

Queensland Centre for
Mental Health Learning

**10881NAT Course in Observing and Documenting
the Mental State Examination**



West Moreton Hospital and Health Service - RTO code: 40745

Queensland Centre for Mental Health Learning (Learning Centre)

Locked Bag 500
Archerfield Qld 4108

(07) 3271 8837 / 0436 613 469

qcmhl@health.qld.gov.au

online: www.qcmhl.qld.edu.au

10881NAT Course in Observing and
Documenting the Mental State Examination
Pre course Information Booklet

Version control

Version	Date released	Changes	Authorised by
1.0	24/09/2020	Accredited course renewal	Laura Chandler, Acting Program Manager
1.1	20/07/2021	December 2020 National VET Data Policy – change to privacy statement.	Operational Management Committee
		Internal audit rectification.	
		Cofacilitation caveat.	
		Complaints and appeals statement update.	
1.2	17/02/2022	Annual review.	Laura Chandler, Acting Program Manager
1.3	18/07/2023	Assessment submission timeframes changed from 2 weeks to 4 weeks.	Irene Francisco, Acting Program Manager
1.4	February-March 2024	Annual review	Irene Francisco, Acting Program Manager

© West Moreton Hospital and Health Service (Queensland Health) 2024

For further copyright information or to request a copyright licence contact: Intellectual Property Officer, Queensland Health, GPO Box 48, Brisbane Qld 4001, email IP_Officer@health.qld.gov.au, phone (07) 3708 5069.

Warning

This material has been reproduced and communicated to you by or on behalf of Queensland Health (The Queensland Centre for Mental Health Learning) in accordance with section 113P of the Copyright Act 1968 (the Act). For electronic versions pursuant to Part IVA Division 4 of the Act. The material in this communication may be subject to copyright under the Act. Any further reproduction or communication of this material by you may be the subject of copyright protection under the Act. Do not remove this notice.

Contents

Version control	2
Contents	3
Preface – rights and obligations	6
Course details	6
Nationally recognised training.....	6
Purpose of the course.....	6
Course duration	6
Course overview	7
Mode of delivery.....	7
Locations for face-to-face training.....	7
Enrolment	7
Course entry requirements.....	7
Mandatory unique student identifier.....	8
Importance of learner contact details	8
How to enrol	8
Confirmation of enrolment.....	8
Refusal of enrolment.....	8
Enrolment acknowledgement and confirmation.....	9
Transfer of enrolment.....	9
Waiting list.....	9
Group bookings.....	9
Cancelling enrolment	9
Fees.....	10
Fee payments.....	10
Fee refunds.....	10
Ineligible refund.....	10
Variation to scheduled training	11
Study and employment pathways	11
Language, literacy, numeracy and digital.....	11
Scope of practice	11
Privacy and data	11

Learner declaration and consent.....	12
Use of your data.....	12
Learning support.....	12
Support request	12
Disability support	12
Cultural support.....	13
Learning resources.....	13
Online classroom requirements.....	13
Reasonable adjustment.....	13
Personal support.....	13
Additional learning – self directed	14
Mental state examination eLearning.....	14
Training.....	14
Industry relevance	14
Industry currency	14
Cofacilitation	14
Training evaluation and continuous improvement.....	14
Superseded training product.....	15
Expired training product.....	15
Assessment	15
Process	15
Online assessment preparation.....	15
Reasonable adjustment.....	16
Academic misconduct.....	16
Plagiarism	17
Artificial Intelligence (AI) technology and tools	17
Collusion	17
Cheating.....	18
Withdraw	18
Overview of assessment evidence collected	18
Assessment attempts.....	18
Assessment timeframe	19

Marking process.....	19
Appeal	19
Recognition of prior learning (RPL)	19
Credit transfer.....	20
Educator and assessor competencies	20
Completion.....	20
Assessment results and feedback	20
Statement of attainment.....	21
Replacement result document.....	21
Access to records	21
General information and governance	21
Registered training organisation.....	21
Our commitment	21
Change to agreed service	22
Assessment validation and moderation	22
Complaint lodgement and management.....	22
Discrimination and harassment.....	22
Inappropriate behaviour.....	23
Disciplinary procedures	23
Confidentiality policy	23
Workplace health and safety.....	23
Accidents and first aid.....	24
Access and equity	24
Public liability insurance.....	24
Marketing accuracy	24
Legislation.....	24
<i>The National Vocational Education and Training Regulator Act 2011</i>	24
<i>Student Identifiers Act 2014</i>	24
<i>Copyright Act 1968</i>	25
Terms and Conditions	26
Contact information	26
Glossary	27

Preface – rights and obligations

It is important that you read the information in this booklet prior to attending this accredited course, as it contains details about **obligations** and **rights**.

Course details

Nationally recognised training

The Queensland Centre for Mental Health Learning (Learning Centre) offers the accredited course, 10881NAT Course in Observing and Documenting the Mental State Examination, under registered training organisation number 40745.

This course is nationally accredited until 18 August 2025.

Upon your full participation in the training and successful completion of the assessment, or through a successful recognition of prior learning (RPL) application, a statement of attainment will be issued.

Purpose of the course

The Course in Observing and Documenting the Mental State Examination is intended to provide learners with the knowledge and skills needed to objectively report the mental state examination (MSE). The MSE is a core clinical tool used by mental health and alcohol and other drugs practitioners to:

- make clinical observations according to nine core components
- interpret clinical observations as well as describe observed mental state signs and symptoms
- record observational evidence of a person's mental state signs and symptoms
- record examples of mental state signs and symptoms as well as the person's own words to clarify the nature of observations.

Course duration

The duration of this course is 14 hours.

The course consists of a workshop component, self-directed learning and an online assessment.

The workshop component is for seven hours of supervised learning. Training commences at 8:30am and concludes at approximately 4:30pm. When delivered via online classroom the workshop is offered in two parts (2 x 4-hour workshops), either commencing at 8:30am or 12:30pm.

After the workshop component, you are encouraged to undertake unsupervised learning. For example, review the course materials, practice what you have learned in the workshop and participate in our free eLearning course [QC48 Mental State Examination](#).

