

Support and Progression

Learners are assessed, supported and informed, to enable their progression.

Learners are informed of the complaints and appeals process.

Reference	<i>Standards for Registered Training Organisations (RTOs) 2015.</i>
Clause/s	1.7 Support needs of individual learners is determined 5.4 Changes to services are immediately advised to learners 6.1 Complaints policy 6.2 Appeals policy 6.3 Complaints and appeals policies 6.4 Complaints an appeals processing period 6.5 Complaints and appeals records 6.6 Complaints and appeals for employees
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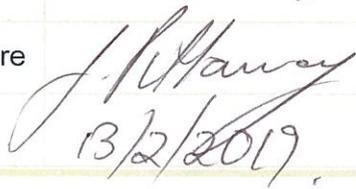
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Authorised to implement

RTO Chief Executive Officer

Jeannette Pittaway, Acting Director

RTO Chief Executive Officer signature

Handwritten signature of Jeannette Pittaway in black ink.

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. Learner requirements

The Learning Centre's training support assistant is the initial contact person for learners/potential learners identifying a requirement for support needs. Dependant on the type, and level of support needed, the training support assistant liaises with relevant staff within the centre e.g., clinical educator, resource officer, program manager.

Non-accredited training entry requirements

Some courses have pre-requisite requirements. These are noted on the website. Enrolment in courses where a pre-requisite is required, is blocked for learners who have not completed the pre-requisite. Learners who believe they do not require pre-requisite training are welcome to contact the Learning Centre to discuss the need.

Pre-requisite requirements are detailed in the course catalogue. The catalogue is freely available from the centre's website.

Accredited course entry requirements

Entry requirements are stated in the pre-course information booklet and course catalogue which are freely available from the centre's website. Alternatively, learners/prospective learners may contact staff at the training support officer at the centre, to clarify entry requirement concerns or questions.

Accredited course - target audience

The target audience is people working in mental health or currently studying for a mental health qualification, and the mental state examination is within their current or anticipated scope of practice.

Note: Anyone who may benefit from understanding the core components of the mental state examination, but will not use this knowledge or the certification to attempt to practice a mental state examination on a consumer or other person, will not be excluded from enrolling in our accredited course.

2. Learner support

For accredited training, assistance to learners, to obtain competency in the course outcomes, is provided 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.

For all training, if after enrolment, a learner has concerns about their learning progress, they are advised to immediately contact an educator. Any assistance provided by Learning Centre staff does not provide unfair advantage to the learner and is offered in a discrete manner.

Determining learner needs

Through the online enrolment process, potential learners are asked to advise if they have any support requirements. A range of solutions for additional support may be discussed, and where possible, provided.

Limitations to supports offered are detailed in the pre-course information booklet available from the centre's website, which is also provided as an attachment to the learner's enrolment confirmation email.

Disability

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

If a learner requests disability support via the online enrolment process, where possible, support for these instances is provided. In these instances, the centre's training support assistant advises the

respective educator when disability support is requested. The educator contacts the learner to discuss their needs and the centre's ability to provide appropriate supports, to identify impacts on learning and coordinate reasonable adjustment/s e.g., for a print disability, additional tutorial, alternative formats.

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

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

Learners advising of special needs may not be able to attend a training session if the disability could cause occupational health and safety risks to the person and/or other learners.

In some circumstances, the learner may be requested to provide health practitioner documentation providing details of their disability and functional implications.

Personal circumstances

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

Access and equity

Equal opportunity for all learners to pursue training and assessment is offered. No enrolment is discriminated against.

Training attendance is accepted based on meeting course pre-requisites, entry requirements and first-in, first-served basis. The centre provides equitable training and assessment services to all learners.

3. Existing skills, competencies and limitations

Language, Literacy and Numeracy

As an enterprise training organisation, and based on entry requirements, it is a reasonable expectation that learners enrolling in training, hold the required language, literacy and numeracy (LLN) skills as they will have attained tertiary level qualifications prior to employment in their respective fields.

Course entrants are expected to have existing knowledge and skills, as detailed in the pre-course information booklet. The pre-course information booklet provides information on the centre's limited capacity to provide LLN supports.

4. Advice on changes to agreed services

Terms and conditions

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

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

Training logistics

Where a change to training delivery details occurs, e.g., venue, time, third party or the unplanned cancellation of training due to extenuating circumstance, notification is immediately sent to all enrolled learners via short message service (SMS/text), by email to their nominated account/s and phone call to their nominated contact number. Details on the website are immediately updated.

