



STUDENT HANDBOOK

RTO Number 32047

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Welcome

Congratulations on choosing to study with Carers Queensland (RTO number 32047). Carers Queensland is the peak body representing and advocating on behalf of carers throughout Queensland. We work collaboratively with the Carers Associations in each state and territory and our partners to influence the development of policies and essential services at a state level.

Our core work includes:

- representing the voice of carers
- raising awareness of carers and caring in our communities
- research, policy development and effective advocacy
- providing quality services and programs to support the needs of carers and the people they care for

As part of our support for Carers, we provide accredited training through the Carers Queensland Registered Training Organization (RTO) that specialises in providing training to Carers. Now that you have made the decision to study, you are likely to have many questions. This handbook will provide you with important information you should know as a student. We wish you the best of luck and look forward to helping you realise your career and study goals.

About Carers Queensland

Carers Queensland is dedicated to advancing the recognition of the carer's role. In striving to achieve this, Carers Queensland responds to the needs of carers by providing training (both accredited and non-accredited), information, community development, counselling, support services and advocacy. We are an organisation dedicated to improving the lives of unpaid personal carers.

Mission

To improve the quality of life of all carers throughout Queensland.

Vision

An Australia that values and supports family carers

Values

Our values are intrinsically linked to the values of human rights for everyone, regardless of nationality, ethnicity, disability, social and economic status, gender, sexual orientation, age, beliefs or contribution to society.

We believe:

- Everyone has the right to make choices about their own lifestyle, within their capacity to do so and the resources available to them;
- A person who provides care for another person has the right to recognition of their contribution to society;
- People have the right to participate in an informed way in the shaping of public policies and programs that impact their lives;
- People living in remote and rural areas should have easy access to the services they require;
- Carers should not be disadvantaged in any way because of their caring role.

Locations

Head Office:

15 Abbott Street, Camp Hill 4152
Phone (07) 3900 8100

Brisbane North:

236 Stafford Road, Stafford 4053
Phone: (07) 3624 1700

Brisbane South:

1/1414 Logan Road, Mount Gravatt East 4122
Phone: (07) 3723 5001

Ipswich:

Level 3,
28-30 Thorn Street, Ipswich 4305
Phone: (07) 3454 0550 (Carer Services)
(07) 3454 0500 (NDIS, LAC, PITC)

Darling Downs: (Toowoomba)

Level 2,
632 Ruthven Street, Toowoomba 4350
Phone: (07) 4646 2899 (Carer Services)
(07) 4646 2800 (NDIS, LAC, PITC)

South Coast: (Gold Coast)

1/24 Cotton Street, Nerang 4211
Phone: (07) 5596 5726

Sunshine Coast:

1/10 Wrigley Street, Maroochydore 4558
Phone: (07) 5451 1882

Central: (Rockhampton)

Carer Services
1/83 West Street, Rockhampton 4700
Phone: (07) 4921 4486

NDIS, LAC, PITC

Level 2
39 East Street, Rockhampton 4700
Phone: (07) 4994 1600

Mackay:

4/19 Palmer Street, Mackay 4740
Phone: (07) 4944 0544

Wide Bay: (Hervey Bay)

Signature Building
8/19-21 Torquay Road, Pialba 4655
Phone: (07) 4124 0922

Northern: (Townsville)

210 Ross River Road, Aitkenvale 4814
Phone: (07) 4725 8853

Far North: (Cairns)

1/320 Sheridan Street, North Cairns 4870
Phone: (07) 4031 0163

South West: (Roma)

144 McDowall Street, Roma 4455
Phone: (07) 4622 1270

Carers Queensland RTO

Carers Queensland is a Registered Training Organisation (RTO). In this section you will find information about what an RTO is, what courses we offer, and where you can go to get more information about Vocational Education & Training (VET).

What is a Registered Training Organisation (RTO)?

An RTO is an accredited training provider that has been approved by the Australian Skills Quality Authority (ASQA). ASQA is the national VET regulating body. As a student, you are about to begin an accredited training course that can result in achieving a nationally recognised qualification.

As an RTO, Carers Queensland is regularly assessed by the regulatory authority to ensure that the training and education courses we offer are delivered in adherence to the national VET Quality framework.

More about the Australian Skills Quality Authority (ASQA)

More information on ASQA and the national Standards for RTOs are available at www.asqa.gov.au. ASQA is the regulating body for all RTOs that ensures RTOs' compliance against the national standards. These standards are intended to provide the basis for a nationally consistent, high quality VET system.