The assessment component is conducted online and may be completed at your convenience within 28 calendar days following the workshop. It is anticipated the assessment will take 2-2.5 hours to complete.

Seven hours is allocated for you to undertake self-directed learning, practice, and to complete the assessment component.

Course overview

The mental state examination is a core clinical process used by mental health professionals to collect information about a person's mental state. In practice, clinical observations are made about a person's mental health signs and symptoms during an interview situation. Observations are documented, using a standardised approach, on Queensland Health forms or progress notes.

During the workshop the nine core components of the mental state examination (MSE) will be grouped and discussed and a practice MSE will be completed.

The assessment consists of multiple-choice questions, correction of a pre-written MSE (based on a stimulus video) and writing a full MSE (based on a stimulus video).

There is no work placement attached to this course.

Mode of delivery

This course may be delivered though either face-to-face or online training. The nature of the delivery is determined prior to advertising, so you can enrol in your preferred course delivery.

Locations for face-to-face training

As a state-wide training provider, the Learning Centre delivers the face-to-face workshops at locations throughout Queensland. Please refer to the training calendar listed on our website <https://qcmhl.qld.edu.au/> for course offering locations.

Enrolment

Course entry requirements

Essential:

Entrants to the course must be working in mental health, alcohol and other drugs, or other health services or currently studying toward a qualification in these areas and, observing and documenting the MSE is within their current or anticipated scope of practice.

Recommended:

- prior experience working in mental health, alcohol or other drugs services
- a good command of written and spoken English
- good clinical observation skills
- knowledge of cultural and other differences among persons accessing mental health, alcohol or other drugs services
- familiarity with the purpose of the MSE tool
- experience in conducting risk and capacity assessments in a clinical setting and knowledge of the domains of risk
- knowledge of the purpose of the comprehensive assessment.

Desirable:

It is desirable for applicants to seek advice from their supervisor/team leader about the relevance of this course to their professional development needs.

Mandatory unique student identifier

You must provide your unique student identifier (USI) when booking to attend this course.

Since the introduction of national legislation on 1 January 2015 it is a legislated requirement for anyone enrolling in accredited training to provide a USI.

Applying for a USI is cost free, and the number remains with you for life. Visit the USI website to register and be issued with your personal USI www.usi.gov.au

Note: USIs are not provided by the Learning Centre. If you do not supply the Learning Centre with a USI, the centre is not legally able to issue you with your accredited training course result.

Importance of learner contact details

To ensure a smooth learning experience, we ask that you maintain the accuracy of your profile by logging in to the learning management system and checking/updating your details <https://qcmhl.qld.edu.au/>

It is imperative you provide up-to-date contact details on your profile page, specifically, date of birth, email account details and mobile phone number, as we use those references to verify your unique student identifier (USI) and if we need to contact you. Please also update your line manager information for correspondence and results.

How to enrol

First, you must create your own personalised profile page on our learning management system (LMS). If you haven't already done this, visit our LMS (website) and under the 'Information' heading, select [FAQs](#).

Under the FAQs, select the heading, 'Learning Centre training system' then 'How do I register for an account in the training system?'. From this page, a short video will demonstrate how to set up your profile page. <https://qcmhl.qld.edu.au/>

If you have previously created your profile page, you must book into the course by online enrolment only (unless the Learning Centre provides written instruction to the contrary).

Important: Keep your profile page details accurate and current. For us to issue the statement of attainment from this course, we must be able to validate your USI. To validate your USI, we use your first and last names and your date of birth. Therefore, your first and last names in your LMS profile must exactly reflect those used to request your USI.

To complete the course booking, visit our LMS (website) and select the 10881NAT Course in Observing and Document the Mental State Examination from the training calendar under the 'Courses' heading. <https://qcmhl.qld.edu.au/>

Confirmation of enrolment

Your course booking is not considered confirmed until you receive a confirmation of enrolment email from the Learning Centre. This includes Queensland Health employees.

Refusal of enrolment

The Learning Centre retains the right, without bias, to refuse any enrolment at any time.

Enrolment acknowledgement and confirmation

Please ensure the details in your LMS profile are accurate and current to ensure you receive email advice of your enrolment acceptance and confirmation.

When you complete your course booking, you will receive an automated booking **acknowledgement** email.

Approximately one week, and then 48 hours, prior to the course commencement date, you will receive further emails **confirming** you are enrolled in the course.

The confirmation email also details the:

- course start and finish times
- venue location and map/s
- a link to a downloadable copy of this booklet from our website.

A SMS reminder is sent to you 24 hours prior to the course commencement.

Transfer of enrolment

At the discretion of the Learning Centre, an enrolment may be transferred. Please contact the Learning Centre Business Support Assistant (3271 8837 or 0436 613 469) if you wish to discuss transferring your enrolment.

Waiting list

When you access our LMS to view course offerings, if the session you prefer is full, you have the option to add your name to the wait list via the wait list link attached to the course. You may also choose another available session. That is, you can add your name to a course waitlist as well as booking into another course date.

If a course booking vacancy becomes available, it will be first offered to names on the waiting list, in the order they were received.

Group bookings

For group bookings, the requesting organisation will be billed for the total number of people confirmed in the booking request. It is the requesting organisation's responsibility to ensure total numbers are reached. Refunds will not be processed if confirmed numbers are not met.

Cancelling enrolment

On the day of training, should an emergent situation arise (for example, illness, emergency or urgent recall to clinical practice) preventing you from attending training, you are to phone the Learning Centre as soon as practical prior to the commencement of training. This will enable your whereabouts to be accounted for from a workplace health and safety, and liability perspective.

Cancellation between 48 and 24 hours prior to training (for any reason): You may cancel your enrolment via your personal login on our LMS, by email to the Learning Centre, or by phone. Acting promptly will ensure the place you vacate can be offered to the next person on the waiting list.

Cancellation more than 48 hours prior to training: You may cancel your enrolment at any time via our LMS.

Refer subsequent heading regarding fee refund.

