



**Aged & Community Services
Association of NSW & ACT
Incorporated**

Participant Handbook

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MISSION

Providing leadership to the aged and community care sector and empowering and supporting ACS member organisations to provide quality aged and community care services.

VISION

Achieving measurable improvements in the wellbeing of residents and clients of member organisations by influencing government policy, advising on good governance and providing quality education.

CODE OF PRACTICE

The ACS Learning Centre is committed to delivering training services that meet the needs of industry and every effort will be made to ensure that the training is customised to meet those needs.

The following information outlines the standards to which the ACS Learning Centre will adhere.

- We are committed to providing a safe learning environment, which is conducive to the needs of participants. We have the capacity to deliver the nominated courses. We provide appropriate training facilities and use quality methods and materials.
- Our vocational education and training products and services are marketed with honesty and integrity. We will always accurately portray our role and ensure that the information provided to participants does not mislead or create false impressions.

EDUCATIONAL STANDARDS

The ACS Learning Centre will provide quality training and assessment services that recognize the diverse needs of learners and promote lifelong learning.

- All training and assessment services will be conducted in accordance with the policies and quality systems of the ACS Learning Centre.
- All training and assessment services are systematically evaluated and the outcomes used to continuously improve services offered.
- All training and assessment services are learner centered and delivered in accordance with established principles of adult learning. This extends to the training environment, trainer, resources and delivery modes to ensure they are responsive to the needs of participants.
- ACS is committed to the implementation of fair and equitable processes that promote maximum participation in training and assessment.

CONTACT DETAILS

Postal Address: PO Box 3124, Rhodes, 2138

Street Address: Level 3, 9 Blaxland Rd, Rhodes

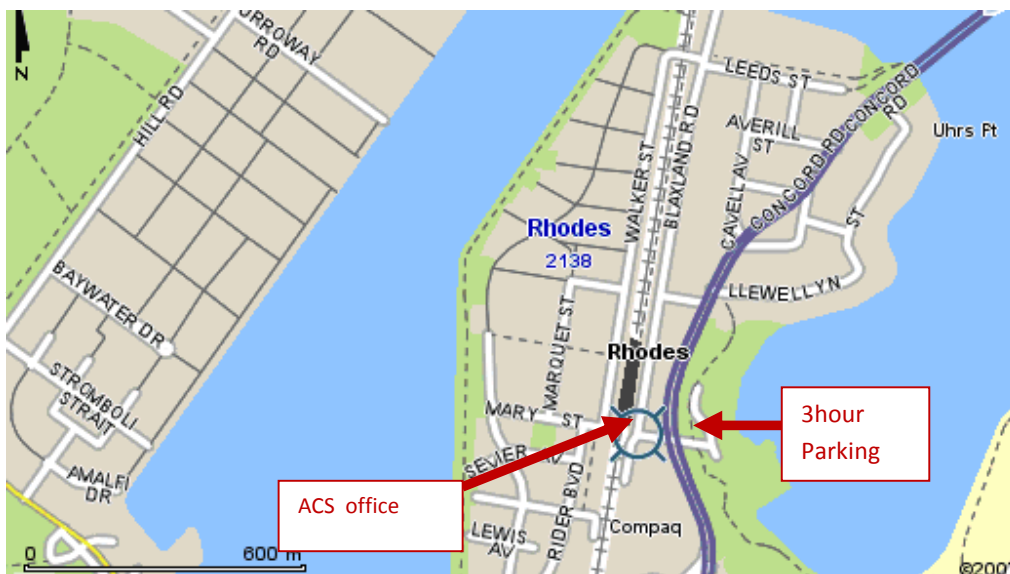
Phone: (02) 8754 0400

Fax: (02) 9743 4556

E-mail: mail@agedservices.asn.au

Website: www.agedservices.asn.au

LOCATION AND ACCESS



PARKING

There is limited unrestricted parking available in Blaxland Road and there is one hour and three hour parking in Bray St Reserve on the opposite side of Concord Road.

TRANSPORT ACCESS

ACS is located directly opposite Rhodes railway station on the east side.

BUSES

For bus schedules and routes contact the State Transit Transport Info line.



PRIVACY STATEMENT

The *Privacy and Personal Information Protection Act 1998 (the Privacy Act)* introduced a set of privacy standards for organisations within NSW. ACS Learning Centre recognises that the information required to organise and report on operations and services must be secured to ensure privacy for all parties.

