

West Moreton Hospital and Health Service  
Registered Training Organisation - Provider 40745

# **Non accredited training Guidelines Manual**

<b>Health service</b>	West Moreton Hospital and Health Service
<b>Division</b>	Queensland Centre for Mental Health Learning
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## About us

West Moreton Hospital and Health Service (WMHHS) is a registered training organisation (RTO). The Queensland Centre for Mental Health Learning (Learning Centre) is the unit based within WMHHS, authorised to develop and deliver training to mental health, alcohol and other drugs health professionals.

The Learning Centre provides core skills training for the mental health alcohol and other drugs service providers across Queensland.

The Learning Centre has one accredited course, 10881NAT, with all other courses being non accredited.

## Registered training organisation code

The WMHHS RTO code is 40745.

## Contact us

(07) 3271 8837 or 0436 613 469

[qcmhl@health.qld.gov.au](mailto:qcmhl@health.qld.gov.au)

## Office

Queensland Centre for Mental Health Learning

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Corner Ellerton Drive and Court Road

Wacol Qld 4076

## Postal address

Queensland Centre for Mental Health Learning

Locked Bag 500

Archerfield Qld 4108

## Office hours

Monday to Friday

8.30am to 4.30pm

## Terms and conditions

Our full terms and conditions, including fees and refunds, are available from our LMS.

[https://www.qcmhl.qld.edu.au/enrol/conditions/Terms\\_and\\_Conditions.pdf](https://www.qcmhl.qld.edu.au/enrol/conditions/Terms_and_Conditions.pdf)

## Marketing and learner engagement

### Course information

The Learning Centre learning management system (LMS) displays readily accessible information to assist people in selecting suitable training to meet their learning needs.

Alternatively, people may contact the Learning Centre directly to obtain advice about the most relevant training for their needs.

### Marketing

All marketing of Learning Centre courses is developed and disseminated by the Learning Centre. The LMS displays training partner sessions together with Learning Centre training.

## Enrolment

### Learner profile

Each person enrolling in a course, either face to face or online delivery, is to create their own profile via the LMS. It is an expectation that learners will maintain the accuracy of their profile.

### Entry to training

You enrol in our courses, via your individual login on our LMS. Any learner arriving at a training session without previously creating a profile or enrolling in a course is not permitted into the training.

### Course pre requisites

Courses with pre requisite requirements are noted on the relevant course page on the Learning Centre's LMS. Pre requisite requirements are also detailed in the course catalogue. The catalogue is freely available from the LMS.

For courses where a pre requisite is required, enrolment is blocked with a message displaying the prerequisite course that must be completed before enrolment is available.

Learners who believe they do not require pre requisite training are encouraged to contact the Learning Centre to discuss their enrolment.

[QCMHL@health.qld.gov.au](mailto:QCMHL@health.qld.gov.au) or 3271 8837/0436 613 469

### Scope of practice

We take this opportunity to remind you of 'scope of practice'. This term refers to the legal and/or professional limits of duties performed by your role, which is determined and enforced by legislation, professional bodies and/or your organisation. Each professional discipline and role will have a different scope of practice.

Training provided by the us **does not change** your existing scope of practice. Please remember it is **your responsibility to understand and work within your scope of practice**.

### Online classroom expectations

The Learning Centre does not provide computers. Learners participating in an online classroom must provide their own computer with camera and microphone enabled. They must participate for the full duration of the course without distraction or disruption. If it is a two part course, it is the learners responsibility to follow up and enrol in part two after completing part one (a reminder notification is sent when they have been marked as fully attended in part one).

Conditions of participation in an online classroom are provided to learners via a tip sheet when they enrol in the course. Upon enrolment confirmation learners can access the electronic package of course resources relevant to the course. This information is also shared via the website's frequently asked questions (FAQs) page available under the information tab.

## Confirmation of enrolment

Confirmation of enrolment is sent to the email account nominated by the learner.

Enrolment confirmation emails are sent one week and 48 hours prior to the training event. A reminder SMS is sent 24 hours prior to the training session. The confirmation email and SMS contains information on:

- the code and title of the course
- the duration of the training
- the location of training
  - a zoom link if the course is online
- any training partner details if training is being delivered by a partner educator.