Fees

Fees are subject to change without notice.

Current fees are published on our website at [fees_schedule.pdf \(qcmhl.qld.edu.au\)](https://www.qcmhl.qld.edu.au/fees_schedule.pdf). Refer to the 'information' tab at the top of the site, then the 'fee information' link.

The Learning Centre is funded to provide subsidised courses for Queensland Health staff and university students undertaking placement with the service, and Queensland Ambulance Service staff. All others, such as other government departments, private organisations and non-government organisations are required to pay a fee to access Learning Centre training.

If your enrolment attracts a fee, your enrolment will not be considered confirmed until payment is received.

Fee payments

The course enrolment fee is paid when you complete your enrolment details on the LMS. Payment is made via the Learning Centre's BPOINT payment portal.

Enrolments are not considered confirmed until payment is received.

Fees for Recognition of Prior Learning (RPL) applications are charged at the current course enrolment rate.

For group bookings, the requesting organisation will be billed for the total number of people confirmed in the booking request.

Fee refunds

Refunds are at the discretion of the Learning Centre where at least 48 hours' notice is provided. Refund requests are to be made via email to QCMHLTraining@health.qld.gov.au and addressed to the Director, Queensland Centre for Mental Health Learning.

Fee paying learners who cancel a course booking, with 48 hours' notice, are in the first instance, offered an alternative training event.

If training is cancelled because of matters within the control of the Learning Centre, the agreed fee will be refunded, or a transfer of enrolment offered.

Approved refund of an enrolment fee is paid by direct debit only.

Ineligible refund

Refunds will not be provided for those who cancel with less than 48 hours' notice of the scheduled training.

A learner whose enrolment is terminated due to inappropriate behaviour during training is not entitled to a refund of fees.

The Learning Centre will not process refunds under group bookings when confirmed numbers are not met.

Regardless of the reason for the cancellation, the Learning Centre is not responsible for any other costs (such as travel costs) incurred because of cancelled training.

Variation to scheduled training

Training arrangements may be varied by the Learning Centre (including cancelling or rescheduling training) to accommodate unexpected developments.

Study and employment pathways

This accredited course is industry specific training. There are no study or employment pathways available to learners who successfully complete this course.

To achieve the level of competence for this course please check the course entry requirements section of this booklet. If any of the entry requirements are not met, please contact the Business Support Assistant to discuss possible alternative options: (07) 3271 8837 or 0436 613 469, or QCMHLTraining@health.qld.gov.au

Language, literacy, numeracy and digital

This course requires the ability to read, comprehend and analyse written information used in a clinical context. It also requires digital skills that most people would be using in a clinical workplace. You will need to be able to navigate the LMS, watch videos online, open hyperlinks, use tabs and menus, and type in an online format to complete your assessment. For online classroom deliveries, you will also need to be able to engage in an online platform (Zoom) with audiovisual connection, use the chat function, navigate to resources on the LMS, and download materials.

Where your language, literacy, numeracy or digital skills may seriously impact the likelihood of your successful completion of this course, you are to advise your concerns before enrolment, by contacting the Learning Centre's Business Support Assistant via email to QCMHLTraining@health.qld.gov.au

The Business Support Assistant will raise your concerns with the Program Manager who will contact you to discuss.

The Learning Centre does not employ language, literacy, numeracy or digital learning specialists. If you require support beyond our capacity to assist, it is recommended you access the services of a relevant specialist prior to enrolling in this course. Any cost associated with specialist services is your responsibility. Please understand this recommendation is intended to ensure you have the best opportunity for success.

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 Learning Centre **does not change** your existing scope of practice. Please remember it is your responsibility to understand and work within your scope of practice.

Privacy and data

Your electronic enrolment is acknowledgement that you have read and understood the Learning Centre's privacy statement which is included in the full terms and conditions listed on our LMS, under the 'information tab' then 'terms and conditions'.
<https://www.qcmhl.qld.edu.au/>

The Learning Centre will not disclose your personal information to any third party (other than to our contractors or agents who are involved in providing you with products or services you have requested), unless you have consented to such disclosure, or if the Learning Centre is required or authorised by law.

For full details of how your data is used, refer to our [terms and conditions](#).

Learner declaration and consent

By agreeing to the Learning Centre's terms and conditions through selecting the checkbox at the course booking stage, this is your acknowledgement that you have declared the information you provide is true and correct to the best of your knowledge, and that you consent to the collection, use and disclosure of your personal information in accordance with the privacy and data use statements detailed in our terms and conditions listed on our LMS, under the 'information tab' then 'terms and conditions'. <https://www.qcmhl.qld.edu.au/>.

Use of your data

Under the Data Provision Requirements 2020, the Learning Centre is required to collect personal information about you and to disclose that information to the National Centre for Vocational Education Research Ltd.

Your course enrolment information is used within our LMS to register you in the course.

As required under law, information relevant to this accredited course is retained for a minimum period of 30 years. Non-identifying information may be used for trend analysis reporting or marketing purposes.

You may gain access to the information you have provided to the Learning Centre, by submitting a request in writing to QCMHLTraining@health.qld.gov.au addressed to the Systems Manager, Queensland Centre for Mental Health Learning.

Your name and course assessment result will be provided to the respective Hospital and Health Service management via a quarterly report.

For full details of how your data is used, refer to our terms and conditions located under the information link on our website. <https://www.qcmhl.qld.edu.au/>

Learning support

Support request

At enrolment, you are requested to advise us of any support requirements by detailing these in your online enrolment form. After you complete and submit your enrolment form that identifies you require support, you will be contacted by the Business Support Assistant to clarify support(s) required to successfully complete this course.

The Learning Centre will make every attempt within our scope to meet additional support(s) but cannot guarantee to be able to do so on every occasion.

Disability support

Should you identify in your online enrolment as having a disability which may require support services, the Learning Centre will explore support options that will enable your completion of this course. However, without sufficient notice, the Learning Centre is not in a position to guarantee this can be done on every occasion.

If you wish to contact the Learning Centre regarding your needs, please phone or email the Business Support Assistant during office hours to discuss our capability to provide appropriate support.