These principles deal with the collection, storage, access, use and disclosure of personal information. They are designed to reduce the risk of the misuse of personal information. They also allow individuals a reasonable degree of control about what happens to their personal information.

The ACS Learning Centre will take reasonable steps to ensure that:

- personal information collected is relevant, accurate and current during the period of enrolment in ACS programs;
- collection of the required information does not embarrass or intrude on personal affairs;
- personal details will not be provided to any other organisation without permission.

Personal information will be kept for the period required by the NSW Vocational Education and Training Accreditation Board (VETAB) and destroyed after that period ensuring security from unauthorised use or disclosure at all times.

PROFESSIONAL BEHAVIOUR

While a professional relationship will follow many everyday courtesies and social conventions, it is very different to an ordinary social relationship or friendship. Some aspects of professional behaviour are outlined below.

RESPECT FOR OTHERS

Showing others respect is the basis of all professional behaviour. It includes:

- being courteous and having good manners
- being punctual
- keeping confidential details confidential
- being fair in all dealings
- keeping personal opinions of people private
- doing what needs to be done, not leaving it for others to do
- acceptance of constructive criticism
- dealing with sensitive issues privately
- making allowances for other's mistakes
- listening to others
- apologising for any errors or misunderstandings
- speaking clearly and in language others can easily understand.

RESPONSIBILITY AND INTEGRITY

All professionals need to take responsibility for themselves and their work. They need to consider consequences and the impact on others.

- If you are delayed, let the other person know as soon as possible.
- Ensure you have made yourself clear to avoid any miscommunication.
- Be reliable and dependable.
- Use grievance processes constructively.
- Ensure you present yourself pleasantly with good hygiene and appropriate dress codes.

COMMITMENT TO QUALITY

A professional always aims to give the best they can. Never give out work you are not proud to have your name on, always do your best work, and the results will reflect these attitudes.

HOUSEKEEPING RULES

MOBILE PHONES

Mobile phones are to be switched off during class. If you are expecting an urgent call discuss this with the trainer.

PUNCTUALITY

It is the responsibility of each participant to arrive to class on time.

MEAL BREAKS

Times of meal breaks and rest breaks will be as scheduled in the program.

TIMESHEETS

If your facility requires a time sheet to be signed by the trainer, it is your responsibility to hand it to the trainer each session.

SMOKING FACILITIES

Participants must refer to the smoking policy of ACS or the policy of the facility where a course is being held.

HAZARD AND INCIDENT REPORTING

If you identify a hazard or potential hazard in the learning environment it is your responsibility to report this to the trainer.

If you are involved in an incident whilst attending the course (e.g. fall) you must complete an incident form and report it to the trainer as close as possible to the time of the incident.

FIRE SAFETY

The trainer will inform you of the procedure to follow in the event of a fire alarm. Please observe this if the alarm goes off.

ABSENCE

If you are not able to attend your course it is your responsibility to contact your trainer and your employing facility.

PHOTOCOPY FACILITIES

ACS does not provide photocopying services for participants.

LIBRARY FACILITIES

If you are attending an accredited course at ACS there is a reference library on site.

Your trainer will advise where you can access resources to support you throughout the course. Refer to ACS Registered Training Organisation (RTO) Education Coordinator.

CONFIDENTIALITY

Confidentiality is an aspect of privacy. It relates to all aspects of your study and work.

Personal information about residents in your care should not be disclosed in the classroom situation. You may speak about situations but the names of residents and identifying information must not be disclosed. Similarly, personal information pertaining to other participants which may be disclosed during classroom discussion must be respected and confidentially maintained.

You must also maintain the confidentiality of the organisation in which you work. Take care when discussing sensitive issues relating to your workplace in a public area such as a classroom.

ACCESS AND EQUITY

PARTICIPANT DIFFICULTIES

If you are experiencing any difficulties with the course or qualification you are undertaking due to language, literacy or numeracy issues, or special needs, please discuss them with your assessor/trainer.

You may be granted extra time to complete assessment tasks or be offered additional assistance. If you find you are not getting sufficient support please discuss this first with your trainer. If you are not satisfied with the outcome you can contact the ACS RTO Education Coordinator on 8754 0400.

PARTICIPANT WELFARE

The ACS Learning Centre is committed to providing the support necessary for participants to succeed in the course or qualification they are undertaking. If you are a participant who is experiencing emotional, family, work, health or addiction problems that are having an impact on your learning, please contact your trainer or the ACS RTO Education Coordinator.