## Training arrangements

Where a change to training delivery details occurs, for example, venue, time, training partner arrangement or the unplanned cancellation of training due to an extenuating circumstance, notification is immediately sent to all enrollees via short message service (SMS/text), by email to the nominated account/s and phone call to the nominated contact number.

Course details on the website are immediately updated.

## Enrolment cancellation

Please refer to our terms and conditions under the information tab on our LMS.

[https://www.qcmhl.qld.edu.au/enrol/conditions/Terms\\_and\\_Conditions.pdf](https://www.qcmhl.qld.edu.au/enrol/conditions/Terms_and_Conditions.pdf)

## Fees and charges

Clear and accurate fee information is available on the Learning Centre's LMS, under the information tab.

The standard per person course fee automatically applies (via the LMS) to each enrolment.

Private training arrangements attract additional fees specific to the type of arrangement.

Administration and processing fees apply to cover the cost of Learning Centre staff manual tasks related to supporting learners enrolling in training.

Standalone events may attract additional fees related to venue, and any additional costs that may be incurred for the educator if travel to the event is required. Fees for private events are calculated on a case by case basis and communicated via a quotation for services.

Fee questions may be answered under the FAQ page of the LMS. Other fee queries are to be directed to: [QCMHL@health.qld.gov.au](mailto:QCMHL@health.qld.gov.au) or 3271 8837/0436 613 469.

## Fee complaints and queries

Any fee complaint or query is to be submitted in writing to:

[QCMHLTraining@health.qld.gov.au](mailto:QCMHLTraining@health.qld.gov.au)



Any unresolved payment concerns are escalated as a priority for timely resolution, to the Learning Centre's Business Manager.

### **Fee refund**

Refunds are processed in accordance with the advertised terms and conditions. Terms and conditions are available from the LMS, under the information tab.

## **Learner support and progression**

### **Support request**

At enrolment, prospective learners are requested to advise the Learning Centre of any support requirements they have to successfully complete the course, by detailing these in their enrolment form.

If support is requested, the learner is contacted by the Learning Centre Business Support Assistant to clarify support required. The centre will make every attempt to meet support requests but cannot guarantee to be able to do so on every occasion.

If after enrolment, and before attending training, a learner becomes concerned about their learning abilities they are to immediately contact the Learning Centre to discuss potential options.

### **Language, literacy and numeracy**

#### **Disability**

The Learning Centre provides, where possible, equitable environments for learners with a disability or medical condition impacting their ability to achieve course completion.

Learners are asked to identify their support needs via the online enrolment form.

Learners advising of support needs may not be able to attend a training session if the disability could cause occupational health and safety risks to the person and/or other learners. In some circumstances, the learner may be requested to provide health practitioner documentation providing details of their disability and functional implications.

If a learner requests disability support, where possible, support for these instances is provided. Prior to the training session, the Learning Centre Business Support Assistant advises the respective educator and the Logistics Officer of any request. The educator contacts the learner to discuss their support needs, to identify impacts on learning and coordinate reasonable adjustment/s.

If, on the day of training, a learner identifies as having a disability which may require support services, the appropriate support may not be able to be provided.

#### **Personal circumstances**

If personal circumstances affect an individual's learning experience, where possible, the Learning Centre provides the required support, whilst not affording an unfair advantage. Support may include the learner's self referral to an external professional association qualified to manage the circumstance.

#### **Access and equity**

The Learning Centre offers equal opportunity for all learners to pursue training and assessment and provides equitable services to all learners.

No enrolment is discriminated against. Training attendance is accepted, based on meeting course pre requisites, entry requirements and on a first in, first served basis.

### **Discrimination and harassment**

The Learning Centre provides environments free from discrimination and harassment.

If during training, a learner believes a discriminatory or harassment event has occurred, they are asked to report it immediately to the educator, and/or contact the Learning Centre Program Manager via 3271 8837 or 0436 613 469, or [QCMHL@health.qld.gov.au](mailto:QCMHL@health.qld.gov.au)

### **Assessment: reasonable adjustment**

If a learner has a concern or query about their ability to complete a course assessment, it is preferred they request assistance through the online enrolment form.

If no prior arrangement is made, the learner is to speak to the educator prior to commencement of the training session.

Assistance provided by an educator/assessor, will be under the rules of reasonable adjustment. That is, any assistance provided to a learner will not give an unfair advantage and will be offered in a discrete manner.

