision and maintenance of a work environment without risks to health and safety, and
- the provision and maintenance of safe plant and structures, and
- the provision and maintenance of safe systems of work, and
- the safe use, handling, and storage of plant, structures and substances, and
- the provision of adequate facilities for the welfare at work of workers in carrying out work for the business or undertaking, including ensuring access to those facilities, and
- the provision of any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work carried out as part of the conduct of the business or undertaking, and
- that the health of workers and the conditions at the workplace are monitored for the purpose of preventing illness or injury of workers arising

from the conduct of the business or undertaking.

According to Division 4 of the Act:

#### 28 Duties of workers

While at work, a worker must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act, and
- d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

#### 29 Duties of other persons at the workplace

A person at a workplace (whether or not the person has another duty under this Part)

must:

- a) take reasonable care for his or her own health and safety, and
- b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons, and
- c) comply, so far as the person is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person conducting the business or undertaking to comply with this Act.

#### **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**

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.*

## Penalties

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to

you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made

against you.

Once you have provided your information, SMP Training Centre may come to one of two decisions:

It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a

short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that

you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in

failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing.

### **What if I do not agree with the decision?**

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal

against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of

the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

**Schema of Training**

I have been briefed, read and understand the Schema of Training, at SMP aged care training 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 10 weeks theory and practical study (face to face) and 120 – 160 hours work-related 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 aged care training's website or you can ask to see a copy – see administration

## **H. Work Health and Safety**

SMP aged care training 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

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

## **Student Support Services**

All learning material and activities have been developed to cater for the language and literacy levels of students. Trainer 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. Students who require further support in language, literacy and numeracy will need to contact TAFE English Language Services at 120 Currie Street Adelaide SA - Ph: 82078805 – this cost is the responsibility of the student.

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. The placement facilitator will visit you at least once during your placement to support you during the field placement / work experience. Trainers are available for extra support as needed via email which is provided during class, plus 2 extra weeks (2 days per week – 5hrs per day) have been implemented into the course for extra student support such as missed classes, catch-up activities and support for assessments.

## **SMP aged care training 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 (CHC33015)

- Ageing, Disability

You may find employment in the aged care sector, home support, community support or disability services.

Further studies:

Diploma of Nursing – Enrolled Nurse HLT54115

- Certificate IV in Ageing Support CHC43015
- Certificate IV in Disability CHC43115
- Certificate IV in Leisure and Health CHC4341

### **COOLING OFF PERIOD**

SMP Network Pty Ltd protects the rights of learners including but limited to the statutory requirements for cooling-off periods. Students are eligible to cancel their enrolment by placing a formal notice of cancellation on writing to the CEO (A letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the refunds policy for process on acquiring a refund.

### **CONSUMER GUARANTEE**

- SMP training centre guarantees that the services provided by us will be provided with due care and skill
- Fit for any specific purpose (Express or implied)
- Provided within a reasonable timeframe (when no timeframe is set for the training).

### **CHANGES TO AGREED SERVICES**

Where there are any changes to the agreed services that will affect the learner, including in the event of SMP training centre closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

### **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 unit applied for. This is non refundable if unsuccessful.

## **PLAGIARISM & CHEATING**

SMP Training Centre will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

### Definition of cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets"; or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

### Definition of 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 & cheating are considered serious and will result in disciplinary action being taken or instant dismissal from the course.*

### **Penalties**

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, SMP Training Centre may come to one of two decisions:

It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning.

The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.

It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties writing.



**What if I do not agree with the decision?**

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal

against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed.

The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

**Credit Transfer**

Credit Transfer is the formal recognition of equivalent studies from other Registered Training Organisations e.g. Provide First Aid. There is no cost associated with credit transfer but you must submit your original certificate. SMP will check your certificate with the training provider.

**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 unit applied for. This is non refundable if unsuccessful.

**PROTECTING PRE-PAID FEES BY STUDENTS**

In line with the SMP's fee protection policy, SMP will not collect more than \$1,500 prior to course commencement.

**Unique Student Identifier**

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single

online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### 19.1 Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with

a private training organisation, completing an apprenticeship or skill set, certificate or diploma course; or

- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet

completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training

outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation “view access” to your Record of Results;
- control access to your Record of Results; and
- view online and download your training records and results in the form of a Record of Results which will help you

with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.

While students may create their own USI, our RTO is also able to create USIs for our students. As a part of the enrolment process we have included on the Enrolment Agreement Form a section for the student to provide their USI, if you do not have a USI in place, we can provide you with a USI Privacy Notice so that we can apply for a USI on the students' behalf.