COMPLAINTS AND APPEALS PROCEDURE

ACS has a fair and equitable process for dealing with participant complaints/appeals.

In the first instance, you should contact the Assessor/Trainer for your course to obtain a Complaint/Appeal Form to discuss and document your complaint. You may also contact the RTO Education Coordinator at ACS if you are unable to resolve the complaint with your course assessor/trainer.

You are entitled to appeal an Assessment or Recognition of Prior Learning judgment if you feel the assessment process was unfair. To lodge an appeal against an assessment decision you must complete a Complaint/Appeal Form and submit it to the ACS RTO Education Coordinator for action.

In the event that complaints/appeal cannot be resolved internally the matter will be referred to an external mediator. The cost of the mediation will be shared equally.

If you are not satisfied with the outcome of a complaint/appeal you also have the right to contact the National Training Complaints Hotline: 1800 000 674.

SERIOUS MISCONDUCT

Serious misconduct is behaviour that will result in participant suspension pending investigation and then may lead to permanent suspension from the course. Investigation of serious misconduct is conducted through the ACS grievance/complaint process.

The following actions are regarded as serious misconduct:

- Any action which threatens the health, safety and welfare of others.
- Violence of any kind.
- Harassment, discrimination, humiliation, denigration in the form of humour or comments etc on the basis of gender, race, education, ethnicity, age, marital status, religion, disability or sexual preference.
- Theft, misuse or damage of ACS facilities and/or resources.
- Improper use of the information including participant/organisation details and/or training and assessment resources.
- Attendance at a course whilst under the influence of alcohol or other substance abuse (legal or illegal) that impedes judgment.
- Denigrating the image of, or bringing into disrepute ACS, its Board, regions, staff, policies, awards or actions to participants in a group or individual basis.

In the event of a participant being permanently suspended from a course before completion, ACS will issue a Statement of Attainment for the units of competency achieved before the suspension.

WORKPLACE MENTORS

A workplace mentor will be allocated to support you throughout your course. Workplace mentoring forms an intricate part of programs such as the Certificate Level IV in Aged Care Work and involves the forming of a relationship whereby a more experienced staff member guides a less experienced staff member through a learning process. This relationship becomes a very important part of the learning experience for the student.

WHAT IS A MENTOR OR MENTORING

- Mentoring usually involves one mentor and one mentee working together to meet common goals through a somewhat informal and indirect process of influence.
- Mentoring exists over the term of the training course and often into the graduating student's new role.
- It is primarily a voluntary activity which is viewed as intrinsically beneficial.

COURSE OR QUALIFICATION OUTLINE

At the commencement of training you will be provided with a list of the course content and assessment requirements. Your trainer will explain these to you to ensure you understand the learning outcomes or competencies you will need to achieve.

Successful completion of an accredited course is also dependent on a minimum of 80% attendance rate at the course.

RECOGNITION OF PRIOR LEARNING (RPL) & CREDIT TRANSFER (MUTUAL RECOGNITION)

RPL and credit transfer (Mutual Recognition) is available to all participants on accredited courses.