If a learner believes they have not received support appropriate to their needs, and within reasonable adjustment parameters, they are encouraged to contact the Learning Centre's Program Manager.

### **Learner satisfaction surveys**

Each learner receives pre and post training evaluation surveys. Some courses also have a three month post training evaluation survey. The surveys are issued via a SurveyMonkey link and remain anonymous.

The Learning Centre systematically collects evaluation data for continuous improvement and quality assurance. Training participants voluntarily complete anonymous evaluation surveys for all courses.

Quantitative and qualitative data analyses of these data permit an exploration of training efficacy and guide updates to training courses. Self report responses to research informed scale items provide a measure of training satisfaction, pre and post training knowledge and skill level, confidence in content and application to practice.

Learner feedback data is managed by the Learning Centre research team and is used in course reviews. The data focuses on the extent to which learners are engaging in activities likely to promote high quality skill outcomes, transferability of knowledge and skills learned, as well as their perceptions of the quality of developing their abilities, and the support they receive from Learning Centre staff.

Qualitative feedback received on course facilitation is provided to the respective educator and to the Learning Centre Program Manager.

### **Learner access to records**

At any time, learners can access their personal course records via their LMS profile.

If a learner requires a historic record (that is pre 2017) they are to submit a written request to: [QCMHLTraining@health.qld.gov.au](mailto:QCMHLTraining@health.qld.gov.au)

## Training and assessment

### Educator assessor: recruitment

Recruitment, selection and appointment of educators and assessors is compliant with Queensland Health recruitment policies and procedures.

Educator and assessor credentials are verified prior to commencement of employment to ensure staff with required skills and experience are employed. Staff recruited without the required skills are supported to attend relevant training to gain the required skills.

### Educator assessor: industry placement

Educators/assessors are to undertake an annual one two week industry placement to maintain skills relevant to their professional qualification and to remain informed of industry change that impacts course subject material.

A formal placement agreement is completed between the educator/assessor and the host workplace. The placement agreement details obligations and expectations whilst on placement.

Post industry placement, educators/assessors are to:

- share with peers, the knowledge, ideas and skills gained from the placement experience
- complete the industry placement report detailing learning outcomes, and
- submit the report to the Learning Centre Program Manager for review/discussion and signing.

### Educator assessor: peer observation

It is at each educator's discretion if they undertake a peer coaching session.

The peer coaching arrangement is a confidential process between two or more facilitators. As there are numerous approaches to peer observation, the intricacies of an arrangement are made between the facilitators involved.

### Educator assessor: professional development

Learning Centre educators/assessors must participate in the 1:1 conversation (mandatory) with the Program Manager, where the following matters may be discussed:

- review of position description
- review of competencies
- monitoring of compliance to professional practice
- assessment of learning and development needs
- provision of adequate resources for learning and development
- management of identified performance needs.

Educators/assessors are encouraged to attend at least two skills update sessions each year.

They are to familiarise themselves with resources in the Learning Centre library and are required to keep themselves informed of current information relating to their course subject material.

They are encouraged to distribute information at relevant meetings to enable their research/feedback to be accessible by other educators/assessors and team members.

If an educator/assessor holds a VET training qualification, they are supported to maintain currency of that qualification.

Educators/assessors maintain currency of their adult education and training skills through, for example:

- in house sessions
- subscription to newsletters
- peer sessions.

Educators/assessors must maintain current registration, or eligibility for registration, with their respective professional body.

### **Educator: cofacilitation**

To ensure the efficacy of our training, the Learning Centre engages with industry stakeholders to ensure our course content aligns with current practices. To complement this, we engage industry representatives (clinicians) as cofacilitators.

Learning Centre educators lead the delivery of training, while cofacilitators provide input through their experience and knowledge of local workplace practices. Cofacilitation is not a supervision arrangement. A cofacilitator works under the guidance of a Learning Centre, or training partner educator and does not determine assessment outcomes.

### **Educator assessor: training partner**

To further enhance staff development, the Learning Centre works closely with Hospital and Health Services (HHSs) through offering training partnerships. A training partner arrangement is formalised through a WMHHS Memorandum of Understanding (MoU) Training Partner Arrangement (TPA). Through this agreement, the Learning Centre supports training partner educator direct facilitation of training, and assessment marking (for assessable courses).

