



Learning Centre

Queensland Centre for **Mental Health Learning**

11362NAT Course in Observing and Documenting the Mental State Examination



West Moreton Health - RTO code: 40745

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11362NAT Course in Observing and
Documenting the Mental State Examination
Essential Course Information

Version control

Version	Date released	Changes	Authorised by
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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**. West Moreton Hospital and Health Service, operating as the Queensland Centre for Mental Health Learning (Learning Centre) under registered training organisation number 40745, offers the accredited course, 11362NAT Course in Observing and Documenting the Mental State Examination.

Course details

Nationally recognised training

This course is nationally accredited until 18 August 2030.

To achieve the statement of attainment for the Course in Observing and Documenting the Mental State Examination, learners must complete the following unit of competency: NAT11362001 Observe and document the mental state examination.

Upon 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.

Course duration

The volume of learning for this course is 14 hours, comprising of 7 hours of supervised learning and 4 hours of unsupervised learning as detailed below.

This course consists of a workshop component, self study, and an online assessment. In person (full day) training commences at 8:30 am (with expected arrival at 8:15 am) and concludes at approximately 4:30 pm. When delivered via online classroom the workshop is offered in two parts (2 x 4-hour workshops), with commencement times as outlined in the workshop sessions in the course page on our Learning Management System (LMS). It is expected that learners will also undertake self study to assist with completion of the course and assessment (around four hours). The assessment component is conducted online and may be completed at your convenience within 28 calendar days following the workshop. The online assessment is expected to take around three hours to complete and can be saved and completed over numerous sessions.

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 core components of the mental state examination (MSE) will be grouped and discussed, examples and practice activities undertaken, and a practice MSE will be completed.

The assessment component for this course is completed online at your convenience, within 28 calendar days following the workshop.

The assessment consists of multiple-choice questions, short answer response questions (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, and the learner enrolling in the course.

Training locations and dates

As a statewide training provider, the Learning Centre will deliver the face-to-face workshops at locations throughout Queensland, as well as online training. For venue locations and training dates for the face-to-face workshop, or training dates for the online workshops, please refer to the training calendar listed on our website <https://qcmhl.qld.edu.au/>

Purpose of the course

This course will provide participants with a range of knowledge and skills to objectively observe a person's mental state signs and symptoms, during a clinical interview, and document clinical evidence for each of the core components of the mental state examination, while adhering to the minimum standards for mental state examination documentation.

When learners have successfully completed the workshop and the assessment component of this course, they will be able to:

- observe clinically relevant features of each of the core components of the mental state examination
- consider the influence of contextual factors (environmental, developmental, personal, cultural) on the person's presentation
- record clinically relevant observations and provide a rationale for clinical judgements made
- apply the minimum standard for mental state examination documentation when making records.

Both early career and experienced clinicians may benefit from this course.

Enrolment

Course entry requirements

Essential

Entrants to the course must be aged over 18, 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 entry requirements:

- 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 clinical tool
- experience in conducting risk 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.

The enrolment process requires all learners to undertake a Pre Training Review (online), which includes a Language, Literacy, Numeracy and Digital (LLND) self-assessment and declaration of ability, to determine suitability and identify learner support needs.

Learning Centre staff will assess the enrolment application provided by students to ensure the above criteria are met prior to issuing a Confirmation of Enrolment (email).

Language, Literacy, Numeracy and Digital (LLND) Requirements

The enrolment process requires all learners to undertake a LLND self-assessment and declaration of ability.

As an enterprise training organisation providing training to mental health professionals, or those studying to work in the field of mental health, our pre-enrolment criteria is based on the reasonable expectation that prospective learners have attained a required LLND knowledge and skill level through completing university studies. In addition, registered health professionals are required to have English proficiency skills at a standard that meets the Australian Health Practitioner Regulation Agency (AHPRA) registration standards.

- For allied health and medical: [Australian Health Practitioner Regulation Agency - English language skills](#)
- For nursing professions: [Nursing and Midwifery Board of Australia - English language skills](#)
- For Aboriginal and Torres Strait Islander Health Practitioners: [Aboriginal and Torres Strait Islander Health Practice Board of Australia - English language skills](#)

Digital literacy requirements include skills commonly used in clinical workplaces and those required for online learning, such as:

- using provided instructions to log in to the Learning Management System (LMS), create a user account, and set up a learner profile
- navigating the LMS to access course content, including video materials
- entering written responses online to complete assessment tasks
- for online classrooms (workshops): using the online platform (Zoom) with audio/video and chat and accessing course materials as needed.