Accredited training

Accredited training leads to a formal qualification such as a Certificate, Diploma or Advanced Diploma. These qualifications are recognised across Australia in line with the common standards and assessment guidelines outlined in national training packages. All training packages are designed with comprehensive input from industry to ensure that training is relevant to the current workplace. Carers Queensland is currently registered to deliver CHC33015 Certificate III in Individual Support.

State government funding

Skilling Queenslanders for Work initiative (SQW):

Training offered under the Skilling Queenslanders for Work initiative will be delivered fee-free to eligible unpaid carers ("unpaid carers" includes those receiving a carers allowance or carers payment benefit) as disadvantaged job seekers. An assessment by a Carers Queensland trainer will determine your eligibility.

Certificate 3 Guarantee Program

Carers Queensland is a 'Pre-Qualified Supplier' under the Queensland Government's Certificate 3 Guarantee Program. Students can only access the Certificate 3 Guarantee subsidy **once**, so it is important that you choose the right course to take full advantage of this opportunity.

For more information on the Certificate 3 Guarantee, see the link below:

<https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

Support services

Carers Queensland will support you in your studies throughout the duration of your course. All students will have direct access to their trainer in business hours on their working days. If you are having trouble with the content of your course, your trainer will be available to answer your questions and help you get back on track. You may contact your trainer via email, our Carers Queensland website, phone or SMS between the hours of 9am – 4.30pm.

Carers Queensland support programs

Carers Queensland offers other support services through various programs. These include:

- Free telephonic and face to face counselling services
- The Carer Advisory Service
- The Young Carers program
- Culturally and Linguistically Diverse program
- Family Support and Advocacy program
- Carer Support Groups
- Better Start program
- No Interest Loans Scheme (NILS®)
- National Disability Insurance Scheme (NDIS)
- Empower Care

For further information on these services and others, please visit our website at www.carersqld.asn.au or contact administration at Carers Queensland.

Non-accredited training support

Non-accredited training refers to structured training that does not lead to a qualification within the Australian Qualifications Framework. Carers Queensland's existing suite of non-accredited training products includes:

- 'Job Club' - Carers Queensland offers support to carers looking to enter or return to the paid workforce. Training focuses on developing a resume, responding to Selection Criteria and other aspects of returning to paid employment.
- NDIS readiness training for consumers and service providers

Additional training products can be developed or tailored to meet an identified group or workplace needs. If you would like further information about the non-accredited and other informal training we provide, please call the Carer Advisory Service on 1800 242 636.

Language, Literacy & Numeracy (LL&N) support

Carers Queensland aims to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements and other special learning needs. All students are required to complete a LL&N checklist and test upon enrolment. In the event of language, literacy and/or numeracy support needs being identified, the support staff will contact the student to discuss their needs and an appropriate support strategy.

Students have a responsibility to disclose to their trainer any concerns they may have about their capacity to participate because of language, literacy or numeracy challenges.

Carers Queensland will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of LL&N support that Carers Queensland can offer include:

- Reasonably adjusted assessments, where possible (i.e. – using verbal questioning instead of written where the unit allows).
- Ensure that documents and forms are written and formatted in plain English.
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used.

Applying to study with Carers Queensland

Carers Queensland Education and Training Unit provides its accredited training courses to students who are 18 years of age and over, and who have completed Year 10 or equivalent (variations may apply at the discretion of Carers Queensland)

Course announcements

Information about forthcoming training opportunities is sent out to all carers registered on our database. Training courses are also advertised in our bi-monthly magazine *First*, on our website, (<http://carersqld.asn.au/training>), on social media (Facebook) and through mail-outs to other community organisations.

You can make an enquiry about upcoming training opportunities at any time via email or by phoning us on 07 3900 8123. We will retain your information and contact you when we have determined the next suitable course commencement date.

Prospective applicants are required to lodge an *Expression of Interest* in the first instance. Once we received an Expression of Interest, a Carers Queensland trainer will contact you to discuss your interest, eligibility, any special needs or obstacles and your personal circumstances (e.g. carer responsibilities) to help you determine the best learning pathway.

Course fees & charges

As a not-for-profit organisation with a mission to support and empower carers, Carers Queensland strives to provide training to carers at the lowest possible cost. All courses we offer are supported by the Certificate III Guarantee subsidy scheme, and fees for individual courses are set based on additional funding program conditions, which may vary.

In circumstances where state government funding is not available to cover all fees and costs, Carers Queensland may need to charge a small student contribution fee per unit. All fees and any additional charges will be advised in writing when a new course is announced.