5. Complaints and appeals

The Learning Centre's complaints, and appeals, processes and system are also detailed in the accredited course pre-course information booklet. This booklet is readily available to learners/potential learners who register to use the centres learning management system.

Principles

Prior to a learner initiating a formal complaint, it is expected, where possible, the parties involved attempt to amicably resolve concerns directly.

If no resolution is reached, the learner is to discuss the issue/complaint with the respective educator to gauge if it can be resolved locally. If still no resolution, the learner is to record details of the issue/complaint and submit this in writing to the RTO CEO/Director, Learning Centre via QCMHLTraining@health.qld.gov.au . Ideally, details are to include:

- complainant's full name, address, phone and email details
- description of the complaint
- state whether they wish to formally present their case
- reasons outlining the escalation to a formal process
- if the complaint relates to a third party, the other party's full name and position
- complainants desired outcome.

A complainant or appellant may be supported by a person of their own choice throughout the process.

At every stage of the complaint or appeal process, anyone subject to a decision by the Learning Centre, or who has an allegation made against them, has a right of reply before a decision is made.

The decision maker in the process is independent of the complaint/decision being reviewed.

Complaints and appeals are handled in the strictest confidence.

Assessment outcome appeals must be lodged within 20 working days of the date the candidate is informed of their assessment outcome.

If a complainant raises a concern, but is unwilling to proceed with the complaint, they will be advised their complaint has been noted.

All complaints and appeals are documented and used to inform continuous improvement activities.

Process overview

In the first instance, it is recommended that educators/assessors assist a complainant or appellant to resolve concerns directly and informally with all parties involved. Learning Centre staff will assist a complainant or appellant to lodge a formal complaint or appeal.

All written complaints and appeals are acknowledged in writing. This acknowledgement outlines the anticipated review period.

All complaints and appeals are managed in a transparent manner, so the learner remains informed of, and understands, their rights and responsibilities.

All complaints and appeals are recorded, acknowledged and managed fairly, efficiently and effectively.

On receiving a written complaint, the nature of the complaint and the appropriate cause of action is discussed to satisfy the complainant's grievance. The proposed solution is recorded and the complainant advised in writing of the solution.

All complaints and appeals are reported at the Learning Centre's operational management committee, and are accompanied by any written and signed complaint. This meeting record reflects resulting actions and/or decisions.

Complaints

The Learning Centre manages, and responds to, complaints in relation to the quality of training and assessment, the quality of our service to the learner and our compliance to the *Standards for Registered Training Organisations (RTOs) 2015*. This includes complaints relevant to the conduct of:

- Learning Centre staff, including educators and assessors
- a third party providing a service on behalf of the centre
- another learner.

The Learning Centre provides:

- timely management of complaints, in accordance with the principles of natural justice and procedural fairness
- a publicly available copy of this document.

Complaint submission

A complaint may be submitted to the Learning Centre either via written submission to QCMHLTraining@health.qld.gov.au or if the complainant is an employee of West Moreton Health, through the health service's complaints portal at: <http://wmnet.wmhhs.health.qld.gov.au/human-resources-and-ohs/complaints-portal/>

Complaints submitted through the West Moreton Health complaints portal are managed using the corresponding system.

Complaint - timeframes

Review of complaints commences within two working days of receiving written notice. The complainant is kept informed, in a timely manner, on the progress of the matter. The timeframe to process a complaint from receipt, through to resolution is 60 calendar days. If more than 60 calendar days is required, the complainant is advised in writing of the reasons.

Advice to the complainant includes information about their right to appeal the proposed solution and to request an independent third party.

Appeal

The Learning Centre provides:

- timely management of appeals, for review of an assessment decision made by the centre, or an approved third party providing this service on behalf of the centre

- management of appeals, in accordance with the principles of natural justice and procedural fairness
- a publicly available copy of this document.

Appeal - timeframes

The appellant must submit in writing to the Learning Centre, an appeal of an assessment result within 20 working days of being advised their result is available from the LMS.

Review of appeals commence within two working days of receiving the written notice. The appellant is kept informed, in a timely manner, on the progress of the matter.

The timeframe to process an appeal from receipt, through to resolution is 60 calendar days. If more than 60 calendar days is required, the appellant is advised in writing of the reasons. All parties involved in the appeal receive a written statement of progress or outcome, including reasons for a decision.