For more information, please refer to the following <http://usi.gov.au/Training-Organisations/Documents/FactSheet-RTO-Student-Information-for-the-USI.pdf>, a copy of the USI Fact Sheet is also accessible from the RTO head office.

### 19.2 Enrolment Process for USI

1. All clients are to complete an Enrolment Agreement Form, which includes a section for the student to provide their USI.

2. RTO to verify the USI supplied by the student before visiting

3. If the student does not currently have a USI, the RTO can apply for a USI on their behalf, by providing the following

forms of ID to the RTO:

- o Driver's Licence
- o Medicare Card
- o Australian Passport
- o Visa (with Non-Australian Passport) for international students
- o Birth Certificate (Australian)
- o Certificate of Registration by Descent
- o Citizenship Certificate
- o Immi Card (international students)

4. Completed enrolment forms are entered into the Student Management Database creating a client record within the database

5. The client record will be retained within the Student Management System with all records of attainments in an

accessible format for a period of thirty (30) years.

6. Where a qualification or statement of attainment is recorded in the USI scheme, no additional records are required

to be kept, as the records required will exist within the USI scheme.

### 19.3 Security of the Student USI

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal

information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in manner that will keep all personal information confidential, this includes digital and hard-copy of records.

The following process is in place for ensuring the security of a student’s USI:

Only authorised personnel will have access to a student’s personal information, for both hard copy and electronic

records.

All student records, including evidence collected for verifying the students record, are stored in “locked” filing cabinets within the head office.

Strong passwords on all network-connect computers are in place, which is only accessible by authorised personnel.

Back-up copies of the database is automatic as the Database is cloud based.

#### 19.4 USI Privacy Notice

All students who do not currently have a Unique Student Identifier (USI) in place, and want the RTO to apply for a USI on

their behalf, will be issued with a USI Privacy Notice. The student will be required to sign this form prior to the RTO setting

## Opportunity for Improvement

A key process for managing continuous improvement throughout the RTO is through identifying “Opportunities for improvement”, these can be improvements to Training and Assessment, Client Services or Management Systems. Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
  - o Reviewing a Training and Assessment Strategy
  - o Feedback on Training and Assessment
  - o Industry Consultation
  - o Assessment Validation
  - o Internal Audits
- Client Services:
  - o Opportunities for Improvement
  - o Training Evaluation Form
  - o Enrolment Agreement Forms
  - o Internal Audit Reports
  - o Complaints and Appeals Forms
- Management Systems:
  - o Quality and Compliance Meeting minutes
  - o Review of Continuous Improvement Cycle
  - o Conducting Annual Internal Audits

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meetings. Following is the process for opportunities for improvement:

1. An opportunity for improvement is identified
2. An Opportunity for Improvement Form is completed, by outlining the details of the current weakness in the system, process, procedure or practice.
3. In order to focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identify the “Action required for Improvement”. If they are not able to identify a solution, this will be given to the RTO Manager to resolve.
4. Submit the Opportunity for Improvement Form to the RTO Manager.
5. RTO Manager reviews the Opportunity for Improvement Form, and either reviews the suggested “Action required for Improvement” identified by the person who completed the form, or identifies what they believe the “Action required for Improvement”.
6. The RTO Manager enters the Opportunity for Improvement into the Opportunity for Improvement Register.
7. RTO Manager either then delegates the Opportunity for Improvement to be actioned by another staff member, or undertakes the Action to be completed.
8. Once Actioned and finalised, the Opportunity for Improvement Form is to be filed into the Opportunities for Improvement Register.
9. The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

### **Access to Records**

All student records, such as personal details and records of participation and progress (this includes data collected on the Enrolment Agreement Form and assessment results that are collected), are kept within a secure area (both electronic and hard files). An electronic record of each Student’s enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner. In order for a student to access their records they are required to submit a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a confirmation in writing that the RTO has received a request for Access to Records and confirmation of how long it will take for the access to be granted.

In no more than 5 business days the RTO will provide the student with access to their records as well as a Record of Results of the student’s participation and progress.

### **Principles of Assessment and the Rules of Evidence**

Assessors are responsible for ensuring that all assessments are conducted in accordance with the principles of assessment and the rules of evidence.

Principles of assessment are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable as follows:

**Fairness:** Fairness requires consideration of the individual candidate’s needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the candidate to ensure that the candidate is fully informed about, understands, and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity

for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

**Flexible:** To be flexible, assessment should reflect the candidate's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the candidate; and, support continuous competency development.

**Validity:** There are five major types of validity: face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence. Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group.

**Reliability:** There are five types of reliability: internal consistency; parallel forms; split-half; inter-rater; and, intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.

## **Legislative and Regulatory Requirements**

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. The student acknowledges that they must observe the RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in this Handbook.