Carers Queensland does not charge fees for additional services such as issuing replacement certificates, statements of attainment or assessment re-sits.

Our Trainers / Assessors

All Carers Queensland trainers / assessors hold Certificate IV in Training and Assessment or equivalent and relevant industry experience as per VET Quality Framework standards. They continually undertake professional development to retain industry currency and remain at the forefront of vocational education.

Entry requirements

To be eligible for our accredited courses, applicants must:

- be caring or have recently cared for a family member or friend;

- meet the eligibility criteria for the relevant government funding program, Certificate 3 Guarantee Program. (Interested carers can access more information about eligibility criteria for the Certificate 3 Guarantee Program at www.training.qld.gov.au, or talk to a staff member from our Education & Training Unit);
- obtain a working with children's check clearance number;
- obtain a National Police Check clearance certificate;
- obtain a Unique Student Identifier;
- provide photo identification;
- meet the language, literacy and numeracy requirements through the LL&N diagnostic tool prior to enrolment.

Your rights as a student

Carers Queensland recognises that students have the right to:

- High quality training that recognises and appreciates their individual learning styles and needs;
- Access Carers Queensland services regardless of educational background, gender, marital status, disability, sexual preference, race, colour, religious or political affiliation;
- Be appropriately recognized for their prior learning, acquired competencies and experience when determining their training and assessment needs;
- Be advised of learning outcomes and assessment tasks prior to the commencement of the training program;
- Appeal for a review of assessment results;
- Learn from fully qualified, competent and diligent trainers who have the responsibility to address students' learning needs, assist them to achieve course outcomes and assess their work fairly;
- Learn in a safe, clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect Carers Queensland to be ethical and open in their dealings, their communications and their advertising;
- Privacy, confidentiality and secure storage of student records in accordance with the organisation's policies;
- Be provided the opportunity to provide feedback to Carers Queensland regarding any aspect of the course undertaken.

Your responsibilities as a student

Upon enrolling as a student with Carers Queensland, you agree to:

- Treat others with respect, fairness and courtesy in all dealings (including through electronic and social media);
- Be punctual and regular in attendance;
- Submit assessments by agreed date or seek an extension of time before the due date;
- Observe the Workplace Health and Safety requirements in training rooms/buildings;
- Avoid any behavior which may offend, embarrass or threaten others;
- Not engage in plagiarism, collusion or cheating in any assessments;
- Provide adequate notice of any changes to your enrolment status;
- Provide accurate information about yourselves at enrolment;
- Advise Carers Queensland of any change to your address or contact details within 7 days;
- Seek clarification of your rights and responsibilities when in doubt;
- Advise your trainer in due time if you are unable to attend a class;

- Participate in our RTO Quality & Continuous Improvement processes, which may include participating in surveys conducted periodically throughout the course (anonymity assured);
- Complete a student employment survey within three months of completing or discontinuing the qualification;
- Complete the Course Withdrawal paperwork if you have formally enrolled in the Certificate III course and you decide to withdraw any time of your choice. Please let your Trainer know of your decision as soon as possible and you will be provided with the relevant paperwork. If you decide not to return to study, the paperwork will be mailed for you to complete and return to Carers Queensland as soon as possible.

Unique Student Identifiers (USI)

Personal information may be collected to assess an individual's entitlement to funding and Carers Queensland will disclose this information to the Department of Education and Training (DET) for these purposes.

As part of the enrolment process, STUDENTS are required to obtain a **Unique Student Identification number (USI)**. **It's easy to create your own USI**. You will need at least one form of identification such as: a driver's license, Medicare card, Australian passport, Immigration card etc. Then simply visit www.usi.gov.au and follow the prompts. This must be done before you commence the course, as it must be recorded on your enrolment form.

Why do I need a USI?

Your unique student number stays with you for life. So if you study with different training providers, access to your training records and results (transcripts) can be obtained whenever you need them. Once obtained, you can access your USI online from your computer, tablet or smart phone, giving you access to your training records and results at your fingertips (www.usi.gov.au)

Okay, I got my USI, what now?

When you are ready to apply, please submit your expression of interest to: rtoenquiries@carersqld.asn.au

or in writing to,

Carers Queensland Education and Training Unit
PO Box 179, Hollad Park
Qld 4121

P: (07) 3900 8123

You may post, e-mail your information or drop it in personally.

N.B. Please advise your trainer should your enrolment details (e.g. address/phone numbers etc.) change at any time during the course of your studies.

