

Learning and Development - Code of Practice Information for Intending or Enrolled Students

Scope

Alzheimer's Australia Vic provides competency based training at a high standard within the Vocational Education and Training system. Whilst Alzheimer's Australia Vic is an Approved Provider of Endorsed Courses (APEC) by the Australian College of Nursing (ACN) formerly Royal College of Nursing Australia (RCNA), offering many non-accredited workshops and seminars, Alzheimer's Australia Vic currently offers the following national qualifications:

- Provide support to people living with Dementia (CHCAC319A)
- Facilitate support responsive to the specific nature of dementia (CHCAC416A)
- Plan for and provide services using a palliative approach (CHCPA402B)
- Show leadership in the workplace (BSBMGT401A)
- Reflect on and improve own professional practice (CHCORG428A)
- Certificate IV in Dementia Practice (10341NAT) - this certificate is issued by Alzheimer's Australia WA (RTO 4755)

Training is at all times provided in accordance with Alzheimer's Australia Vic policies and procedures and legislation relevant to a Registered Training Organisation (RTO). Alzheimer's Australia Vic ensures that policies and management practices are adhered to in order to maintain high professional standards in the marketing and delivery of its education services. These policies and management practices also protect the educational interests and welfare of training participants.

We recommend that you read this document carefully and keep it with your records for future use.

Accredited Training

Vocational education and training (VET) is 'education and training for work'. It exists to develop and recognise the competencies or skills of learners for the workplace.

Issuing of VET accredited training is governed by the National Vocational Education and Training Regulator Act 2011, Standards for NVR Registered Training Organisations and the Australian Qualifications Framework.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Throughout this document you will find information about your rights and responsibilities in relation to our training and assessment services. Many of these are requirements of the legislation and the regulator.

More information can be found at: <http://www.asqa.gov.au>

Admissions Process

Participants can enroll in competencies, workshops and courses by contacting Alzheimer's Australia Vic via telephone, fax, mail, e-mail or via the website www.fightdementia.org.au. At the time of enrolment, options for training, costs and requirements are explained to the student by staff. Students' details are recorded on a database booking schedule.

Unique Student Identifier

All participants undertaking accredited training must have a Unique Student Identifier (USI). All participants who attend these programs must create a USI prior to attending the course by accessing www.usi.gov.au (link is external). More information regarding the USI and how to create one will be provided in the email confirmation upon completion of registration.

Access and Equity

Alzheimer's Australia Vic is keen to support all potential participants in their pursuit of dementia care skills and therefore provides equal access and student support for all of its training programs.

Should you have specific needs please discuss these with Alzheimer's Australia Vic Learning & Development staff prior to enrolment and note your needs on your enrolment form. In relation to language, literacy and numeracy, Learning and Development is able to link you into an assessment program of these skills upon request.

Competent Training Staff

Alzheimer's Australia Vic facilitators possess multidisciplinary expertise in clinical or educational qualifications and employment experiences, including direct, hands-on experience in the provision of care to people with dementia and their families and education and training experience. Staff hold recognised qualifications in education, community or health disciplines and all staff delivering or assessing nationally recognised training possess TAE 40110 Certificate IV Training and Assessment.

As part of the staff development policy of Alzheimer's Australia Vic, facilitators continuously undertake formal and informal skills and knowledge enhancement. Our staff regularly has access to experts in the field of dementia care practice and research. Current information, changes in practice and advances in theory are continually incorporated into course material.

Complaints and Appeal Processes

Alzheimer's Australia Vic is committed to ensuring the highest possible satisfaction level with all courses and workshops delivered. Every effort is made by facilitators to ensure participant satisfaction, whilst at the same time upholding the integrity and validity of training content and outcomes. If a course participant is not satisfied with the outcome of an application for skills recognition or an assessment of competence, they can formally appeal the decision by contacting the General Manager of Learning & Development. If they are not satisfied with the appeal decision, they may pursue the matter under the organisation's Complaints Policy, copies of which can be obtained upon request. Where the complainant feels this process does not resolve the complaint, an external independent arbitrator will be engaged by the General Manager in consultation with the participant.