When a learner's LLND self-assessment results indicate LLND skills are not appropriate for the course level, or additional support may be required, Learning Centre staff will contact the learner to discuss their needs, and options such as additional resources, support arrangements, reasonable adjustments and referrals to external organisations or specialist support programs. Any cost associated with external LLND services is your responsibility. Please understand this recommendation is intended to ensure you have the best opportunity for success.

Once enrolled, if learners become aware of LLND skills impacting on their likelihood of successful completion of this course, or require support, they are to contact the Learning Centre's Business Support Assistant via email QCMHLTraining@health.qld.gov.au. The Business Support Assistant will raise the concerns with the Program Manager who will contact the learner to discuss further.

Please note that assessments are not marked based on spelling or grammar, but further information may be requested if wording is unclear or difficult to understand.

Required resources

You are required to have access to the following to be able to participate in this course:

- computer/laptop and up-to-date software, including:
 - Internet access and an installed compatible browser, e.g. Microsoft Edge, Google Chrome.
 - Microsoft Office Suite or equivalent.
 - PDF reader (modern browsers can open PDF files).
 - Access to email for correspondence and feedback.

- audio equipment to allow viewing of online video material, e.g. headset, earphones or external speakers
- for online classroom sessions, students must have the above, plus:
 - webcam
 - microphone or headset
 - ability to access online sessions (via Zoom).

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/> prior to enrolment and throughout the course.

It is imperative you provide up-to-date contact details (email account details and mobile phone number, as well as line manager details) as we use those if we need to contact you.

Unique student identifier

From 1 January 2015, the Learning Centre is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at www.usi.gov.au/create-your-USI/ on computer or mobile device. Applying for a USI is cost free and the number will remain with you for life.

The course enrolment form requires you to provide personal details so your USI can be verified, as well as consent for the Learning Centre to conduct this verification. The personal details required to verify a USI are first name and last name, or name that you used when you applied for your USI if different to the first and last names used in your enrolment) and date of birth.

How to enrol

First, you must create your own personalised profile page. If you haven't already done this, visit [Queensland Centre for Mental Health Learning \(The Learning Centre\) Knowledge Base - How do I enrol in a workshop?](#) and watch the helpful video to show you step-by-step how to set up your profile, or use this [Help Sheet](#).

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).

Note: Keep your profile page accurate and current. It is imperative that you provide up-to-date contact details (email account details and mobile phone number, as well as line manager details) and correct personal details (name, date of birth), as we use these references if we need to contact you or to validate your USI. For your USI to validate, your first and last names must exactly reflect those used when registering for your USI.

Complete the pre training requirements, including the LLND self assessment and accessing the pre-workshop evaluation.

Click 'view all sessions' in the workshop sessions of the course page, and find a workshop time and location that is suitable for you. Click 'sign up' to attend your preferred session. <https://qcmhl.qld.edu.au/>.

Complete the enrolment form for 11362NAT Course in Observing and Document the Mental State Examination. Make sure you have your USI handy to complete this process.

Refusal of enrolment

The Learning Centre retains the right to refuse any enrolment at any time.

Confirmation of enrolment

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

Enrolment acceptance and confirmation

Please ensure the details in your online profile are accurate and current to ensure you receive email advice of your enrolment acceptance and confirmation. When you complete your online 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. This email also details the course start and finish times, venue location and map/s, and a link to a copy of this booklet on our website, which you can download.

24 hours prior to the course commencement you will receive a reminder via SMS.

Transfer of enrolment (changing commencement date)

At the discretion of the Learning Centre, an enrolment may be transferred to commence on a different workshop date. 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 signing up for a workshop session, if the session is full, you have the option to add your name to the wait list, via the wait list link attached to the course, and/or you may 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. 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 a participant 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.

Cancellations between 48 and 24 hours prior to training (for any reason), you may cancel your enrolment directly via your personal login on the Learning Centre learning management system, by email to the Learning Centre, or by phone. Acting promptly will ensure that the available place can be offered to the next person on the waiting list.

Cancellations more than 48 hours prior to training, you may cancel your enrolment via the Learning Centre learning management system at any time.

Refer subsequent heading regarding fee refund.

Fees

Current fees are published on our website <https://qcmhl.qld.edu.au/> under the information link, and are subject to change without notice.

The Learning Centre is funded to provide specified training (subsidised courses) for Queensland Health Mental Health, Alcohol and other Drugs Service clinicians and Queensland Ambulance Service staff. Those who do not fall under this category are required to pay a nominal fee to attend this training.