Course outline

CHC33015 Certificate III in Individual Support (Disability)

This qualification addresses work, primarily in residential facilities and in-home service provision, under direct or regular supervision within clearly defined organisation guidelines and service plans.

Workers in these roles will be expected to:

- carry out activities to maintain personal care and/or other activities of living for people in a disability care / aged care setting or in their own homes
- carry out activities related to an individualised care plan
- report directly to a supervisor and not be responsible for other workers.

NOTE: This course includes a compulsory **120 hours** of professional **work placement** with an approved aged care or disability care provider (depending on the stream being offered).

Training locations

We aim to offer our Certificate III level training annually at one or more sites across Queensland. Training *sites* are selected based on areas where a need for training has been identified, there is evidence of industry demand, and appropriate funding is available to cover training costs. These locations are advertised as per the “Course announcement” strategies identified above.

Training *venues* will be finalised by the close of the Expression of Interest period, and are selected based on group size, venue quality, accessibility, availability and suitability to the needs of learners. Learners will be advised of the training venue before enrolment is confirmed.

Delivery mode

We use a blended delivery model which provides the flexibility that carers require, combining face-to-face classroom learning with electronic resources.

As a student, you can expect:

- your existing skills and knowledge to be recognised and valued;
- to be encouraged to share your experiences when they are relevant to the subject and will be of benefit to your fellow learners;
- information to be presented in small, manageable chunks;
- to be encouraged to ask questions;
- to be given clear instructions, presented in a logical sequence;
- to be asked questions to confirm your understanding;
- to be given lots of practical examples and demonstrations;
- to be given opportunities to apply new knowledge and practice new skills, including role plays;
- to work both independently and as part of a group.

Volume of learning & duration

The full qualification usually takes 10 – 12 months to complete. Carers Queensland understands that the caring situation can mean that some students will need more time to complete the qualification. If this is the case, please discuss this with your trainer so that an extension of time may be considered. Likewise, should you be deemed not yet competent on completion of training and assessment, please

discuss this with your trainer so that necessary support can be put in place to help you complete your assessment successfully and gain your qualification.

The volume of learning offered by our organisation may vary per student depending on your existing skills and knowledge. More experienced students are likely to complete at the lower end of the volume and less experienced at the higher end.

Each student is provided with textbooks (for the duration of the course) and other learning material and it is expected that students will study outside of designated classroom time. As well as classroom-based learning, tutoring sessions are available each week. Your assessor will notify you of their office hours which may vary depending on their training schedules. For those who are unable to leave home, home-based tutoring may also be available.

Career pathways

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centered support to people who may require support due to disability or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centered support.

This course has been developed in consultation with those who work in the industry. Successful completion of the CHC33015 Certificate III in Individual Support (Disability) may lead to employment opportunities, including:

- Assistant in Nursing;
- Home Care Assistant; or
- Personal Care Worker
- Disability Support Worker

Please note: This course provides skills and knowledge in line with the industry standards, but does *not* guarantee a job.

Upon successfully completing this nationally recognised qualification, you will be able to:

- Demonstrate improved workplace communication skills and provide person-centered support;
- Identify safe work practices for direct client care; and
- Understand day-to-day activities in healthy and community care industries.

Program content

- 13 units must be completed for this qualification including, 7 core units and 6 elective units.

Core units

- CHCCCS015 Provide individualised support
- CHCCCS023 Support independence and well being
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- CHCLEG001 Work legally and ethically
- HLTAAP001 Recognise healthy body systems
- HLTWHS002 Follow safe work practices for direct client care

Elective units

Disability Care stream

- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS002 Follow established person-centred behaviour supports
- CHCHIS003 Support community participation and social inclusion
- CHCDIS007 Facilitate the empowerment of people with a disability
- CHCCCS024 Support individuals with autism spectrum disorder
- CHCDIS004 Communicate using augmentative & alternative communication strategies

Exit Points

This program has a mandatory 120 hours of practical work placement. This is usually completed toward the end of the program; therefore, students who exit before completion of the placement will not be eligible for a Statement of Attainment.

Resources provided to students

All students will receive for the duration of the course:

- Aspire Learner Guide;
- Smallprint Learner Guide;
- Carers Queensland assessment tools; and
- Additional resources as required for assessment.

Assessment

Carers Queensland's assessment processes have been designed for flexibility with the needs of carers in mind. Carers Queensland is committed to ensuring that our assessment processes are valid, reliable, flexible and fair through our continuous improvement process and they are endorsed by industry and are consistent with the Australian Qualifications Framework.