The Learning Centre maintains ownership and oversight of MoU TPAs, maintenance of course integrity and overarching responsibility for the coordination and evaluation of training.

Under an MoU TPA, training partner educators deliver Learning Centre training courses locally. This allows enhanced flexibility in the number and frequency of local course deliveries.

### **Assessed course: terminology**

An assessed course consists of the workshop component and the assessment component.

Anyone undertaking the assessment may be referred to as a candidate.

### **Assessment: process**

Assessments are designed to allow learners/candidates to demonstrate their achievement of the course learning outcomes. The marking criteria is provided to learners at the workshop.

Learners/candidates may exit and re enter the assessment as many times as they need, provided it is within the 28 calendar day assessment period. They are advised to save each section as they go.

### **Assessment: scope of practice**

Completion of a course assessment will not change a person's scope of practice.

### **Assessment: access timeframes**

Learner/candidate access to assessments will be available the next business day (Brisbane time) following workshop completion.

From the date the assessment is made available, candidates will have 28 calendar days to complete the assessment.

A standard extension period of seven calendar days is available by approval from an assessor, and actionable within the LMS by the same assessor. There is maximum of two extensions an assessor can allow, without referral to the Learning Centre Program Manager. Where appropriate, candidate request for an extension will be accompanied with an offer of learning support.

Request for extension is to be made via the online assessment extension request form. The assessment extension request form is available from the respective course assessment page.

### **Assessment: timeframes, extension requests and support**

Once a learner/candidate selects to complete the assessment, they may exit and return to the assessment throughout the 28 calendar day completion period.

During the 28 calendar day period, on each entry to the course assessment page, the learner/candidate will be able to access the assessment from the list and will continue to have the option to withdraw or continue.

If a candidate believes they will not be able to submit their completed assessment within the 28 calendar day timeframe (for example, taking leave or have shifts that prevent them from completing the assessment in the time allowed), they are to contact the Learning Centre or their local training partner educator who delivered the course, to discuss an extension.

Alternatively, the assessment extension request form is available from the respective course assessment page.

For other assessment support candidates are to email: [QCMHLAssessment@health.qld.gov.au](mailto:QCMHLAssessment@health.qld.gov.au)

### **Assessment: moderation**

The purpose of moderation is to ensure consistency and comparability of assessment judgements across assessors. This will ensure consistent assessment judgements are produced. Assessment practices are moderated through educators/assessors meeting on a monthly basis to discuss marking practices. During these meetings any differences in assessment judgements, and other concerns, are discussed through to resolution.

Suggestions for improvements are recorded and managed through the continuous improvement system.

### **Assessment: reasonable adjustment**

If a candidate knows of a concern about their ability to complete the course assessment, it is preferred they request assistance when enrolling in the course.

If no prior arrangement for assistance is made, the learner/candidate is to speak to the educator prior to commencement of the training session.

Assistance provided by an educator/assessor, will be under the rules of reasonable adjustment. That is, any assistance provided will not give an unfair advantage to any learner/candidate and will be offered in a discrete manner.

If a learner/candidate believes they have not received support appropriate to their needs, and within reasonable adjustment parameters, they are encouraged to contact the Learning Centre's Program Manager.

### **Assessment: academic misconduct**

The Learning Centre is committed to upholding the Public Service Code of Conduct and to academic honesty and integrity.

Assessors are vigilant in identifying possible academic misconduct. A candidate must be able to demonstrate they have presented their own assessment responses and demonstrate their valid understanding and application of subject matter.

Any instance of **plagiarism, collusion or cheating** is unacceptable and is taken seriously. Any action, or attempted action, which may result in creating an unfair academic advantage for a candidate will be investigated through discussion with the candidate, where the candidate will be asked by an assessor what they learned from scenarios and tasks. These discussions will be documented and included in the candidate's file.

Where an instance of plagiarism, collusion or cheating has been upheld, the case will be presented to the Learning Centre Director, where any disciplinary decision is decided. The candidate will be notified in writing of the decision and any penalty.

Penalties for academic misconduct may include, for example, a formal warning, request for re submission of assessment work, an 'unsuccessful' result, cancellation of course enrolment, recommendation that the candidate's line manager arrange academic counselling.