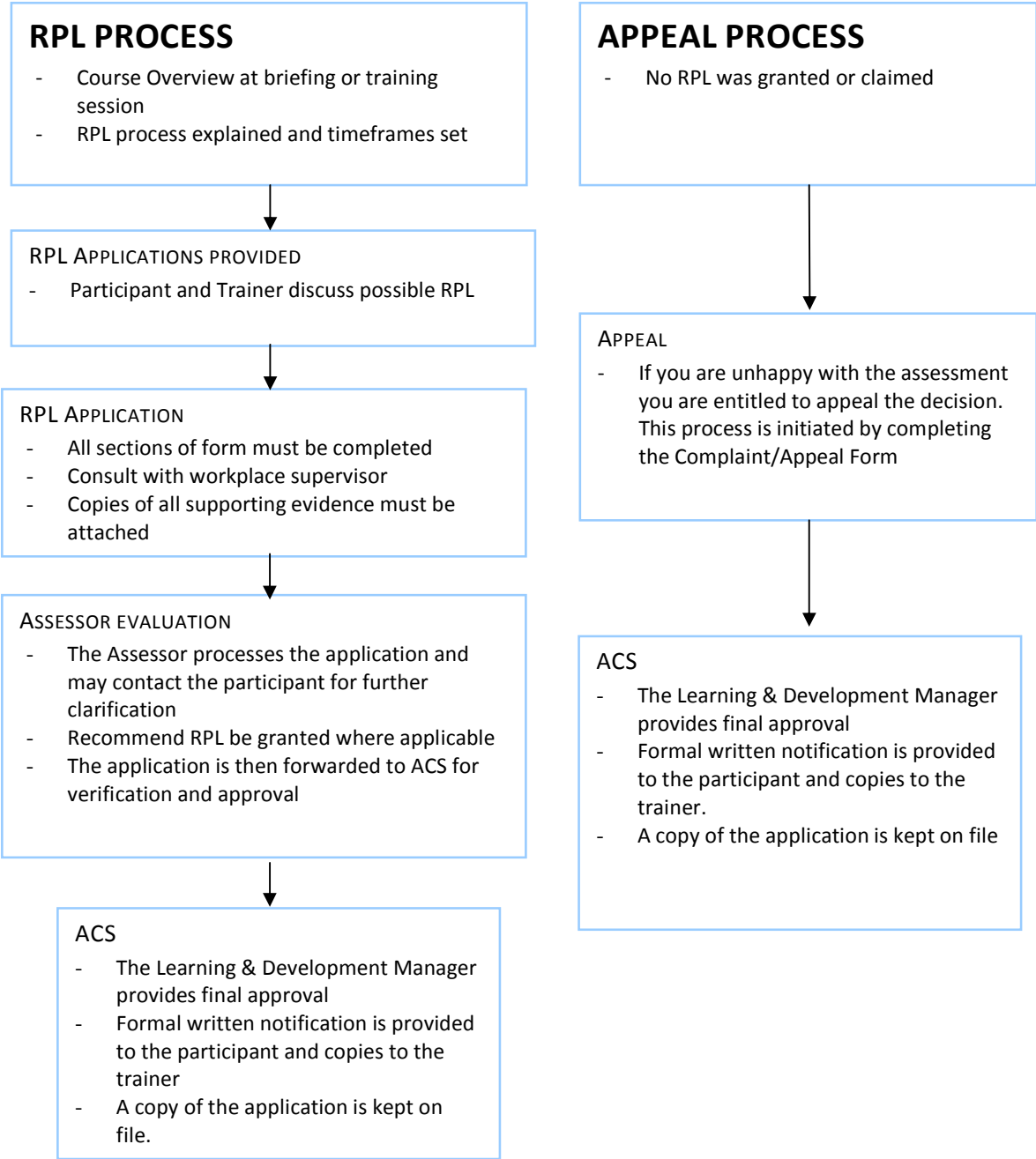
Some people have skills and knowledge that enable them to gain a qualification without completing a standard training program or course. These skills and knowledge may have been gained through some other form of study, formal training, self-tuition, work experience or life experience. RPL is an assessment process that assesses this non-formal and informal learning to determine the extent to which an individual has achieved the required learning outcomes and competency outcomes of a qualification.

Credit transfer (mutual recognition) allows participants to count relevant completed studies – achieved at TAFE colleges, accredited private providers, professional organizations or enterprises and universities – towards their current course qualifications. Fundamental to the Australian Quality Training Framework is the recognition of qualifications and Statements of Attainment issued by other registered training organisations. ACS will provide recognition for Statements of Attainment and/or qualifications issued by other RTO's, where relevant to your current program of study.

At the briefing session and/or the first training session your coordinator/trainer will also explain the RPL and credit transfer process and make the applications available to you to complete, if appropriate. It is then up to you to complete the application and submit the evidence to support your claims. If you wish to commence this process prior to the course, please contact the RTO Education Coordinator on 8754 0400. You will be required to attend the coursework until your application is approved.

Please discuss your intention to apply for RPL/credit transfer with your trainer so that you understand the amount and type of evidence you will need to provide. Once the application has been assessed you will be provided with notification of the outcome via mail. If you are not satisfied with the outcome you have the right to appeal the decision. Speak with your trainer who will provide you with the correct form to make an appeal.

THE RPL AND APPEAL PROCESS



ASSESSMENT

All workplace assessments will be conducted by a Workplace Assessor who fulfils the criteria of the National Guidelines for conducting assessment contained within the relevant Training Package or accredited course.

Assessment methods will vary depending upon the course or qualification you are undertaking. These methods will be explained to you at the commencement of the course or assessment program.