Assessment methods

A number of methods of assessment will be conducted for each unit of competency. Some of the methods are:

- **Workplace Observation**
The student will be observed performing a series of work-based tasks in a real work environment to determine their competency.
- **Simulated Workplace Observation**
The student will be observed performing a series of work-based tasks in a simulated work environment to determine competency.
- **Written assessment**
The student will be given the opportunity to demonstrate competency through written questions and case studies.

Repeat assessments

Should a student be deemed unsatisfactory, the following process will occur:

- **Stage 1:** Student deemed unsatisfactory in FIRST assessment
Students who are deemed to be unsatisfactory are to be provided with information identifying the areas in which they failed to achieve competency.
Students will then have the opportunity to repeat the assessment task ("First re-sit").
- **Stage 2:** Student deemed unsatisfactory in FIRST re-sit
If the student is again deemed unsatisfactory they will be provided with information identifying the areas in which they failed to achieve competency.
The student must then participate in a new assessment task ("Second re-sit").
- **Stage 3:** Student deemed unsatisfactory in SECOND re-sit

If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.

Carers Queensland will determine the time at which the assessment will be available. The student may be liable to pay a fee to be determined by Carers Queensland to cover the cost of extra tuition.

Once competency is achieved in **all** performance criteria for a unit, students will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students who may have issues about their results should discuss their concerns with their trainer. If concerns remain, students should refer to Carers Queensland's Feedback and Complaints Policy (see the "Our Policies" section of this handbook).

Recognition of Prior Learning (RPL)

All students have the right to request assessment through **the recognition of prior learning process (RPL)** – a process designed to recognise any skills or knowledge that you already have. RPL can include a combination of formal and informal training, education and/or work or life experience. If you think you have the skills and knowledge, which can be used to assess competency, please talk to your trainer. The trainer/assessor must be able to collect enough evidence from the student to match against the criteria set out in the competency standard of the relevant training package.

RPL evidence could include:

- Certificates or results from prior learning;
- References/statements from previous employers;
- Third party reports/e-mails/evidence from students and work samples.

Work placements

What is work placement?

The Certificate III in Individual Support (Disability) includes a compulsory 120 hours of work placement that must be completed before a student can be deemed competent. This work placement is usually (but not always) taken towards the end of the course. It is part of your course and it is designed to help you better understand what you have learned by putting it into practice in the workplace for a specific period of time. Participation in practical placement will give you the opportunity to:

- Apply knowledge and skills learned from your course in the workplace
- Gain skills that are recognised by industry
- Get to know employers' expectations
- Increase your employment options and employability skills
- Make contact with employers and expand your industry network.

How do you get a work placement?

Carers Queensland will assist students to arrange suitable unpaid work placements and work experience opportunities with a host organisation.

Students can increase their prospects for a quality placement experience by:

- Researching and identifying preferred, suitable and accessible organisations in their own time, and sharing this information with their trainer early in the course
- Making their own approaches to organisations – ***only** with the prior knowledge and support of the trainer (*this is because organisations often prefer to be contacted by the RTO rather than by the student)
- Promptly supplying all documentation required to secure a 'Blue Card' when requested by the trainer in the first few weeks of the course.

For some placements, you may be required to undertake a medical check or police check prior to commencement.

What if you already have a job?

Sometimes students undertaking our courses are already employed and in these instances, students are usually able to undertake work placement hours at the facility/organisation where they already work. Please talk with your trainer about your current workplace to ensure that it is appropriate for ensuring:

- you can acquire the practical skills that you need for your course.
- the supervisor can support you while you are learning and practicing new skills.
- the supervisor is happy to work with and communicate with the trainer.

Please note that paid employment may affect a student's eligibility for funding.

Workplace assessment

During work placement students will be required to undertake a number of specific tasks under the supervision of a workplace supervisor and the visiting Carers Queensland Trainer/Assessor. During the observation, the assessors will sign the Practical Observation Checklist and record feedback of

competence against the mandatory performance criteria. This, together with feedback from the workplace supervisor, will form evidence of competence.

Work attitude

During the placement you will be expected to behave like a new employee, following the rules of the workplace and the reasonable directions of the workplace supervisor and other employees. You will need to comply with all WH&S policies and procedures, as well as other protocols that are practiced by the host employer. Additionally, you will need to:

- Be willing to learn;
- Be proactive – offer to help, ask questions and seek feedback on your performance to help you to improve;
- Complete the tasks assigned to you by the workplace supervisor;
- Listen to instructions and ask questions;
- Be polite, courteous and well-mannered with all staff members and clients;
- Dress appropriately;
- Start your placement on time each day;
- Take only the allocated time for lunch and other breaks, returning promptly to your work;
- Contact your workplace supervisor and Carers Queensland Student Services immediately if you are unable to attend your placement.

