

Enrolment

Checks that learners have existing skills, knowledge and experience required to successfully undertake the course, are undertaken. Adequate and accurate enrolment information is provided to prospective learners.

Reference	<i>Standards for Registered Training Organisations (RTOs) 2015</i>
Clause/s	3.5 Accept and provide credit to learners 5.1 Provide advice to prospective learners 5.2 Provide current and accurate information 5.3 Provide information to potential/learners regarding fees 7.3 Protect fees pre-paid by students
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Authorised to implement

RTO Chief Executive Officer/Director name Jeanette Pittaway

RTO Chief Executive Officer/Director signature *J. Pittaway*

Date signed 13/2/2019.

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Acronyms

AQF	Australian Qualifications Framework
CEO	Chief Executive Officer
HMA	High managerial agent
LMS	Learning management system
MoU	Memorandum of understanding
NVR	National vocational education and training regulator
NRT	Nationally recognised training
RPL	Recognised prior learning
RTO	Registered training organisation
TAS	Training and assessment strategy
VET	Vocational education and training
WMH	West Moreton Health

About us

West Moreton Hospital and Health Service (West Moreton Health (WMH)) is a registered training organisation (RTO) (provider number 40745), with the nationally accredited course, 10120NAT Course in Observing and Documenting a Mental State Examination, on our scope. The course is accredited by the Australian Skills Quality Authority, and listed on the national register <<<https://training.gov.au/Organisation/Details/40745>>>.

The Queensland Centre for Mental Health Learning (Learning Centre) is the unit within the WMH authorised to deliver training to mental health, and other health, professionals seeking core mental health education. Complementary to the accredited course, the Centre delivers a range of courses offering practical foundation knowledge for staff working with people experiencing mental health problems, as well as specific skills focusing on consumer safety and mental health recovery.

Whilst Queensland Health mental health staff are our primary target audience, training is available, and highly appropriate to:

- clinicians, practitioners and workers from other Queensland Health services who provide a service to, or support, people experiencing mental health issues
- mental health clinicians/practitioners from other Government services and departments
- mental health clinicians/practitioners of non-Government (private) services
- staff and support services who work with consumers of mental health services in other capacities, or who in their line of work assist people experiencing mental health problems
- university students on placement in mental health services.

Contact details

Phone: (07) 3271 8837
eMail: qcmhltraining@health.qld.gov.au
Web: <https://www.qcmhl.qld.edu.au/>

Accredited course overview

The course consists of one unit of competency, MSED0C001 observe and document a mental state examination. The course was developed to address an industry need and does not have the depth to provide a full qualification. A statement of attainment is provided upon full attendance at the one-day course, and successful completion of the assessment. Alternatively, a learner may prefer to undertake the recognised prior learning (RPL) process. Upon successful completion of the RPL process the statement of attainment is issued.

1. Course information

Learners/potential learners may readily access information to assist them in selecting suitable training courses from the Learning Centre website. Alternatively, they may contact the centre directly to obtain advice about the most relevant course for their needs.

2. Accredited course information

The accredited course, *10120NAT Course in Observing and Documenting a Mental State Examination*, has a designated pre-course information booklet. This booklet is freely available from the website for prospective learners. After reading the booklet, prospective learners can decide if this training will meet their needs, based on their existing skills, knowledge competencies and support needs.

This booklet is provided as a soft copy to each learner, upon confirmation of their enrolment in the accredited training. Within the confirmation email, it is recommended to learners that they read the booklet prior to attending training as it contains detailed information relevant to VET accredited training.

3. Accredited course entry requirements

Entrants must be working in mental health, or currently studying towards a mental health qualification, and the mental state examination is within their current or anticipated scope of practice. Supplementary to this, due to the varying extent of mental health service provision, anyone who may benefit from understanding the core components of the mental state examination will not be excluded from enrolling. Please refer to the scope of practice statement in this booklet.

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

Enterprise conditions

As an enterprise training organisation providing training to mental health professionals, or those studying to work in the field on mental health, meeting pre-enrolment criteria for accredited training is based on the reasonable expectation that they attained required knowledge and skill level through completing university studies.

4. Enrolment confirmation

Confirmation of enrolment is provided by email to account nominated by the learner. The confirmation email contains information on:

- Code and title of the course
- Duration of the training
- Location of training
- Third party details, if training is delivered by a third party.