For courses that attract a fee, an enrolment will not be considered confirmed until payment is received.

Fee payments

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

Enrolments are not considered confirmed until payment is received.

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

Refer to the Learning Centre website, under the information link, to access fee information.

Fee refunds

For fee paying learners who cancel a course booking, transfer of payment to an alternative training event will be offered in the first instance. Refunds are in any event at the discretion of the Learning Centre where at least 48 hours' notice is provided. Refund requests are to be made via email addressed to the Director, Queensland Centre for Mental Health Learning at QCMHLTraining@health.qld.gov.au

If training is cancelled because of matters primarily 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.

Variation to scheduled training

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

Ineligible refund

Refunds will not be provided for those who cancel inside 48 hours 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.

Study and employment pathways

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

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 – personal information

Your electronic enrolment form requires acknowledgement that you have read and understood the Learning Centre's privacy statement which is included in the full terms and conditions https://www.qcmhl.qld.edu.au/enrol/conditions/Terms_and_Conditions.pdf

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 located under the information link on our website <https://www.qcmhl.qld.edu.au/> (or use direct link above).

Learner declaration and consent

The final step of the enrolment form requires learners to agree to the Learning Centre's terms and conditions and declare that they meet the entry requirements for this course. By selecting these check boxes on the enrolment form, 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 website).

Use of your data

For Queensland Health learners, your name and course assessment result will be provided to the respective Hospital and Health Service management (Executive Director, Mental Health and Specialised Services) via a monthly report.

Your course enrolment information is used within our learning management system to register you in the course.

As required under law, records of Australian Quality Framework (AQF) certificate documents (e.g. statements of attainment) are kept for a period of 30 years. Other assessment and learning records are kept in accordance with ASQA and Queensland Health policies. 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 (via email to QCMHLTraining@health.qld.gov.au) addressed to the Systems Manager, Queensland Centre for Mental Health Learning.

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020, the Learning Centre is required to collect personal information about you and to submit that data to the National Centre for Vocational Education Research Ltd. 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

Frequently asked questions (FAQ)

You can access and search our FAQ Knowledge Base at any time on the Learning Centre LMS in the Information menu, or via this link: <https://support.qcmhl.qld.edu.au/help/>

Learning resources we provide

- After enrolment and during the training, the following resources are provided to you:
 - participant workbook
 - handouts (including PowerPoint slides and an MSE Quick Reference Guide)
 - materials enabling participation in individual/group activities
 - details on accessing the online assessment (including stimulus videos).

Online classroom

To participate in the online classroom, learners must have access to the internet and a computer/laptop with audio output (i.e. speakers, headset) and at a minimum, microphone. It is strongly recommended that learners have a camera that enables them to engage visually.

The computer/system is to be tested prior to attendance to ensure access to the classroom and to the digital resources.

Online classroom participants are to provide their own writing materials. Learning resources are provided digitally and can be completed electronically.

Technical support is provided during sessions. Additional information to assist your access to online classrooms and enhance your learning experience is available here:

https://www.qcmhl.qld.edu.au/course/resources/shared/Online_classroom_learner_information.pdf

Learner support (including disability)

At enrolment, please advise us of any support requirements by detailing these in your online enrolment form. These may include accessibility, temporary or permanent disability, hearing or visual impairment, mobility or sensory needs, or any other support relevant to you as a learner. Please also consider if online classroom or face to face training will best support your learning. After you complete and submit the 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 and resources to meet additional support needs to enable you to complete the course. While we cannot guarantee to be able to do so on every occasion, advance notice during enrolment will help us plan and accommodate your needs to the best of our ability.

If, after enrolment, before attending training or once commenced, 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 via (07) 3271 8837 or 0436 613 469 or QCMHLTraining@health.qld.gov.au

Reasonable adjustment

If appropriate, the course facilitator can provide reasonable adjustments during the course (including workshop and assessment).

In certain circumstances, during the assessment the following adjustments and support may be provided:

- additional time, as appropriate, for you to complete the assessment
- an educator may clarify (rephrase or restate) what is being asked by an assessment question
- examples may be provided to illustrate the expectations of the standard required
- an educator may explain the marking criteria and advise on what further study may be helpful

- if the online assessment is inaccessible to you as a result of disability, we may provide an alternative arrangement.

In some circumstances, a learning support strategy offered to learners may include an invitation to re-attend the workshop.