Note: If a student loses their work placement due to poor work performance, Carers Queensland will not be responsible for finding a new employer.

General Information

Carers Queensland has policies and procedures covering all aspects of the work it conducts and the administration of its operations. Many of these policies are available on our website and a summary of some of the general policies are included below or elsewhere in this Student Handbook.

Access & equity

Carers Queensland has a policy of equal access to training for all people seeking to enhance their knowledge and skills. Our policy details our commitment to providing a workplace and study environment that does not discriminate against people based on ethnicity, gender, sexual preferences, disability or age. We are committed to providing flexible learning and assessment options, allowing clients alternatives, which recognize the diversity of their individual needs and circumstances aiding them in their learning goals. We will ensure:

- a) all training and assessment policies and procedures incorporate access and equity principles;
- b) all learners have equitable access to the benefits of training and assessment irrespective of their gender, age, race, religion, culture, linguistic background, marital status, geographic location, socio-economic background, disability, sexual preference, family responsibility or political conviction;
- c) all nominations and enrolments into training courses and programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Equal Opportunity legislation; and
- d) all learners/clients have equitable access to training resources, facilities, equipment, support services, information, training and assessment personnel, materials, assessment opportunities, training opportunities.

Carers Queensland does not condone nor will it tolerate any unlawful discrimination or harassment by staff of any employee or student. Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors mentioned above. We have many strategies in place to ensure that we provide an accessible and equitable service to our clients. Acts of bullying and harassment, criminal activity, and offensive and graphic content will not be tolerated.

For further information please refer to the Anti-Discrimination Act 1991 as per link: <https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

Access to records

Individuals have the right to access or obtain a copy of the personal information that Carers Queensland holds about them. If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Students have right of access to their records including the following:

- Their own enrolment information;
- Their own attendance records;

- Their own learner file and anecdotal notes

If a learner requests access to these files they may view them on the premises, in the presence of an authorised member of staff, at a mutually agreed time.

Refund policy & Course cancellation

If Carers Queensland cannot provide a course for whatever reason, it shall arrange a full refund (if applicable) to the students and facilitate the necessary referral of students to another Registered Training Organisation (RTO), subject to that RTO's applicable terms and conditions. .

Any applicable refunds will also be issued when:

- A student provides written notice of withdrawal one week prior to commencement of a course;
- Review of credit transfer indicates that a student does not have to undertake the course / part course;
- A student is unable to attend due to extended hospitalization/illness - they will be liable for the pro-rata time of the training plan that has expired and refunds will be made on the proportionate time remaining.

Refunds will not be issued in any of the following instances:

- changes occur in student work hours;
- it becomes inconvenient for a student to travel to class;
- a student moves interstate;
- a student changes jobs or becomes retrenched;
- a student leaves before finishing a unit of competency;
- a student is expelled from the course for a serious breach of discipline.

Any student funded through **federal or state-funded initiatives** who cancels a course within the first three months may be liable for the non-refundable enrolment fee. If students cancel a course after three months from commencement, they shall be liable for the proportion of the time of the training plan that has expired. For example, a course of 12 months that is cancelled 6 months from commencement will attract a cost of 50% of the course fee.

Requests for refunds must be made in writing to-

The Manager
Education and Training Unit,
Carers Queensland Ltd
15 Abbott Street, Camp Hill, Qld, 4152

Requests should state all details of the claim for refund. The request may be posted or handed to reception. Carers Queensland will make payment of all refunds within four weeks of receipt of a written request for a refund. Refunds will be made to the person who entered into the training agreement with Carers Queensland.

All bank charges incurred by Carers Queensland in issuing the refund will be borne by the student.

Students are not permitted to transfer course fees to another student.

Complaints & appeals

Carers Queensland has procedures in place for students and clients with a grievance or who wish to lodge a complaint about any of the services or operations of Carers Queensland.

The RTO's complaints policy and appeals policy:

- a) ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- b) are publicly available;
- c) sets out the procedure for making a complaint or requesting an appeal;
- d) ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and
- e) provides for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

If you have a complaint, you should at first instance informally raise it with your trainer. . If you are not satisfied with the response from your trainer, you can lodge a formal complaint by writing to the RTO Manager and explain:

- The circumstances surrounding the issue;
- Who was involved;
- Why a complaint is being lodged;
- Any evidence including dates and documentation;
- The name of any witnesses who could support the case.