(07) 3271 8837 or 0436 613 469 or QCMHLTraining@health.qld.gov.au

Cultural support

Please let us know if you have any cultural or religious practice needs that may be accommodated or supported during the training. Please consider if these needs may affect your choice of venue or training location or modality.

The training and assessment use video content to support learning. Aboriginal and Torres Strait Islander learners are advised that the videos may contain images and voices of deceased persons.

Learning resources

After enrolment and during the training, the following resources are provided to you:

- participant workbook
- handouts
- materials enabling participation in individual/group activities
- details on accessing the online assessment (including stimulus videos).

You can also access, at any time, the Mental State Examination Glossary to support your learning and practice at <https://www.qcmhl.qld.edu.au/course/resources/QC48/glossary.html>

Online classroom requirements

To participate in the online classroom, you must have access to a stable internet connection and a computer with audio output (i.e. speakers, headset) and a microphone. It is strongly recommended you have a camera that enables you to engage visually.

You are to test your computer/system prior to the online classroom attendance to ensure access to the classroom and to the digital resources.

Online classroom participants are provided with writable digital copies of materials (writable PDF) and digital handouts. You may wish to either print materials or use them digitally.

Reasonable adjustment

If appropriate, the course facilitator can provide reasonable adjustment(s) during the workshop or assessment. If you believe you have not received support appropriate to your needs, and within reasonable adjustment parameters, you are encouraged to contact the Learning Centre's Program Manager via email to QCMHLTraining@health.qld.gov.au or telephone (07) 3271 8837 or 0436 613 469.

Personal support

Where personal circumstances may affect your learning experience, the Learning Centre will support you practically where possible. However, the Learning Centre is not able to provide professional counselling. Support we offer may include recommendation of self-referral to any of the following organisations:

Qld Health Employee Assistance Service <https://qheps.health.qld.gov.au/csd/employee-centre/workhealth-safety-wellbeing/employee-assistance-service-providers>

MH CALL 1300 642 255 (24/7 confidential mental health service)

[Lifeline](#) 13 11 14

[Suicide Call Back Service](#) 1300 659 467

[Beyond Blue](#) 1300 224 636

[MensLine Australia](#) 1300 789 978

[1800 Respect](#) 1800 737 732

[13 YARN](#) - 13 92 76 - for Aboriginal and Torres Strait Islander people

Additional learning – self directed

Mental state examination eLearning

Should you wish to further prepare for this 10881NAT workshop, you may benefit from completing the Learning Centre's free eLearning course, QC48 Mental State Examination. This course is available from our LMS (website) <https://qcmhl.qld.edu.au/>

Completion of the eLearning is not a pre-requisite for this course. Please be aware that the QC48 eLearning course is not accredited, and there is no assessment attached to it.

Training

Industry relevance

The Learning Centre takes important steps to guarantee the currency of this accredited course. In developing and reviewing our training and assessment system, we formally consult industry stakeholders. Feedback from these stakeholders is used to ensure course content meets current industry practice.

Industry currency

Learning Centre educators/assessors undertake a mandatory annual placement (one to two weeks) during which they observe and document MSEs. This placement is to ensure educators/assessors maintain current skills in the training they are delivering and assessing. To complement this, where available, we also engage industry representatives (clinicians) as cofacilitators.

Cofacilitation

Cofacilitation is not a supervision arrangement. The Learning Centre educators lead the delivery of training, while cofacilitators provide input through their experience and knowledge of workplace practices.

Training evaluation and continuous improvement

As an enrolled learner, you will be emailed anonymous pre- and post-training evaluations to be completed online. You will also be emailed a three-month follow-up evaluation for anonymous appraisal of learning retention and transfer to the workplace.

Evaluation responses are collated and reported to the Learning Centre operational management committee, which look at trends and key findings. Your feedback actively informs the Learning Centre's continuous improvement cycle.

Superseded training product

Should this course become superseded, while you are enrolled, we will ensure your assessment is completed and the relevant result documentation issued within a period of one year from the date the replacement course is released on the National Register (www.training.gov.au)

Expired training product

Should this course be no longer current, and is not superseded, all assessment work will be completed, and the relevant result documentation issued within a period of one year from the date the course is removed or deleted from the National Register.

Course applicants will not be permitted to commence training and assessment in a non-current course.

Assessment

Process

During the course workshop you are provided with adequate training and resources to answer assessment questions correctly and comprehensively.

There is no 'on-the-job' component to this assessment.

The assessment for this course is online and involves a number of written tasks.

When completing the online assessment, you are:

- required to work independently
- required to certify that your responses are exclusively your own work
- reminded to answer all questions in full to address the criteria
 - **Note:** Any part of a question that is missed or incomplete will result in an unsuccessful result for that question.

If you need support with completing the assessment, you are encouraged to seek assistance from an educator by phoning (07) 3271 8837 or 0436 613 469, or via email to QCMHLAssessment@health.qld.gov.au

Online assessment preparation

Prior to completing the workshop component of this course, the educator will discuss the process for completing your online assessment, and how it will be assessed. Instructions are also provided in your training materials.

If you have further queries about the assessment, you are encouraged to discuss your concerns with a Learning Centre educator via (07) 3271 8837 or 0436 613 469, or email to QCMHLAssessment@health.qld.gov.au. Any assistance given will not provide unfair advantage to you and will be offered in a discrete manner.

At commencement of the assessment, you will have access to the marking criteria which will guide you in completing the assessment.

When completing the online assessment, remember to read instructions carefully to ensure you understand what is required. If you do not understand a question, seek clarification from an educator by phoning (07) 3271 8837 or 0436 613 469, or via email to QCMHLAssessment@health.qld.gov.au

You are required to:

- complete the assessment independently, do not collaborate with others
- use unambiguous (clear) language
- answer using your own words (we do not assess grammar or spelling)
- remain clear about your rights in relation to the assessment.