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, where possible, the Learning Centre will support you, 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>
- Crisis contacts: <https://www.qmhc.qld.gov.au/emergency-contacts>
- Lifeline: 13 11 14.

Additional learning

Mental state examination eLearning

Should you wish to further prepare for the 11362NAT workshop you may benefit from completing the Learning Centre's eLearning course, QC48 Mental State Examination. This course is available from our learning management system (website) <https://qcmhl.qld.edu.au/>

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

Training

Industry relevance

The Learning Centre take 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 clinical educators/assessors undertake a mandatory one to two-week annual clinical placement 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 guarantee the efficacy of our training, the Learning Centre engages with industry stakeholders to ensure our training content aligns with current practices. To complement this, we also engage industry representatives (clinicians) as cofacilitators at times. In these instances, 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. An anonymous three-month follow-up evaluation, to record learning retention and transfer to the workplace, will also be emailed to you.

On submission of the assessment, there is also an opportunity to provide feedback specific to the assessment process and tasks.

Evaluation responses are collated and reported to the Learning Centre operational management committee. These reports provide trends and key findings for management to act on.

Please be assured, your feedback actively informs the Learning Centre's continuous improvement cycle.

Currency of training products

The Learning Centre is committed to ensuring that all training products on its scope of registration are current. Where this accredited course is no longer current and has been removed or deleted, we will ensure all learners' training and assessment is completed and the relevant AQF certification documentation issued within one year from the date the AQF qualification was removed or deleted from the National Register (www.training.gov.au).

No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register.

Assessment

During the workshop component of this course, the Clinical Educator will discuss the process for completing your online assessment, and how it will be assessed.

If, after the workshop, you have queries about the assessment, you are encouraged to contact the Learning Centre on 3271 8837 or 0436 613 469, or via email to QCMHLAssessment@health.qld.gov.au to discuss with a Clinical Educator. Any assistance given will not provide unfair advantage to you and will be offered in a discreet manner.

Assessment process

During the workshop you will be provided with adequate training and resources to answer assessment questions correctly and comprehensively, as well as self study tasks for practice. The assessment marking criteria are provided in your resources and linked in the assessment.

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

When completing the online assessment, remember to read instructions carefully to ensure you understand what is required.

The assessment for this course is online and involves multiple choice questions and written questions (outlined further below).

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/leave no blanks.

Note: Any part of a question that is missed or incomplete will result in an unsuccessful result for that question.

If you find you need support with completing the assessment, you are encouraged to seek assistance from a Clinical Educator by emailing QCMHLAssessment@health.qld.gov.au or by phoning 3271 8837 or 0436 613 469.

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.

You will be assessed through:

- multiple choice questions
- short answer responses to questions (based on a stimulus video [actors])
- documenting a full MSE (based on a stimulus video [actors]).

Assessment timeframes

If you choose or are required to complete the assessment:

- the full assessment may take you approximately 3-4 hours to complete
- you must complete and submit your assessment responses within 28 days of your attendance at the workshop
- you may leave (log out) and come back to the assessment as often as needed within the allocated 28 days – remember to save your work as you go!

Assessment attempts

Part one requires you to answer sixteen (16) multiple choice questions. Your answers will be recorded and marked by the system automatically. You will not be able to progress to Part 2 until you get 100% correct. You will have three (3) attempts before you are prompted to check your materials.

If you are not successful after six (6) attempts, you will be locked out of the assessment and prompted to contact the Learning Centre. Instructions will be provided on how to do this.

Within a few days, one of our assessors will be in touch to offer you support. You will not be able to progress to Part 2 until you have contacted the Learning Centre. If you contact the Learning Centre, or your local educator, at this point, an assessor will discuss your concerns in the context of your assessment outcomes and options to successfully complete the assessment. If appropriate, and within the initial 28-day completion period, the assessor may reset the assessment to enable you to successfully complete Part 1.

Part two: Part two consists of free-text responses to questions which are manually marked by assessors. These are short response questions in relation to your observations of a video interview (provided in the assessment).

Part three: Requires you to observe and accurately document the MSE for a fictional person (video interview). You will document a full MSE, including all features for each component, where this is possible. This is also manually marked by assessors.

You will receive feedback on your assessment by an assessor which will help to solidify your learning and support transfer of new knowledge to your practice. The assessor(s) may request further evidence or amendments to your responses on tasks if they do not satisfactorily meet the criteria for competency.