Management will consider the complaint and you will be notified in writing of the outcome within 28 days after receipt of formal complaint. If you are not satisfied with the outcome, the complaint will be referred to an independent person, who is agreed to by both parties, and you will have an opportunity to formally present your case. In the event that you are still not satisfied with the outcome, you may address the matter with a third party. As most RTOs are regulated under ASQA, the primary complaints and appeals resolution processes are handled by ASQA's complaints team. <https://www.asqa.gov.au/complaints>

Course extension

From time to time, carers may request course extensions due to circumstances beyond their control. Requests are assessed on a case-by-case basis, depending on a student's individual circumstances.

Reasonable adjustment

Reasonable adjustment refers to measures or actions taken in order to provide a learner the same education and training opportunity as anyone else. For adjustments to be reasonable they need to be appropriate for the particular learner in a particular situation. Reasonable adjustment activities could include:

- Modifying or providing equipment;
- Changing assessment procedures;
- Including other training delivery modes;
- Modifying premises.

If a learner has a disability and the requirements necessary to accommodate the needs of the individual will cause major difficulties or unreasonable costs to a person or organisation, then this is called 'unjustifiable hardship'.

Issuing qualifications

Carers Queensland will issue all qualifications and statements of results within 30 days of the training program's conclusion. All qualifications and statements issued by Carers Queensland comply with the standards outlined within the Australian Qualifications Framework and in accordance with the requirements of the Standards for RTOs 2015 (ASQA, 2015).

Replacement Testamurs and Statements of Attainment

Testamurs and Statements of Attainment can be reissued at no additional cost to students of Carers Queensland.

Third party arrangements

Carers Queensland does not have any current third party arrangements other than arrangements with host employers for purposes of practical work placements for students. All assessment is conducted by Carers Queensland's approved Assessors.

Direct credit/credit transfer

If you have completed formal study in the recent past and have achieved competency in any modules, you may be granted a **direct credit**. You will need to supply a certified copy of the Statement of Attainment issued by the training organisation. Please talk to your trainer and ask for assistance. Carers Queensland recognises assessment decisions of other endorsed registered training organizations and will credit upon confirmation of the validity and currency of the relevant statement of attainment.

Disciplinary procedures

All learners are expected to participate in the learning program, be respectful of others, adhere to WHS requirements and show consideration for all regardless of race, colour, religion, gender or physical disability. Any incident of discrimination or inappropriate behaviour will not be tolerated. The following are to be observed should anyone encounter any form of discrimination or offensive behaviour from their co-learner.

- Take learner aside and speak to them privately, explaining the cause and the possible consequence;
- Make a note in learner's anecdotal notes;
- If the situation warrants it, report the matter to the RTO Manager;
- If the situation warrants it, report the matter to workplace supervisor. In this instance record in anecdotal notes that this has been done.

Privacy policy

Carers Queensland is committed to upholding privacy and ensuring the confidentiality and security of information collected. We will only collect personal information by fair and lawful means, as necessary for the functions of Carers Queensland. In collecting personal information, we will comply

with the privacy requirements of the Australian Privacy Principles (APPs) set out in the Commonwealth Privacy Act 1988 and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Personal information

This policy applies to the personal information of students and people making enquiries about services. The Privacy Act defines personal information as information or an opinion, whether true or not and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Sensitive Information

Information or opinion about an individual's: racial or ethnic origin; political opinions; membership of a political association; religious beliefs or affiliations; philosophical beliefs; membership of a professional or trade association; membership of a trade union; sexual preferences or practices; or criminal record that is also personal information.

Australian Privacy Principles (APPs)

The APPs are a set of 13 principles governing the collection, management, use, disclosure and transfer of personal information by organisations.

Collection and use of personal information

Information is collected on the enrolment application form and during the student enrolment process in order for Carers Queensland to meet its obligations under the National Vocational Education and Training Regulator Act 2011, regulatory obligations prescribed by Australian Skills Qualifications Framework and various government funding bodies.

How Carers Queensland collects personal information

Students and applicants are asked to supply information when applying for enrolment, at orientation sessions and during periods of study. Generally, this information includes name, address, telephone number(s), email addresses(s), date of birth, gender, country of birth, nationality, citizenship country, passport details, academic and LLN requirements, disabilities, health information. Personal information is collected directly from students, except in special circumstances where information about them may be obtained from third parties, such as parents in the case of students under the age of 18.

Personal information supplied by you will be used to provide information about study opportunities, course administration, academic information and to maintain academic records. If you choose not to give Carers Queensland certain information, we may be unable to enrol you in a course or supply you with appropriate information.