You may be required to:

- give an oral presentation
- complete written exercises
- complete an assignment
- keep a workplace journal
- perform a simulated task
- perform a workplace assessment

You are deemed competent when all outcomes or competency elements are successfully completed within a module or unit of competency. To demonstrate competency the participant must satisfactorily complete each assessment task. If you have been absent for a session or an assessment, it is your responsibility to ensure you receive the required information and that you make arrangements with your trainer to complete the assessment.

The assessment outcomes are either:

- **Competent:** the participant has demonstrated competency in all relevant tasks.
- **Not Yet Competent:** the participant has not yet demonstrated competency in all relevant tasks, and further training or reassessment must be undertaken.

If you are assessed as Not Yet Competent you will be given another two opportunities for reassessment to demonstrate your competency without needing to attend further training.

You have the right to ask for reasonable adjustment to be made to an assessment task if you consider a particular assessment will disadvantage you provided it does not compromise the integrity or rigour of the assessment. You also have the right to lodge an appeal if you are given a Not Yet Competent outcome (refer to Complaints and Appeals Procedure).

HANDING IN ASSIGNMENTS

It is the participant's responsibility to ensure assignments are handed in on time. All assignments should be signed and dated with the assessment cover sheet completed and attached. Please ensure your student ID number is also completed.

When handing in an assignment a **SECOND COPY** should be retained by the participant in case the original is misplaced or damaged.

If you require an extension of time to complete an assessment you must contact your trainer or the RTO Education Coordinator to discuss this.

FEEDBACK TO EMPLOYING FACILITY

If you are participating in a course which is funded by your employing facility, it may be necessary to provide progress reports to your employer. In this instance you will be asked during the orientation process to give consent for this to occur.

COURSE FEEDBACK AND EVALUATION

The ACS Learning Centre values your feedback and strongly encourages you to complete the course evaluation form at the completion of the training. All feedback is anonymous unless you opt to provide your name on the form.

The feedback you provide will be used as part of our review processes to continuously improve our training services. It improves the courses for future participants.

ACCESS TO RECORDS

ACS supports the right of learners to have timely access to current and accurate records of their participation and progress.

During a course you may contact either your trainer or the RTO Manager to discuss your progress or to request access your records. On completion of a course you will be informed of your results and issued with a certificate for the units of competence you have achieved.

If you require a replacement certificate at a later time please contact the RTO Manager to request one. There is an administration fee for a replacement certificate.

PLAGIARISM

It is acceptable for participants to work together to research or to prepare for writing an assessment task. However each individual must write their own work.

Plagiarism is where one student copies another student's work **with or without** their permission and submits it as their own. It is also plagiarism to copy work directly from any other source (e.g. book or internet) and claim it as your own.

All written assessment tasks must include an assessment task cover sheet where you are required to sign a declaration stating that the work you are submitting is your own.

If your trainer, assessor or ACS RTO Coordinator suspects an incident of plagiarism involved, participants will be contacted and given an opportunity to provide an explanation. Depending on the circumstance participants involved may be required to undertake to complete an additional assessment task in order to be deemed as competent.

CERTIFICATE/STATEMENT OF ATTAINMENT

Upon the successful completion of an accredited course or national qualification you will be issued with a Certificate and a transcript of the competencies achieved. All certificates issued display the VETAB and NTIS symbols which are recognised nationally.

Where you do not complete all the requirements of an accredited course you will be issued with a Statement of Attainment for those units of competency which were successfully completed.

WITHDRAWAL AND REFUND POLICY

All course fees are advertised on the course marketing material. Unless otherwise stated, fees cover the training and all course materials.

COURSE CANCELLATION

If a course is cancelled a full refund will be paid to the participant or organisation that paid for the course.

WITHDRAWAL

All notifications of withdrawal should be provided in writing. Phone notifications will not be accepted unless followed by a fax or email notification within 24 hours of the phone call.

Notifications of withdrawal during a course

Should be provided in writing providing the reason for withdrawal (FLC 46). This information will be treated confidentially.

Withdrawal 14 days or less prior to the event

Should you withdraw from a course within 14 days or less prior to the commencement date of the course no refund will be payable. Exceptional circumstances will be considered at ACS's discretion.

Withdrawal more than 14 days prior to the event

If you withdraw from a course 15 days or more prior to the commencement of the course, and notification is received in writing, a refund will be provided less a \$55 administration fee per person.

Please note: Postage is not proof of receipt. If you have posted notification of withdrawal it is advisable to follow up with a phone call to ensure it has been received at ACS.