Reasonable adjustment

If you have a concern or query about your ability to complete the course assessment, and no prior arrangement has been made, please contact a Learning Centre educator either by telephone (07) 3271 8837 or 0436 613 469, or email QCMHLAssessment@health.qld.gov.au

Assistance provided to you by an educator/assessor will be under the rules of reasonable adjustment, that is, any assistance provided by Learning Centre staff will not provide an unfair advantage to you and will be offered in a confidential manner.

In certain circumstances, during the assessment the following adjustments may be made:

- additional time allowed, as appropriate, for you to complete the assessment
- assessment tasks and questions clarified with an educator
- to assist comprehension, questions and instructions may be re-framed by an educator
- if the online assessment is in any way inaccessible to you as a result of disability, please contact one of our educators to discuss an alternative arrangement.

If you believe you have not received support appropriate to your needs, and within reasonable adjustment parameters, you are encouraged to contact the Learning Centre's Program Manager on (07) 3271 8837 or 0436 613 469, or via email to QCMHLTraining@health.qld.gov.au

Academic misconduct

The Learning Centre is committed to upholding the Public Service Code of Conduct and to academic honesty and integrity. A candidate (i.e. someone completing the assessment) must be able to demonstrate they have presented their own assessment responses and demonstrate their valid understanding and application of subject matter. Assessors will be vigilant in identifying possible academic misconduct.

Any instance of plagiarism, collusion or cheating is unacceptable and is taken seriously. Any action, or attempted action, that 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 any instance of plagiarism, collusion or cheating has been upheld, this will be presented to the Learning Centre Director where a 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 resubmission of assessment work, a 'not competent' result, cancellation of course enrolment, recommendation that the candidate's line manager arrange academic counselling.

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 that 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.

Artificial Intelligence (AI) technology and tools

Generative Artificial Intelligence is a type of Artificial Intelligence (AI) technology which produces new content in response to 'prompts' or other information provided. A prompt may include text, images or audio. Generative AI tools include ChatGPT, Gemini, Grammarly and Jasper Chat. These tools are commonly used for learning and workplace tasks.

Generative AI should not be used as a replacement for original student work. Any use of AI needs to be in accordance with the Academic Misconduct, Plagiarism, Collusion and Cheating guidelines. An example of academic misconduct is using AI tools to complete responses to quizzes, tests or short answer assessment tasks, and then presenting the work as your own.

The Learning Centre does not permit learners to enter confidential or personal information into AI tools. If learners are Queensland Health or Queensland Government employees, they must ensure they adhere to policies and guidelines regarding acceptable use.

When AI 'prompts' are used ethically and appropriately, AI can assist learners in refining work they have created themselves. An example of appropriate use is a learner writing an answer to an assessment question, then using an AI tool to check for typing errors or suggest improvements for readability. The Learning Centre permits this use of AI tools as an 'allowable use'. Please note that assessors are not checking for spelling errors or grammar, as these are not in the assessment criteria. Sometimes readability can impact on an assessor's interpretation of your response.

The examples of inappropriate and allowable uses of AI tools provided are not exhaustive, as the area of Generative AI is rapidly evolving. If you are having difficulties with completing assessment tasks, please seek support as mentioned in the 'Learning Support' section.

Collusion

Collusion is unauthorised collaboration between learners/candidates and presenting this work as one's own.

Cheating

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

Withdraw

If you do not attempt the assessment within a 28-day period, the LMS will automatically withdraw you from the course.

If you elect to withdraw from completing the assessment component this will record a 'not competent' result and you will not be eligible to achieve the statement of attainment (SoA).

Your attendance at the workshop will be recorded, and you will receive a certificate of attendance only.

Note that all assessment results are included in reports to HHS Directors for Queensland Health staff.

Overview of assessment evidence collected

The online assessment is designed to collect evidence of your competence in observing and documenting the MSE. This includes underpinning knowledge and skills specific to the tasks. Therefore, all tasks must be completed correctly to be competent overall.

The online assessment comprises of Part 1, and Part 2 sections A and B. You will be assessed through:

- (i) multiple choice questions
- (ii) correction of a pre-written MSE (based on a stimulus video [actors])
- (iii) documenting a full MSE (based on a stimulus video [actors]).

Assessment attempts

Part one: Requires you to answer thirteen (13) multiple choice questions. Your answers will be recorded and automatically marked by the system. You will not be able to progress to Part 2 until you get 100% correct.

If you are not successful after three (3) attempts to answer the multiple choice questions, you will be prompted to contact the Learning Centre and one of our assessors will offer you support. You will be unable to attempt the assessment again until you have contacted the Learning Centre.

When you contact the Learning Centre, an assessor will discuss your concerns in the context of your assessment outcomes and options to successfully complete the assessment. If appropriate, the assessor may reset the assessment to enable you to successfully complete Part 1.

Part two: Sections A and B, consists of free-text responses to questions which are manually marked by assessors. If there are responses that are unsatisfactory or incomplete, you will have the opportunity to amend these through the 'further evidence' process. You will be notified of this by email. Once you receive a satisfactory result on each assessment task, you will receive a competent result.

Part two - further evidence: You are given fourteen (14) calendar days to provide further assessment evidence. If you miss this deadline and you contact the Learning Centre, an assessor may extend the opportunity to provide further evidence in a timeframe based on

your circumstances (maximum 3 weeks at a time). You may have multiple opportunities to provide further evidence to demonstrate your competence.

Part two - unsuccessful completion: If, after attempts to gain further assessment evidence, you do not successfully complete part two of the assessment you will be deemed a 'not successful' result. You will not receive the statement of attainment, but you can download the certificate of attendance from your profile on the LMS.

Assessment timeframe

From the date you fully attend the workshop, you have four weeks (28 calendar days) to complete your assessment. There is no limitation to the amount of time you may spend working on the assessment during this period. You may complete the assessment over several sessions by saving and returning to your work.

If you require an extension to the 28 calendar day deadline, please request this by completing the [Assessment Extension Request](#) (electronic form). The link is also available on the course page in the LMS. Requests will be considered on an individual basis.

For further support related to your assessment, please email QCMHLAssessment@health.qld.gov.au or telephone (07) 3271 8837 or 0436 613 469.