5. Learning Centre obligations

Quality of training and assessment

Training and assessment practices meet requirements under the *Standards for RTOs (2015)*.

In developing, and reviewing, our system for training and assessment we formally consult industry stakeholders. Feedback from these stakeholders is used to ensure course content meets current industry practice.

Enrolled learners are emailed a pre- and post-training evaluations to complete online. A follow-up three-month evaluation, to record learning retention and transfer to the workplace, is emailed to each learner. Data from these evaluations are collated and reported to the Learning Centre management team. Respective reports provide trends and key findings for management to act on, and findings inform the centre's continuous improvement cycle.

To support a learner's learning and their completion of the written assessment, they are encouraged to seek assistance and support from the educator. The written assessment component of this course consists of short answer questions and practical tasks. There is no 'on-the-job' component. Assessments are conducted during the training session, where those undertaking the assessment are:

- provided with adequate training and resources to answer questions correctly and comprehensively
- required to work independently when recording responses to questions, in the assessment booklet provided
- reminded to answer all questions in full.

Our assessment practices are validated through the following activities:

- Qualified educators/assessors meet monthly to discuss marking practices to ensure consistent assessment judgements are produced. During these meetings any differences in assessment judgements, and other concerns, are discussed through to resolution.
- Formal validation of the tool/s used to assess learners, is undertaken annually (more if the tool has undergone changes/modifications). Membership at these meetings will include qualified educators and assessors; and/or other industry stakeholders to ensure course materials are current, accurate and meet the need of industry.

Recognition of prior learning

Applicants seeking to enrol in accredited training may have their current skills and knowledge recognised, through the recognition of prior learning (RPL) process, against the requirements of the accredited course. Intending applicants who consider they may already have the competencies described in the course unit of competency *MSEDOC001 Observing and Documenting a Mental State Examination* and wish to apply for RPL are asked to contact the Learning Centre training support assistant before enrolling in the course. The training support assistant will provide a RPL kit detailing evidence an applicant must provide with their application. Prospective learners may telephone or email the training support assistant.

The RPL process involves the intended applicant collecting valid evidence, and a qualified assessor making judgements on whether competency already exists. Applicants with incomplete evidence to support RPL may be asked to undertake the assessment component of this course to provide missing evidence. If the applicant is required to complete assessment tasks they will be completed under the supervision of a qualified assessor.

6. Assessment result documentation

The Learning Centre adheres to the Australian Qualifications Framework (AQF) Qualifications Issuance Policy (<http://www.aqf.edu.au/>). 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 ASQA.

Statement of attainment

Upon full participation in accredited training, and successful completion of the assessment, a statement of attainment will be issued for the course, and the associated unit of competency/ies. Assessment result documentation is issued within 30 days of an assessment result decision, and is issued via email.

Transcript of results

Where assessment work is deemed not yet competent, feedback on where the assessment evidence has failed to meet the required standard of the unit of competency is provided in an email to the learner's nominated account, with the transcript of results attached. The opportunity to discuss this result with an assessor is available to learners, by contacting the centre.

If after receiving a not yet competent result, the learner wishes to achieve competency, they may need to re-enrol in the course to undertake and successfully complete all assessment requirements. This may require payment of the applicable course fee to re-attend.

7. Learner rights

Support

At enrolment, prospective learners are requested to advise of any support requirements, by detailing these in the online enrolment form. Learners will be contacted by the centre's training support assistant to clarify support required to successfully complete the course. The centre will make every attempt to meet additional supports, but cannot guarantee to be able to do so on every occasion.

If after enrolment, a learner becomes concerned about their learning abilities they are to immediately contact the training support assistant to discuss potential options.

Reasonable adjustment (assessment)

If a learner has a concern or query about their ability to complete the course assessment, it is preferred they request assistance through the online enrolment form. If no prior arrangements are made, the learner is to speak to the educator prior to commencement of the training session.

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

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

Complaint

Complaints are managed in a fair and unbiased manner, and will be resolved locally wherever possible. Other individuals involved in a written complaint will be informed of the complaint, and provided opportunity to present their side on the matter.

A written response to a complaint will be provided by either the Learning Centre's Program Manager, or Director, within 21 working days of receipt of the complaint.