Extensions

Please contact the Learning Centre if you believe that you will not be able to provide your completed assessment within the 28-day time frame due to being on leave or having shifts or personal commitments/responsibilities that prevent you from completing the assessment within this time frame. Adjustments to the time frame will be considered case by case, and based on the reason provided for the extension. A maximum extension period of three weeks only can be provided per request. You can request an extension via the [extension request form](#).

Assessment completion

This is a nationally accredited course. A **Statement of Attainment** is provided upon full attendance at the one-day course, and successful completion of the assessment. (Refer recognition of prior learning (RPL) for alternative completion). If you do not attempt the assessment within a 28-day period, the LMS will automatically withdraw you from the course (see 'withdrawal' information below).

Some Queensland Health staff are required to complete the assessment and gain a Statement of Attainment. Check with your service if you are unsure.

Marking

The Learning Centre aims to mark your assessment and issue results within 30 days of you submitting your assessment.

If you have submitted an assessment that is not satisfactory, you will receive an email to inform you that the assessor has provided feedback and requested further information from you to address those parts that were unsatisfactory. Assessors can be contacted for further information or support at: QCMHLAssessment@health.qld.gov.au

You will be given 14 days to provide further evidence if required.

As this is a competency based course, you will need to provide a satisfactory response to every assessment question to the required standard to be deemed competent. The standard required is described in the marking criteria (provided during the workshop).

Successful completion

Once your assessment has been marked 'competent', you will receive a Statement of Attainment. The statement will show a total of fourteen (14) hours of learning (seven hours of formal learning, three hours for the assessment component, plus four hours self directed learning).

Unsuccessful completion

If after attempts to gain further assessment evidence, you are not able to demonstrate you have achieved the required standard, you will be issued a 'not successful' result.

You will not receive the Statement of Attainment, but you will be able to download a Certificate of Attendance from the course page on the LMS, showing that you have participated in seven (7) hours of active workshop learning.

Some Queensland Health staff are required to complete the assessment and gain a Statement of Attainment. Check with your service if you are unsure.

Withdrawing

If you choose to withdraw or are automatically withdrawn from the course and not complete assessment, you will not receive a Statement of Attainment. You will instead receive a Certificate of Attendance only, to recognise workshop attendance of seven (7) hours.

Notice of your result

Results (including if you choose to withdraw) are sent to you at the email address you used to enrol, unless subsequently updated in your learner profile.

For Queensland Health staff, the Learning Centre routinely provides a report to each Hospital and Health Service Mental Health and Specialist Services Executive Director detailing all assessment outcomes.

Results may also be communicated to your employer (if they have requested this). *Please ensure that your line manager's name and email address are up to date and correct in your Profile.*

As a registered training organisation, West Moreton Hospital and Health Service (RTO Code: 40745) operating as Queensland Centre for Mental Health Learning is legally required to collect and report learner data to the National Centre for Vocational Education Research (NCVER).

Academic misconduct

The Learning Centre is committed to upholding the Public Service Code of Conduct and to academic honesty and integrity. A candidate 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 Program Manager and the Learning Centre Director where a disciplinary decision is decided. The candidate will be notified in writing of the decision and any penalty or action to be undertaken.

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, and/or 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.

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.

Use of generative artificial intelligence (AI)

Generative Artificial Intelligence is a type of Artificial Intelligence (AI) technology which produces new content in response to 'prompts' or other information provided. Common AI tools include ChatGPT, Gemini, Copilot. The Learning Centre requires that any use of AI is in accordance with the Academic Misconduct, Plagiarism, Collusion and Cheating guidelines. Examples of academic misconduct include using AI to complete responses to quizzes or written responses and then presenting the work as your own.

The Learning Centre and Queensland Health do not permit learners to enter confidential or personal information into AI tools.

Assessors will be monitoring for inappropriate use of AI, including using AI detection software on random audits, during assessment moderation, and on any assessments where AI use is suspected. As with other academic misconduct, learners who are suspected of misusing AI will be reported to the Program Manager and an appropriate response or action will be determined.

Recognition of prior learning (RPL)

RPL is a process that provides a learner with credit for formal and non-formal training as well as life/work experience. Applicants seeking to enrol in accredited training may have their current skills and knowledge recognised, through the RPL process, against the requirements of the accredited course.

If you believe you may already have the competencies described in the course unit of competency, NAT11362001 Observe and document the mental state examination, and wish to apply for RPL, the application must be made **before enrolment**. Please email QCMHLTraining@health.qld.gov.au with a request to be emailed the RPL information and application documents. The RPL process requires providing a range of evidence to demonstrate that you meet the competencies, including work history, examples of documentation, third party reports, an interview with an assessor, and other evidence as required.