Marking process

Following the submission of your online assessment, a qualified assessor will mark your assessment. The assessor may or may not be the educator who delivered your training. We aim to mark your assessment within 30 calendar days of the training delivery.

If you have not answered a question in full, or accurately, you will be contacted and asked to address the gaps in your response ('further evidence required'). At all times you will be offered appropriate support to address identified gaps. You will only be required to amend responses that are not satisfactory.

Appeal

If you are not satisfied with an assessment result, you have the right to appeal the decision. For full details of the appeal process, please refer to the Complaints and Appeals Process document on our website; select the 'information' menu, then 'learner support' then 'complaints and appeals process'. [Complaints and Appeals Process.pdf \(qcmhl.qld.edu.au\)](#)

Recognition of prior learning (RPL)

RPL is an assessment process examining an individual's informal and on-the-job learning to determine the extent to which they already have the required competencies taught in this course. The RPL process involves the applicant collecting valid evidence, and a qualified assessor making judgements on whether competency already exists.

RPL is the acknowledgement of skills and knowledge obtained through formal training (including training undertaken through another registered training organisation, work experience (including informal training) and life experience.

Applicants seeking to enrol in this training may have their current skills and knowledge recognised, through the RPL process, against the requirements of the accredited course. If you believe you already have the competencies described in the course unit of competency, NAT10881001 Observe and Document the Mental State Examination, and wish to apply for RPL, your application must be made **before enrolment**.

The application kit is available from our LMS, under the 'Information' link; select 'learner support' then the 'RPL statement'. [10881NAT_RPL_statement.pdf \(qcmhl.qld.edu.au\)](https://qcmhl.qld.edu.au/10881NAT_RPL_statement.pdf)

Within this statement is the link to the application kit. Alternatively, you may contact the Business Support Assistant either by telephone (07) 3271 8837 or 0436 613 469, or email to QCMHLTraining@health.qld.gov.au and request a kit be emailed to you.

Applicants with incomplete evidence to support RPL may be asked to undertake the assessment component of this course to provide missing evidence.

Fees for RPL applications are charged at the current course enrolment rate.

Credit transfer

Application for credit transfer must be made **before enrolment**.

The application form is available from our LMS; under the 'Information' link select 'learner support' then the 'credit transfer statement'. [10881NAT_Credit_Transfer_Statement.pdf \(qcmhl.qld.edu.au\)](https://qcmhl.qld.edu.au/10881NAT_Credit_Transfer_Statement.pdf)

This statement includes the application form. Alternatively, you may contact the Business Support Assistant by telephone (07) 3271 8837 or 0436 613 469, or email to QCMHLTraining@health.qld.gov.au and request an application form be emailed to you.

The Learning Centre will recognise all *current* competencies held by an applicant regardless of how, where or when those competencies were learned. If you believe you have an existing qualification that may be equivalent to this accredited course and wish to seek credit transfer of that qualification, please advise the Business Support Assistant before you enrol.

Educator and assessor competencies

Facilitation of this course and the assessment marking are undertaken by educators/assessors who meet requirements under the current *Standards for Registered Training Organisations*. Our educators/assessors hold, at a minimum, the current Certificate IV in Training and Assessment or those with the required accredited skill set(s) work under direction of a qualified educator/assessor.

Additionally, our educators/assessors hold one of the tertiary qualifications listed below and maintain current professional registration, for example, Australian Health Practitioner Regulation Agency or eligibility for professional membership with their respective professional body, for example, Australian Association of Social Workers.

<ul style="list-style-type: none"> • Nursing (Mental Health) • Psychology 	<ul style="list-style-type: none"> • Social Work • Occupational Therapy 	<ul style="list-style-type: none"> • Speech Pathology
---	---	--

To retain current industry skills, educators/assessors must complete a one to two-week placement at least once per calendar year where they observe and document MSEs.

Completion

Assessment results and feedback

After your assessment has been fully marked, you will receive an email with details of your result, and how to access the result certification from the LMS. Therefore, it is imperative you record your current email address in your profile page on the LMS (our website).

The line manager you nominate in your online profile will also be advised of your assessment result, including if you elected to withdraw from the assessment.

You agreed to this process through the acknowledgement included in your declaration upon undertaking the assessment.

A 'competent' assessment result is when assessment evidence satisfies the required standards of the unit of competency. Providing you have supplied a verified USI and all respective fees are paid, a statement of attainment will be issued to you.

If your assessment evidence does not satisfy the required standards of the unit of competency you will be recorded in our LMS as 'not competent'. A 'not competent' transcript of results is not issued. You will receive the certificate of attendance only which may still be used as evidence of professional development hours.

Statement of attainment

Upon your achieving competency, the statement of attainment is issued immediately. You will be notified via email that you can download the statement from your profile on our LMS (our website).

Compliance: We adhere to the Australian Qualifications Framework (AQF) Qualifications Issuance Policy [AQF Qualifications Issuance Policy | AQF](#)

Through the issuance of a statement of attainment, the AQF acknowledge that completion of an accredited unit contributes to the progression toward achievement of an individual's lifelong learning goals. Through issuing a statement of attainment we adhere to government regulatory and quality assurance arrangements which are monitored by the national regulator, Australian Skills Quality Authority.

Replacement result document

Your assessment result is accessible from your online profile at any time. If you require assistance accessing this, you may contact the Business Support Assistant either by phoning (07) 3271 8837 or 0436 613 469, or email QCMHLTraining@health.qld.gov.au

Access to records

We meet the legal obligation to hold a learner's record of training for a period of 30 years.

If you cannot access your record from our LMS, please submit your request in writing, to the Business Support Assistant via email to QCMHLTraining@health.qld.gov.au

General information and governance

Registered training organisation

West Moreton Health (WMH) is registered with the Australian Skills Quality Authority (ASQA) to deliver this accredited course. The WMH RTO number is 40745. The Learning Centre is the unit within WMH assigned with development and delivery of accredited training.