If an independent third-party review is required, this is arranged by the RTO CEO/Director, Learning Centre with agreement from the appellant. The appellant has an opportunity to formally present his or her case to the independent third party. The time frame for this process may vary but should take no longer than an additional 14 days.

Resolution/failure to resolve a complaint – accredited training

After the complainant receives resolution advice, if they believe the complaint has not been resolved to their satisfaction, they may present their complaint directly to the Australian Skills Quality Authority (<https://www.asqa.gov.au/complaints>), or through the WMH complaints portal << <http://wmnet.wmhhs.health.qld.gov.au/human-resources-and-ohs/complaints-portal/> >>.

Resolution/failure to resolve a complaint – non-accredited training

After the complainant receives resolution advice, if they believe the complaint has not been resolved to their satisfaction, they may submit a request for an independent view, to the RTO CEO/Director, Learning Centre through << QCMHLTraining@health.qld.gov.au >>

Resolution/failure to resolve an appeal – accredited training

After an appellant receives resolution advice from the RTO CEO/Director, Learning Centre, if they are dissatisfied with the result an independent third party can be engaged to resolve the issue. The RTO CEO/Director, Learning Centre outlines with the appellant, any costs involved. All communication between parties is in writing, with records retained.

The selection of an independent third party is managed by the RTO CEO/Director, Learning Centre with agreement from the appellant. The appellant can formally present his or her case. The time frame for this process may vary but should take no longer than 14 calendar days.

All parties involved receive a written statement of the outcomes, including reasons for the decision, within the 14-day period. If the process is taking longer, the appellant is notified in writing of the reason for the delay and kept informed of progress.

Resolution/failure to resolve an appeal – non-accredited training

After an appellant receives resolution advice from the RTO CEO/Director, Learning Centre, if they are dissatisfied with the result they may submit a request for an independent third party to review the decision. It is at the centre's discretion when the third party is engaged.

Records

Records of complaints and appeals are confidentially and securely retained for audit purposes, on the centre' network drive for a period of thirty years.

Continuous improvement

Complaints, including anonymous complaints, are monitored by the RTOCEO/Director, Learning Centre to identify any trend. This information is used in the continuous improvement of services and products.

Responsibilities

RTO CEO/Director, Learning Centre

- Determines appropriate education and learner support services offered.
- Determines appropriate external support services.
- Determines how learners are kept informed.
- Determines, and enforces the complaints and appeals management processes.
- Monitors the trend of complaints and appeals.
- Endorses partnership agreements (MoU) detailing support services offered.
- Ensures any meeting with a learner has a written record.
- Ensures complaints and appeals processes and practices are publicly available.
- Ensures a complaints and appeals register is maintained.
- Ensures any meeting where a complaint or appeal has been lodged, has a written record.
- Ensures a current and accurate learner handbook (pre-course booklet) is publicly available.

RTO HMA/Business Development Manager, Learning Centre

- Maintains and accurate and up-to-date organisational chart, details staff responsibilities.

Clinical educator

- Adheres to reasonable adjustment principles in the provision of training and assessment, when supporting learners with disability and/or support needs.
- In the first instance, must attempt to resolve known complaints regarding training.
- Advise learners of the complaints and appeals process at the training session.

Learners

- Must identify all support needs during the enrolment phase.
- Must advise the centre of any support need, wherever possible, prior to attending training.
- Must submit a complaint in writing, if they require resolution.
- Must submit in writing, any appeal to an assessment decision, within 20 working days of the learning centre advising availability of the assessment result.

How we meet the standards

- Application of these practices are detailed in relevant staff desktop manuals.
- Information, including entry requirements, for each product is freely available to potential learners, from the centre's website.
- Pre-course information for each product on scope clearly details entry requirements and limited supports the centre can provide.
- When an individual completes the online course enrolment form, they are asked to identify any support needs they require. The centre endeavours to meet these needs; however, does not guarantee they will be met.
- Change to terms and conditions is widely disseminated to existing and potential learners, in a timely manner, through multiple outlets.
- Advice on change to training logistics is immediately updated on the centre's website. Enrolled learners are advised in a timely manner via the most effective mode/s nominated by the learner.
- Advice of cancellation of training due to extenuating circumstances is disseminated to enrolled learners through short message service (sms/text), by email to their nominated account/s and phone call to their nominated contact number.
- The complaints and appeal process is freely available from the centre's website, and is included in the pre-course information booklet for each product on scope.
- A complaints register is maintained.
- An appeals register is maintained.
- Minutes of meetings are retained relevant to third party(s) under a MoU agreement who provide support to learners.