If the issue cannot be resolved by the Learning Centre, or the person lodging the complaint is not satisfied with the response, they have the option of submitting their complaint using the WMH online complaint system via:

- internal Queensland Health system:
 - <http://wmnet.wmhhs.health.qld.gov.au/human-resources-and-ohs/complaints-portal/submit-an-online-complaint/> ; or
- external Queensland Health system:
 - <https://www.westmoreton.health.qld.gov.au/contact/> + select the 'consumer feedback form' which directs to a PDF download of 2 pages, submission details are noted on the complaints form.

Unresolved complaints: If a complaint lodged with the Learning Centre, or through WMH, and is not resolved to the satisfaction of the person who lodged the complaint, the option to have the matter addressed by contacting the national regulator, ASQA, via << <http://www.asqa.gov.au/> >>, is available to them.

Appeal

If a candidate is not satisfied with an assessment result, they have the right to appeal the decision. An appeal must be submitted in writing, within 30 days of the result being issued. Written appeal is to be submitted via email to << QCMHL_Assessment@health.qld.gov.au >> and addressed to the Learning Centre's Program Manager, or sent to the centre's postal address.

Appeals are managed in a fair and unbiased manner. The Program Manager will undertake, or coordinate, an investigation into the assessment decision and a written response to the appeal is provided within 21 working days of receipt of the appeal.

If the candidate is not satisfied with the outcome of their appeal, they are to respond in writing to the Program Manager within 30 days of receipt of the appeal outcome. Further appeal may be referred to an independent person who is agreed to by both parties. A meeting will be arranged with all parties where the candidate will have an opportunity to formally present their case.

8. Learner obligations

Through the on-line enrolment process, learners are to identify any support needs they have. The Learning Centre contacts these individuals to ascertain if the centre can meet their needs or whether external supports need to be followed up by the learner.

Detailed information on all training offered (accredited and non-accredited) is contained in the course catalogue, which is freely available from the centre's website.

Discrimination and harassment

The Learning Centre provides environments free from discrimination and harassment. If, during training, a learner believes a discriminatory or harassment event has occurred, they are asked to report it immediately to the educator, and/or contact the Learning Centre's Program Manager on (07) 3271 8837.

Inappropriate behaviour

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

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

reason, the safety and wellbeing of that person. A learner whose enrolment is terminated under these circumstances is not entitled to a refund of fees paid. The Program Manager has the final decision on a learner's right to partake in a future training session.

If a learner feels they have been unfairly dealt with, they are encouraged to lodge a grievance in writing via email to << QCMHLTraining@health.qld.gov.au >>, addressed to the Learning Centre's Program Manager.

Disciplinary procedures

Learners who are unruly, offensive, or conduct themselves in a disrespectful manner toward educators or fellow learners, will be offered one warning to cease their behaviour. If the behaviour continues it will result in their being asked to leave the training and their enrolment will be cancelled without avenue for reimbursement.

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

9. Student loans and government funding

The Learning Centre does not offer student loans, or offer training associated with government funding arrangements.

In the event the Learning Centre moves to offering student loans, if a learner is enrolled under a loan or delayed payment arrangement, (including a VET student loans arrangement) the Learning Centre will clearly state the terms of the arrangement including:

- any debt that may be incurred
- when repayment is required and the corresponding conditions
- any associated fee, indexation or interest.

In the event learners access any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), this information will be provided before enrolment.

10. Fees

Clear and accurate information relating to fees and charges is available on the centre's webpage/learning management system portal, which is accessible to learners prior to enrolment.

Full terms and conditions, including the fee structure, is readily available from the Learning Centre's website. The terms and conditions statement covers:

- fees that must be paid, including how and when to pay these
- terms and conditions of payment
- fee payment methods and records
- refunds; cooling off period; fee credit; and how to apply
- transfer of fees paid
- Tuition Assurance Scheme (currently not applicable)
- evidence of unconditional financial guarantee (currently not applicable)

Fee protection

Payment is made through the enrolment process on the learning management system. Payment conditions are as per the current advertised terms and conditions.

At any time should the Learning Centre require, either directly or through a third party, a prospective or current learner to pre-pay fees more than a total of \$1500 (being the threshold prepaid fee amount), the Learning Centre will meet requirements set out in *Standards for Registered Training Organisations (RTOs) 2015*, Standard 7.3, Requirements for Fee Protection, Schedule 6.