### **Assessment: plagiarism**

Plagiarism is the act of copying and using another person's expressions or ideas, without acknowledging them. Plagiarism may be intentional or unintentional.

**Unintentional** plagiarism arises due to confusion over how to reference, poor literacy skills or confusion over the difference between copyright and common knowledge information.

**Intentional** plagiarism is when a candidate is aware they are passing off someone else's work, as their own. This includes the deliberate act of copying, pasting, and presenting someone else's work/ideas/intellectual property.

### **Assessment: collusion**

Collusion is unauthorised collaboration between learners/candidates and presenting this work as their own.

### **Assessment: cheating**

Cheating is seeking an unfair advantage in the assessment of any piece of work. This could be copying another candidate's work or having another person complete assessment work on the person's behalf.

### **Assessment: educator/assessor access**

Learning Centre educators have access to all candidate assessment files on the LMS.

All educators will be able to view results and feedback provided to candidates. They will not be able to amend previously provided feedback, however, they will have scope to change an assessment result if the candidate provides further assessment evidence within an agreed timeframe.

Training partner educators are granted limited access to the LMS. Specifically, access is limited to learners/candidates from their respective local HHS. Training partner educator access is linked to their own training deliveries and is limited to their learner cohorts.

### **Assessment: learner access**

**Access via email:** The Learning Centre emails each learner with a link to the assessment. The learner is to select the link which will take them to a page displaying all assessed courses they have enrolled in and the corresponding assessment result (i.e. completed, not completed and in progress). For previous assessments, the learner can view results and assessor feedback. The learner selects the course assessment they are to complete. They then need to read and accept the terms and conditions of the assessment before they can commence.

**Logging in through the LMS:** The learner logs into the LMS to access the respective course page. The learner selects the course assessment they are to complete. They then need to read and accept the terms and conditions of the assessment before they can commence.

### **Assessment: completion timeframes**

If the assessment is not attempted within the 28 calendar day assessment timeframe the learner/candidate is automatically issued an unsuccessful assessment result.

If a candidate does not fully complete the assessment component within the recommended timeframe and has requested an extension, it is at the assessor's discretion whether to offer an extension, based on the candidate's reason for requesting same. Each case is considered on its own merit.

After the educator/assessor enters the assessment result into the LMS, the candidate will have full access to the assessment, their submission and feedback for 30 calendar days from the date of marking completion. After the 30 day period, the candidate may contact the Learning Centre to request access.

### **Assessment: withdrawal**

The learner has the choice to withdraw from completing the assessment. If they choose to withdraw, they will receive a certificate of attendance detailing the hours of learning for the workshop component only.

### **Assessment: marking**

The Learning Centre aims to complete the marking of assessments and issuing of results within 30 calendar days of receiving a candidate's completed submission.

If a candidate submits an assessment that does not meet all the criteria for successful completion, an educator will contact them to request they provide either a more detailed response or provide a rationale for an answer(s).

Candidates are provided this opportunity to demonstrate their knowledge and skills and to also ask questions of the assessor, as this will improve their learning overall.

### **Assessment: successful completion**

After an assessment result has been marked as 'successful' the candidate may download their certificate of **achievement** from the LMS.

The certificate shows the hours of participation in the course (workshop and assessment hours included).

### **Assessment result: unsuccessful completion**

If, after a candidate receives support to modify their assessment responses, they are not able to meet all the assessment criteria, they will be issued an 'unsuccessful' result.

If a candidate does not fully complete the assessment component within the recommended timeframe, it is at the assessor's discretion whether to offer an extension, based on the candidate's reason for requesting an extension. Each case is considered on its own merit.

The learner/candidate will have previously received automated advice that they can download their certificate of **attendance** for the workshop component of the course.

### **Assessment result: changing an unsuccessful result**

If reopening an assessment is agreed by the assessor, the assessor will advise the candidate of the terms. When the candidate submits assessment evidence within the negotiated time frame, and is marked as having successfully completed the assessment, a certificate of **achievement** will be issued and the candidate can download it from the LMS.

### **Assessment result: revoking**

The Learning Centre has controls in place to ensure certificates of achievement are not issued unless the candidate has completed all course requirements. However, an error may occur, and the Centre may need to revoke a certificate of achievement where a candidate has not completed all the requirements.