Our commitment

The Learning Centre certifies RTO management positions are vested with sufficient authority to ensure the Learning Centre consistently complies with the current *Standards for RTOs*. Each RTO manager meets the 'fit and proper person' criteria specified in the *Standards*.

The Learning Centre adopts practices to maintain high professional standards in the marketing, monitoring, evaluation, and delivery of all training services, to safeguard the interests and welfare of our learners.

Change to agreed service

Course dates, location and times are subject to change. Should a change occur, we make every effort to inform you as soon as we can prior to the commencement of training. Where there is any change to an agreed service, for example, as listed below, the Learning Centre will advise you as soon as possible.

- New third-party agreement (i.e. a third-party delivering training on our behalf, under a formal arrangement)
- Change to an existing third-party agreement
- Change to RTO ownership.

Our standard practice is to inform you of any change to course delivery details via SMS. Therefore, it is imperative you maintain up-to-date contact details in your profile on our online learning management system (i.e. mobile phone number and email account details).

Assessment validation and moderation

The Learning Centre monitors the validity of the accredited training and assessment system.

Monthly meetings are scheduled, where qualified educators/assessors meet to discuss marking practices to ensure consistent assessment judgements are produced across assessors and to make recommendations for future improvements to the assessment tool.

Industry stakeholders may be invited to attend moderation meetings. During these meetings any differences in assessment judgements, and other concerns, are discussed through to resolution. The meeting record informs continuous improvement.

Formal validation of accredited training assessment tool/s is undertaken once within the five-year course accreditation period (more if the tool has undergone changes/modifications). Membership at these meetings includes qualified educators and assessors, with other industry stakeholders invited, to ensure course materials are current, accurate and meeting the need of industry.

Complaint lodgement and management

The Learning Centre strives to provide a rewarding learning experience. If you are not satisfied with our service or a product you may lodge a complaint.

For full details on lodging a complaint, please refer to the Complaints and Appeals Process document on our LMS. Under the 'information' menu, select 'learner support' then the complaints and appeals process.

Discrimination and harassment

The Learning Centre provides environments free from discrimination and harassment. If, during training, you believe a discriminatory or harassment event has occurred, please report it immediately to the educator, and/or you may contact the Learning Centre's Program Manager via phone (07) 3271 8837 or 0436 613 469, or email to QCMHLTraining@health.qld.gov.au

Inappropriate behaviour

The Code of Conduct for the Queensland Public Service (QPS) outlines accepted behaviours of learners, regardless of whether learners are Queensland Health employees or from the wider community. If you are unsure of expectations, please refer to the code of conduct available from: <http://www.premiers.qld.gov.au/publications/categories/policies-and-codes/code-of-conduct.aspx>

Our right: Where a person displays behaviour that a reasonable person would consider unwarranted, and contravenes expected behaviours outlined in the Code of Conduct, Learning Centre educators have the right to ask that person 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. A learner whose enrolment is terminated under these circumstances is not entitled to a refund of fees paid. The Learning Centre Program Manager has the final decision on a learner's right to partake in a future training session.

Your right: If you feel you have been unfairly dealt with, you are encouraged to lodge a grievance, in writing, within 30 calendar days, via email, to the Learning Centre's Program Manager: QCMHLTraining@health.qld.gov.au

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 being recommended, the Learning Centre's Program Manager will contact the learner's line manager. A record of interview may be held.

Confidentiality policy

Personal information you provide to us is protected and made available only to authorised persons in relation to meeting government reporting obligations, audit or assessment validation/moderation purposes. Personal details are not distributed to any marketing or research organisations. You are encouraged to read the privacy notice in our terms and conditions available from the information menu on our LMS.

Workplace health and safety

The *Work Health and Safety Act 2011* provides a framework to protect the health, safety and welfare of all workers while at work. It also protects the health and safety of other people who might be affected by work. The *Act* applies to staff and learners whilst attending Learning Centre training.

Learning Centre educators ensure you are aware of evacuation procedures and potential hazards in the learning environment, and procedures for dealing with emergencies.

The Learning Centre requires all staff, learners, clients, contractors and visitors to act responsibly and comply with statutory requirements and all safety standards and guidelines. You are responsible for ensuring you work/behave safely without risk of injury to yourself, fellow workers/learners or others in a work or public environment.

Accidents and first aid

Should an accident/incident occur in the training environment, you are to immediately report it to the educator. If not already sought, and is required, the educator will seek medical assistance. The educator will record details on an incident report form which will be signed by both the educator and the person reporting the incident. The incident report form will be retained on record, and/or progressed through the appropriate channel.

It is your responsibility to report accident/incident details to your local workplace health and safety unit.

Learning Centre educators are not required to be trained First Aid Officers.

Access and equity

The Learning Centre is committed to providing training and assessment services to all learners regardless of race, religion, gender identity, socio-economic status, or ability. Selection of enrolments into this course is based on meeting entry requirements on a first-in, first-served basis. No applicant is discriminated against.

Public liability insurance

The Queensland Government Insurance Fund provides public liability cover for Learning Centre activities in both government and non-government venues.

Marketing accuracy

The Learning Centre is committed to marketing training and assessment services in an accurate, ethical, and responsible manner, ensuring all clients are provided with timely and necessary information.

Legislation

The *National Vocational Education and Training Regulator Act 2011*

ASQA is the national regulator for Australia's vocational education and training (VET) sector. ASQA's functions include:

- registering providers of VET as RTOs
- accrediting VET courses
- conducting compliance audits and undertaking risk assessments of RTOs.

For more information on ASQA, access their website (www.asqa.gov.au/) phone 1300 701 801 or email enquiries@asqa.gov.au

Student Identifiers Act 2014

The *Student Identifiers Act 2014* provides for student identifiers and access to transcripts relating to VET, and for related purposes.

After 2014, a RTO must not issue a VET qualification or VET statement of attainment to an individual unless the individual has a student identifier.

Further information is available via [Federal Register of Legislation - Student Identifiers Act 2014](#) or www.usi.gov.au/

Copyright Act 1968

The *Copyright Act 1968* <https://www.legislation.gov.au/Details/C2017C00180> gives authors and copyright owners of original 'works' the exclusive right to reproduce, publish, communicate and adapt their material and to licence, transfer or sell to other people.