Fees, Charges and Refunds

The principle behind the fee schedule is equity of access. Alzheimer's Australia Vic aims to assist as many people and organisations as possible to make use of our training therefore, some courses and workshops are free, being funded by the Commonwealth Department of Health and Ageing and/or the Victorian Government. Other courses are billed at a reasonable market rate so as not to exclude people from organisations with limited funds. Course fees and the cancellation policy are clearly set out in the Alzheimer's Australia Vic Training Calendars for the current year; In addition, a copy of the Schedule of Fees and Charges is provided at the initial point of inquiry or upon request. Our cancellation policy can be accessed via our website. fightdementia.org.au

Learning Environment

Potential training venues differ a great deal, however every effort is made to ensure the environment is conducive to effective learning in accordance with Occupational Health and Safety legislation. Therefore, if teaching off-site, facilitators will provide their own equipment, including laptop, data projector, speakers and screen (if necessary) and the Trainer's Handbook and Participant's Workbook notes. If delivering at an Alzheimer's Australia Vic's facility, equipment, resources and refreshments are always available to enhance the learning process and make the environment as comfortable as possible.

Marketing

Alzheimer's Australia Vic markets its education products with integrity, accuracy and professionalism. All promotional and marketing materials published by or on behalf of Alzheimer's Australia Vic, in whatever form, are designed to be as truthful, accurate and unambiguous as possible. Alzheimer's Australia Vic provides accurate information to prospective participants that sets out details of the cost of the workshop or course, the learning outcomes, whether it is nationally recognised or endorsed and any assessment requirements.

Student Welfare and Guidance Services

Alzheimer's Australia Vic is committed to providing information and support to all training participants. Facilitators are always available to speak with prospective and current participants about training and resources which will suit their needs. This information can be provided via telephone, fax, mail, e-mail, internet website, brochures and newsletters or in person. We also provide access to supporting information in the form of Help Sheets (hard copies and on website), books, journals and DVDs. As this area of aged care is often accompanied by emotional stress, our participants have the added advantage of having access to our trained and qualified counsellors if required when training onsite at our facilities.

Delivery and Assessment

Training is delivered at our training facilities in Hawthorn, as well as other sites as requested. These other sites include places of work, residential care and community care facilities, as well as public meeting places, thus enabling a greater number and variety of people to attend our training sessions. Organisations may find it convenient to invite us to deliver training on-site as it allows more of their staff to attend. The cost of on-site training at the workplace is made available at the point of initial inquiry or upon request. Workshops can be arranged for dates and times that suit an organisation's staff roster and shift requirements, including evenings. Workshops can also be customised to an organisation's training requirements for an addition fee.

Training Delivery

Facilitators with Alzheimer's Australia Vic are committed to providing a high standard of competency based training. Facilitators use a variety of teaching and facilitating styles and media in order to meet the differing needs and levels of understanding of participants. These include information sessions, PowerPoint presentations, workshop notes, DVD material, carers' experiences, open discussion, question and answer sessions, small group and individual work, role-plays and extensive use of case studies. Participants who undertake the competency based training are required to complete the written assessment within one month of the final face to face delivery session. If participants encounter issues, they are encouraged to discuss the situation with a facilitator.

Disciplinary Procedures

Learning & Development staff encourage involvement from participants during the training sessions therefore it is very important that each participant is able to express their view without fear of criticism or ridicule by other participants. Ground rules are set in courses regarding respect towards other participants as well as any clients with dementia who may be referred to during class engagement (participants are reminded about the need for confidentiality). Participants are advised that clients mentioned must be de-identified. Should participants not abide by these ground rules, Learning & Development staff will remind them that their comment/behaviour is inappropriate and may follow one of these steps as appropriate:

- ask the participant to leave if the situation cannot be resolved satisfactorily
- make a note in the participant's file notes
- report the matter to the RTO coordinator
- report the matter to the participant's workplace.

Participant Records

In line with its responsibility as a Registered Training Organisation (RTO), Alzheimer's Australia Vic maintains the following participant training records for accredited programs:

- Name and contact details;
- Course attended and date;
- Record of competency attained, date attained and certificate number (where appropriate);
- Enrolment details
- The original assessment feedback sheet

It is a regulatory requirement of a registered training organisation (RTO) to report information about their training to the National VET Provider Collection managed by the National Centre for Vocational Education Research (NCVER). The information made available for these purposes will not identify individuals. For information on how data will be able to be accessed, refer to the NCVER's Data Access Protocols, available at www.ncver.edu.au.