If this should occur, the candidate will be offered opportunity to complete assessment requirements and will not be charged a fee beyond the original enrolment fee.

### **Assessment: reporting**

For Queensland Health staff, assessment results are sent by email to participants and forwarded to the line manager nominated in the learner's profile on our LMS.

The Learning Centre routinely provides a report to each Hospital and Health Service Mental Health Executive Director detailing all assessment outcomes.

### **Assessment: mailbox**

[QCMHLAssessment@health.qld.gov.au](mailto:QCMHLAssessment@health.qld.gov.au)

## **Course completion**

### **Assessment result: issuing**

Assessors mark assessments using the approved marking guide.

When a candidate has successfully completed all assessment requirements they are issued with a certificate of achievement.

Candidate assessment results are noted within their LMS profile.

### **Assessment result: timeframe for issuing**

The Learning Centre aims to issue the certificate of achievement within 30 calendar days of the candidate completing their final assessment work.

### **Certificate of attendance**

The certificate of attendance certifies the hours of active learning equivalent to the length of the workshop component of the course.

Each learner marked as being in full attendance at a workshop has access to download a certificate of attendance from their LMS profile.



If a learner has attended only part of the training session, a certificate of attendance is not available. In this instance, upon the learner's written request, a statement reflecting the hours of attendance can be provided as proof of their attendance.

### **Certificate of achievement**

Certificate of achievement is available after successful completion of both the course workshop and assessment component. This certificate certifies the hours of active learning equivalent to the length of the workshop component plus the hours attributed for assessment completion.

## **Governance**

### **Terms and conditions**

The Learning Centre terms and conditions statement, is readily available from the LMS, under the information tab.

With respect to any change to terms and conditions, a minimum 30 day's notification of the change is widely disseminated to prospective and existing learners through, for example, the following outlets:

- LMS update
- e-newsletter
- e-Alert
- email communications to educator contacts in each health service
- email communications to all contacts in the centre's database.

### **Privacy and data**

The Learning Centre privacy and data management statement is detailed within the terms and conditions, available under the information tab on our LMS.

### **Inappropriate behaviour**

The Code of Conduct for the Queensland Public Service (QPS) outlines accepted behaviours of learners, regardless of whether they are Queensland Health employees or from the wider community.

The QPS Code of Conduct is available from:

<http://www.premiers.qld.gov.au/publications/categories/policies-and-codes/code-of-conduct.aspx>

Learning Centre educators have the right to ask a person displaying behaviour, that a reasonable person would consider unwarranted, and which contravenes expected behaviours outlined in the QPS Code of Conduct, to leave the training venue.

If a person is asked to leave, the educator will ensure, within reason, the safety and wellbeing of that person.

The Learning Centre Program Manager has the final decision on a learner's right to partake in a future training session.

If a learner feels they have been unfairly dealt with, they are encouraged to lodge a grievance in writing via email to [QCMHLTraining@health.qld.gov.au](mailto:QCMHLTraining@health.qld.gov.au) addressed to the Learning Centre Program Manager.

## Disciplinary procedures

Learners who are unruly, offensive, or conduct themselves in a disrespectful manner toward educators or fellow learners, will be offered one warning to cease their behaviour.

If the behaviour continues it will result in their being asked to leave the training and their enrolment will be cancelled without avenue for reimbursement.

In the event of disciplinary action, the educator will respond in the first instance. If further action is required, the Learning Centre Program Manager and the learner's line manager will be contacted.

A record of interview may be held in the learner's training file.

## Complaint submission and management

The Learning Centre strives to provide a rewarding learning experience. If a learner is not satisfied with our service or a product, they may lodge a complaint.

For full details on lodging a complaint, please refer to the Complaints and Appeals Process document available under the learner support tab on our LMS.

## Industry/lived experience engagement

Industry stakeholders and people with lived experience are formally consulted during the development and review of our training products.

The purpose of industry engagement is for stakeholders, including people with lived experience, to provide feedback relevant to the development and/or review of course content, course resources and on industry needs.

Remuneration for non Queensland Health consumer representatives is paid in accordance with West Moreton's policy procedure. Please contact the Learning Centre for a copy of the policy.

(07) 3271 8837 or 0436 613 469.