The Learning Centre does not collect more than \$1500 in pre-paid fees from learners. The online course enrolment process will not allow fee payments beyond \$1500.

Complaints and queries

Any unresolved payment concerns are escalated as a priority to the RTO High Managerial Agent/Business Development Manager, Learning Centre for timely resolution.

Refund

Refunds are processed in accordance with the current advertised terms and conditions.

Other fees and charges

There are currently no other fees or charges applicable, e.g., replacement qualification testamur fee, administration fees, materials fees.

11. Study credit transfer

The Learning Centre provides study credit to learners, for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation
- authenticated VET transcripts issued by the Registrar
- directly viewing a unique student identifier (USI) transcript via the USI transcript service for a learner who has activated permission in the USI registry system.

Application for study credit transfer must be made before enrolment into accredited training. Before study credit is provided, based on a qualification, statement of attainment or record of results, the Learning Centre authenticates information in the document (e.g. by contacting the issuing organisation and confirming the document is valid).

Study credit is granted not only for studies completed at another RTO, but at any authorised issuing organisation. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s is undertaken before any credit is granted.

The Learning Centre is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO. Credit for previous studies is not recognition of prior learning (RPL).

Applications for study credit transfer are to be submitted in writing by the learner, and must be signed by the applicant. Copies of original qualifications, certificates or documents must be certified by a Justice of the Peace or Commissioner of Declarations. The following details must be included in the learner's submission:

- last name, first name/s
- full postal address
- current contact details

- eMail address
- mobile number
- land line number, if available
- unique student identifier
- date of birth
- completed unit of competency/ies
 - unit code and full title
 - date completed
 - registered training organisation name and provider number

The following statement must be included in the submission: I apply for credit transfer for the unit/s of competency listed above.

Responsibilities

RTO CEO/Director, Learning Centre

- Endorses enrolment practices.
- Endorses credit applications from learners who provide authenticated documentation.
- Ensures accurate advice to prospective learners is available prior to, or upon, enrolment to enable learners to make informed decisions about undertaking training.
- Endorses terms and conditions, including fees and charges.
- Ensures timely advice is provided to the learner of any changes to agreed services.
- Ensures fee protections arrangements are in place, when applicable.

RTO High Managerial Agent/Business Development Manager, Learning Centre

- Ensures course information available to prospective and current learners, is accurate and correct.
- Ensures the written agreement between the learner and the Learning Centre includes course costs, refunds, privacy of information, complaints, appeals and obligations.
- Provides accurate information on learner fees and charges to the RTO CEO/Director, Learning Centre.
- Provides timely advice to the learner of any changes to agreed services.
- Ensures no more than a total \$1500 fee is collected at one time, from any learner.
- Ensures position descriptions are accurate and current for staff interacting directly with prospective, current and past learners.

RTO High Managerial Agent/Program Manager, Learning Centre.

- Reviews and supports/rejects applications from learners for credit transfer, prior to submitting to the RTO CEO/Director, Learning Centre for final endorsement/rejection.

RTO High Managerial Agent/Research and Systems Manager, Learning Centre.

- Ensures the online enrolment process allows for RPL.

How we meet the standards

- Application of these procedures are detailed in relevant staff desktop manuals.
- The Learning Centre accepts all applications for credit transfer, providing they are correctly completed and submitted. The process for applying to transfer credit is detailed in the pre-course information handbook.
- The pre-course information handbook is available to potential and current learners via the Learning Centre website. It is also provided as an attachment to enrolment confirmation emails. The handbook contains detailed information of training, assessment and learner support services.
- Details on training delivery locations and modes of delivery is available from the on-line training calendar, and is confirmed through the learner's enrolment confirmation email.
- It is made clear to potential and current learners that our accredited training is targeted to those working in mental health, or currently studying for a mental health qualification. It is expected learners will have gained required entry skills through previous completion of university studies.
- If a third party is delivering any service on our behalf, the third party's details are disclosed to the learner in a timely manner.
- Full terms and conditions of enrolment are readily available from the website, to potential and current learners.
- Evidence is recorded as per marketing and recruitment processes.
- Documented agreement is recorded between learner and the centres covers costs, refunds, privacy, complaints appeals and obligations.