We will collect sensitive information from an individual only if the individual concerned consents to the collection.

Disclosure of personal information

Information collected about individuals on the enrolment application form and during enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities. This

information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Carers Queensland will not disclose an individual's personal information to another person or organisation unless:

- the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- the individual concerned has given written consent to the disclosure;
- we believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

In such circumstances, we will include in the records containing that information a note of the disclosure. Any person or organisation to whom personal information is disclosed as described in this procedure must not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Security of personal information

Carers Queensland will take all reasonable steps to ensure any personal information collected is relevant to the purpose for which it was collected, is accurate, up-to-date, complete and not misleading. We will store securely all records containing personal information. We will take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Contacts

Useful phone numbers

Carers Queensland	1800 242 636
- RTO Administration (Camp Hill)	3900 8123 & 3900 8136
- Training HQ (Camp Hill Office)	3900 8123
Queensland Community Literacy Program	13 74 68
Commonwealth Carers Respite and Carelink	1800 052 222
Centrelink Carers and Disability Line	13 27 17
Lifeline 24 Hour Counselling	13 11 14
Disability Services (Queensland Government)	1800 177 120
Salvo Care Line	1300 363 622
Aged and Disability Advocacy (ADA)	1800 818 338
Centacare Brisbane	1800 337 552
Domestic Violence & Sexual Assault Support line (24/7)	1800 737 732 (1800 RESPECT)
HPIQ (Homeless Persons Information Queensland)	1800 474 753 (1800 HPIQLD)
Elder Abuse Helpline	1300 651 192

Useful websites

Carers Queensland Education and Training Unit <http://carersqld.asn.au/.training/>

Training-related:

Australian Council for Education Research (ACER) <http://www.acer.edu.au/>

Australian Council for Private Education and Training (ACPET) <http://www.acpet.edu.au/>

Australian Institute for Training and Development (AITD) <http://www.aitd.com.au/>

Australian Qualifications Framework (AQF) <http://www.aqf.edu.au/>

Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/>

Beyond Blue <https://www.beyondblue.org.au/>

Carers Queensland <http://carersqld.asn.au/>

Department of Employment <https://employment.gov.au/>

Learning Communities Catalyst <http://lcc.edu.au/> and <http://myfuture.edu.au/>

My Aged Care <http://www.myagedcare.gov.au/>

[National Centre for Vocational Education Research \(NCVER\)](http://www.ncver.edu.au/)

National Industry Skills Council (NISC) <http://www.isc.org.au/>

National Skills Standards Council (NSSC) <http://www.ivet.com.au/a/186.html>

National Statistical Service <http://www.nss.gov.au/>

National VET e-Learning strategy <http://flexiblelearning.net.au/>

Qld Department of Education and Training (DETA) <http://deta.qld.gov.au/>

QCOSS Community Door <http://www.communitydoor.org.au/>

QFinder <https://access.health.qld.gov.au/QFinder/>

Training.gov.au <https://training.gov.au/>

Student orientation checklist

Prior to course commencement Carers Queensland will organize a time to conduct an induction/orientation with you, either in a group or individually. In this session, your trainer will explain the learning process and provide an overview of the course content. Parts of this induction/orientation can be completed over the phone if students are unable to travel to the training location. The induction will cover:

CHECKLIST	DONE
• Distribution of Student Handbooks (to those who have not already received one)	<input type="checkbox"/>
• Discussion of Policies and Procedures contained in the Student Handbook	<input type="checkbox"/>
• Venue orientation (toilets, fire exits, kitchen, legislation folder etc.)	<input type="checkbox"/>
• Evacuation procedure explained	<input type="checkbox"/>
• Course outline explained	<input type="checkbox"/>
• Work placement explained	<input type="checkbox"/>
• An overview of Carers Queensland services and contact information	<input type="checkbox"/>
• Student support and funding	<input type="checkbox"/>
• Trainers' rights and responsibilities	<input type="checkbox"/>
• Students' rights and responsibilities	<input type="checkbox"/>
• Language Literacy and Numeracy screening tool	<input type="checkbox"/>
• USI number created or produced to the Trainer	<input type="checkbox"/>
• Individual Support Plan completed	<input type="checkbox"/>

Once the induction process is completed, you will be ready to commence your studies.

By signing below, I agree that I have attended orientation and am aware of my rights and responsibilities as outlined in the student handbook.

STUDENT NAME	
STUDENT SIGNATURE	
DATE	