The Learning Centre has a current statutory education licence with Copyright Agency <https://www.copyright.com.au/licences-permission/educational-licences/private-education-providers/search-australian-educational-copyright-licence/>

This licence, set out in the *Copyright Act 1968*, allows educators to copy and share text and images in ways that usually require permission provided that fair compensation is made to the creators of the content.

Copyright agency <https://www.copyright.com.au/> has fair compensation agreements in place for private education providers that have a current Statutory Education Licence, such as RTO's.

Intellectual property ownership of intellectual property (including copyright) contained in course training materials remains at all times the property of the Learning Centre.

If copyright material beyond the usual allowance is required, the Learning Centre obtains permission from the copyright owner in writing. These permissions are saved to our local network.

Terms and Conditions

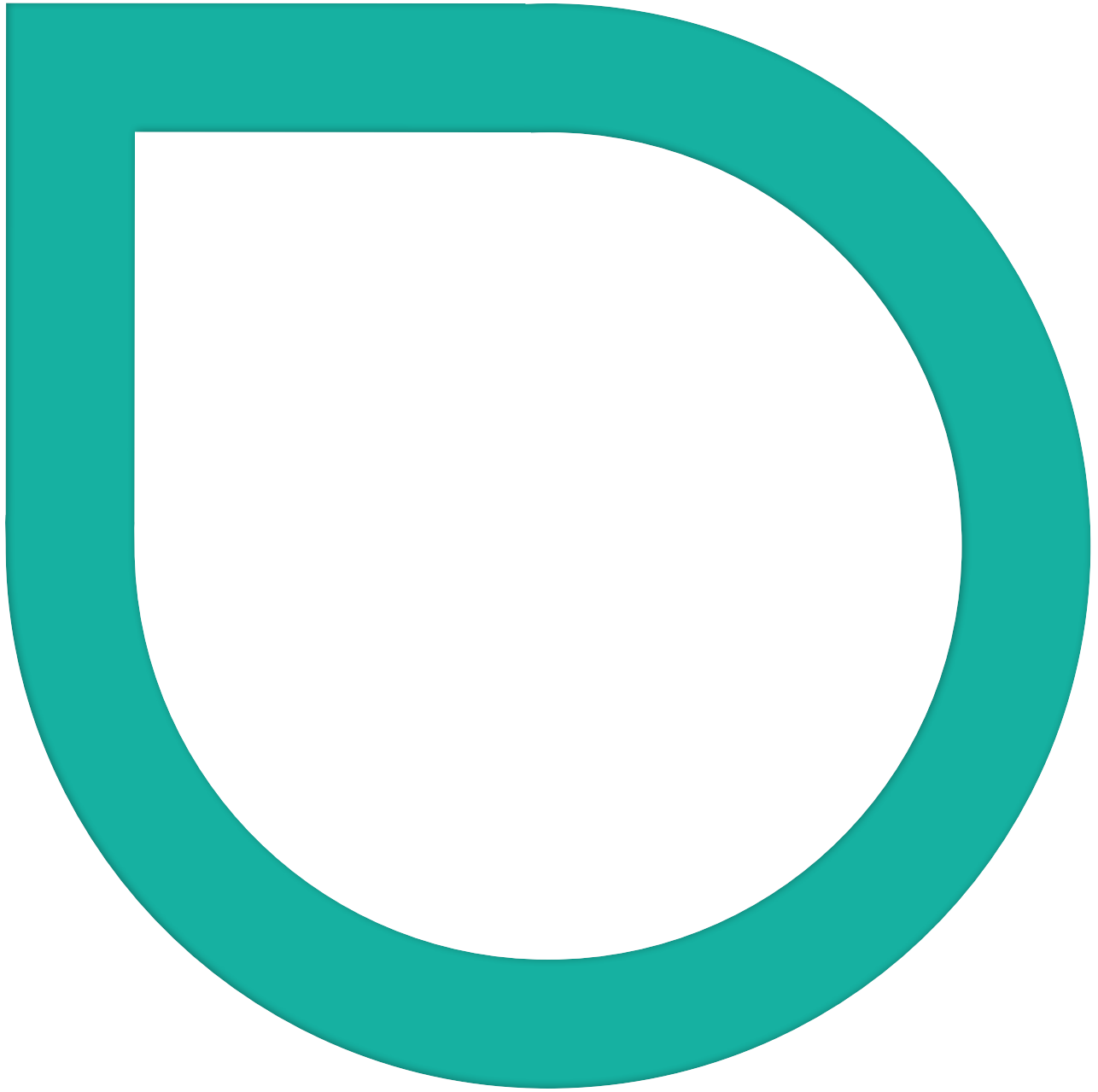
The Learning Centre's full terms and conditions, including fees and refunds, are available from our website under the information tab.

Contact information

Main office location	Queensland Centre for Mental Health Learning Anderson House The Park - Centre for Mental Health Cnr Ellerton Drive and Court Road Wacol Qld 4076 QCMHL@health.qld.gov.au
Postal address	Queensland Centre for Mental Health Learning Locked Bag 500 Archerfield Qld 4108
Opening hours	8.30am to 4.30pm Monday to Friday
Main office phone	(07) 3271 8837 or 0436 613 469
Training support email	qcmhltraining@health.qld.gov.au
Assessment support	QCMHLAssessment@health.qld.gov.au

Glossary

Word/acronym	Explanation
Applicant	Individual booking a training course.
Participant; student; learner	Individual attending and participating in training.
Candidate	Individual undertaking the assessment component of a training course.
AI	Artificial Intelligence
AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
MSE	Mental State Examination
RPL	Recognition of prior learning
USI	Unique Student Identifier
VET	Vocational Education and Training
WMH	West Moreton Health



West Moreton Hospital and Health Service - RTO code: 40745
Queensland Centre for Mental Health Learning (Learning Centre)
Locked Bag 500
Archerfield Qld 4108

Version template: 20221006, content: V1.4