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

Credit transfer

Application for credit transfer must be made by learners before commencement in the course. If learners believe they have an existing qualification that may be equivalent to this accredited course and wish to seek credit transfer for that application, they are requested to complete the study credit transfer application form. The Learning Centre will recognise all current competencies held by an applicant regardless of how, where or when those competencies were learned. The application form is available going to our website, and under the 'Information' link select the 'credit transfer statement'.

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.

Educator and assessor competencies

All training and assessment is undertaken by educators who hold credentials for the delivery of training and assessment that meet requirements under the *2025 Standards for Registered Training Organisations (RTOs)*.

Additional specialist vocational competencies for assessors apply to this course, as it is a regulatory requirement that our educators/assessors hold one of the tertiary qualifications listed below and maintain current registration, for example, Australian Health Practitioner Regulation Agency (AHPRA) or eligibility for professional membership with their respective professional body, for example, Australian Association of Social Workers.

• Nursing (Mental Health) • Psychology	• Social Work • Occupational Therapy	• Speech Pathology • Psychiatry.
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To retain current industry skills, educators/assessors must complete a one to two-week clinical 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. Therefore, it is imperative you record your current email address in your profile page on the learning management system (our website).

The line manager you nominate in your online profile will also be advised of your assessment result, including if you elected to opt out of the assessment. Agreement to this process is provided through the learner declaration undertaken before completing the assessment.

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

If your assessment evidence does not satisfy the required standards of the unit of competency you will be recorded as 'not competent' in the learning management system. You will receive the certificate of attendance only. No transcript of results is issued for a 'not competent' result.

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 document from your profile on our learning management system (our website).

Compliance: We comply with the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (the Compliance Requirements) and the Australian Qualifications Framework (AQF), when issuing statements of attainment.

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 3271 8837 or 0436 613 469, or email QCMHLTraining@health.qld.gov.au

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, under the Learner Support menu.

Access to records

For every learner attending accredited training, under legal requirements, we maintain records of AQF certificate documents (statements of attainment) for a period of 30 years. Other assessment and learning records are kept in accordance with ASQA and Queensland Health policies. Learners seeking a copy of their course record are to submit the 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 Hospital and Health Service (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 2025 Standards for Registered Training Organisations (RTOs). Each RTO manager meets the relevant criteria specified in the *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*.

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 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 monitoring

The Learning Centre monitors the quality of the of the accredited training and assessment system through validation and monitoring, including moderation.

Moderation meetings are conducted to moderate learner assessments prior to the final assessment decision being made to ensure assessment judgements are aligned. Assessors meet to discuss marking practices to ensure consistent assessment judgements are produced across assessors. Industry stakeholders may be invited to attend these meetings. During these meetings, any differences in assessment judgements are discussed through to resolution. The meeting record informs relevant continuous improvement.

This qualification undergoes continuous improvement through scheduled validation activities, conducted at least two yearly, as well as prior to first delivery or whenever changes/modifications have occurred.

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 website, under the information menu.

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 outlines accepted behaviours of learners, regardless of whether they 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 for Queensland Public Service, 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 website.

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 in the training environment occur 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 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 disability. Selection of enrolments into this course is based on meeting entry requirements on a first-in, first-served basis. No applicant will be 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 the Centre's training and assessment services in an accurate, ethical, and responsible manner ensuring all clients receive clear, accurate, accessible and timely information to make information training decisions. The Learning Centre ensures all marketing and information disseminated by the Learning Centre is compliant with the *2025 Standards for Registered Training Organisations (RTOs)*.

Legislation

The *2025 Standards for Registered Training Organisations (RTOs)* came into effect on 1 July 2025 and are enabled by 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 purpose is to ensure quality education and training so that students, industry, governments and the community can have confidence in the integrity of qualifications issued by training providers.

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.

From 1 January 2015, an RTO is prevented from issuing a nationally recognised VET qualification or statement of attainment when a learner completes a course unless the individual has a verified Unique Student Identifier (USI) or approved exemption. More information is available via www.usi.gov.au.

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

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 RTOs.

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 the website under the information menu, or directly from this link: https://www.qcmhl.qld.edu.au/enrol/conditions/Terms_and_Conditions.pdf

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	8.30 am to 4.30 pm Monday to Friday
Main office phone	(07) 3271 8837 or 0436 613 469
Training support email	gcmhltraining@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 Hospital and Health Service.



West Moreton Health - RTO code: 40745
Queensland Centre for Mental Health Learning (Learning Centre)
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