In line with its responsibility as a Registered Training Organisation, Alzheimer's Australia Vic collects and records the VSN for relevant students enrolled in accredited courses. The VSN is a nine-digit student identification number that is assigned by a Victorian Government department to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training Institutions. The number, which is unique to each student, will be used as a key identifier on a student's records.

In accordance with its RTO requirements, Alzheimer's Australia Vic retains participant records of attainment of units of competency and qualifications for 30 years and assessment evidence for 6 months. Information about participants who have enrolled in accredited training must be provided annually to the National VET Provider Collection as set out in the National VET Provider Collection Data requirements policy.

Should you wish to access your files please contact Alzheimer's Australia Vic on 03 9815 7800 and ask to speak to the RTO Coordinator. You will be provided with access to your training records within 48 hours of receiving the request.

Continuous Improvement

Training participants are asked to evaluate each course and workshop. Learning & Development reviews, collates and records feedback from participants in accordance with the principles of continuous quality improvement. For ACN/RCNA APEC endorsed training, the evaluations are audited and collated during March and September and a report of the summarized findings for these 2 months is provided to ACN formerly RCNA. Feedback from participant evaluations is used to monitor and modify training on an ongoing basis to assist Alzheimer's Australia Vic in providing the most effective, relevant, evidence-based and practical training possible for participants.

Reasonable adjustment

We are committed to providing training and assessment services that reflect fair and reasonable opportunity and consideration for all participants regardless of race, ethnicity, religion, creed, gender or physical disability, in accordance with Victorian and Commonwealth anti-discrimination legislation. Facilitators and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the facilitator in the first instance or the relevant Learning & Development Program Manager secondarily if it is more appropriate.

Recognition of Prior Learning/Current Competency

Recognition of Prior Learning/ Recognition of Current Competency (RPL/RCC) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how they have been acquired. It includes competencies gained through formal study, work experience and other 'life' experience.

We aim to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place. RPL/ RCC will be discussed with you prior to commencement of an accredited program and an application form will be issued if you wish to apply. The next step is to complete this form with details of the experience and education that are relevant to your qualification. You need to support this application with evidence.

An interview with your assessor will be conducted to evaluate the validity of your application and extra information, further evidence or a second interview may be the outcome of that meeting.

You will be notified of the success or otherwise of your application by your facilitator/assessor.

Credit Transfer and National Recognition

Credit Transfer applies to nationally endorsed Training Packages and AQF accredited courses. All RTO's nationally are required to recognise an identical module/competency or similar module/competency that has been successfully completed at another educational institution or organisation. This guarantees consistency throughout Australia of the AQF qualifications and Statements of Attainment.

If you wish to apply, you will be required to complete an application form. You will need to support this application with evidence of modules/competencies that you have completed at another educational institution. The documents will be verified and you will be notified of the success or otherwise of your application.

Certification

Alzheimer's Australia Vic, issues an official Statement of Attainment on completion of the nationally recognised programs in accordance with the specifications of the Australian Skills Quality Authority (ASQA). For non-accredited training, Alzheimer's Australia Vic issues an RCNA APEC endorsed Certificate of Attendance for all participants, to be included in their individual respective continuing professional development program and record. The person responsible for issuing all certification, including nationally recognised Statements of Attainment, is the General Manager, Learning & Development.

Re-Issuing Qualifications

If your Certificate or Statement of Attainment document is misplaced or damaged please contact us to order a replacement. A fee of \$50 will be incurred. No fee is attached to the request for re-issue of a Certificate of Attendance.

Registered Training Organisation Status

Alzheimer's Australia Vic uses its RTO status in promotion of its training program strictly in accordance with the guidelines established by Australian Skills Quality Authority (ASQA). Alzheimer's Australia Vic is able to supply evidence of its RTO status to any person requesting it. Alzheimer's Australia Vic RTO number is 2512.

Contact Information

Should participants have any queries in regard to any aspect of Alzheimer's Vic's training and assessment processes, they are encouraged to discuss these with a facilitator, or contact:

The General Manager
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Alzheimer's Australia Vic
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Hawthorn, Vic 3122
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Email: accredited@alzvic.asn.au