[QCMHLTraining@health.qld.gov.au](mailto:QCMHLTraining@health.qld.gov.au)

[West Moreton Health Intranet - Consumer and Community Representative Remuneration.pdf - Policies and Procedures Page A-Z Groups View \(sharepoint.com\)](#)

When seeking to include any lived experience photo(s) and/or video footage in our training products, Learning Centre staff must provide people who have agreed to be photographed/filmed with a copy of the lived experience filming and consent information sheet and the [Queensland Government film/photo consent form](#).

Non accredited training undergoes a full review in accordance with the course review schedule (approximately every 4-5 years or when required under legislative changes).

## Reporting

Statewide Executive Directors of Mental Health Services receive a report on all learner/candidate attendance and outcomes relevant to their local service.

The report includes a statement that assessment outcomes are correct at the time of publication. Unsuccessful assessment results or withdrawal from assessment indicators may change as the Learning Centre offers support to candidates to successfully complete assessments (for example, if a candidate misses a further evidence deadline, in extenuating circumstances, the Learning Centre may extend the deadline).

## Course observation

Observation of course delivery fidelity is undertaken by the Learning Centre Program Manager, Instructional Designer, or an educator. This quality assurance mechanism ensures suitability of training materials/resources, checks training is delivered appropriately and according to the course plan and monitors observable learning outcomes during the training delivery. Observation data informs course updates/redevelopments.

## Record retention

Certification and respective learner/candidate assessment files are saved for a period of five years.

## Underpinning principles

The Learning Centre governance framework consists of a combination of systems and processes that lead quality assurance and performance. The framework ensures the continuous improvement to the quality of products and services through:

- tracking overall performance
- meeting delivery of outcomes
- including accountable and open practices in meeting the requirements of law, regulations, published standards; and by
- engaging stakeholder feedback.

Working to the governance framework:

- ensures compliance with set standards
- identifies sub performance and products (then investigates, improves, and monitors change)
- records, plans and drives continuous improvement
- ensures delivery of best practice through thorough research and evaluation
- identifies and manages risks to the quality of services.

## Governance framework - strategic, business and financial planning

The Operational Management Committee (OMC) provides strategic planning through the development of periodic operational plans. This team provides leadership through reflecting the Learning Centre mission, direction, and performance expectations.

## Governance meetings

Within the Learning Centre the following governance meetings are held:

- Operational management committee – the only decision making meeting
- Whole of team committee
- Training delivery and development group
- Quality advisory group.

Meeting records are retained in line with the WMHHS, Legal and Corporate Governance Division, committee guidelines. These records are retained on the Learning Centre network drive.

## Public liability insurance

The Learning Centre remains covered by Public Liability Insurance under the Queensland Government Insurance Fund. Coverage extends to both legal costs and compensation payable if the Learning Centre is found legally liable.

## Internal evaluation data reviews

Review of stakeholder feedback is undertaken by Learning Centre staff, with requests to respond to urgent matters sent to the relevant member of the OMC.

All feedback representing a continuous improvement measure is recorded in the continuous improvement register. The respective line manager ensures each item is progressed through to completion.

## Acronyms/terms

Candidate	Learner undertaking the assessment component of the course
FAQ	Frequently asked question
LLN	Language, literacy and numeracy
MoU	Memorandum of understanding
OMC	Operational management committee
QPS	Queensland Public Service
RTO	Registered training organisation
SMS	Short message service
TPA	Raining partner arrangement
WMHHS	West Moreton Hospital and Health Service

## Document history

Current version	1.0
Version history	<p>Content for this manual was extracted from the previous overall guidelines manual version 3.2 (containing accredited and non accredited training information).</p> <p>Subsequently, two manuals have been developed. The non accredited training guidelines manual and the accredited training guidelines manual.</p>
Document review date	October-December 2024
Document file path	J:\QCMHL\CORP GOV\STANDARDS\QUALITY\Guidelines-Manual
Document author	Pauline Bryan, Quality and Compliance Coordinator.
Document contributors	<p>Training and Delivery team member</p> <p>Research team member</p> <p>Program Delivery Coordinator</p> <p>Quality and Compliance Coordinator</p> <p>Logistics Officer</p> <p>Resource Officer</p> <p>Business Support Officer</p> <p>Business Support Assistant</p>
Endorsed via	Operational Management Committee formal meeting
<i>Printed copy is uncontrolled</i>	

