



Queensland Centre for
Mental Health Learning

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

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

Version control

Version	Date released	Changes	Authorised by
1.0	24/9/2020	Accredited course renewal	Laura Chandler, Acting Program Manager

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

Course details

Nationally recognised training

This course is nationally accredited until 18 August 2025. Upon full participation in the training and successful completion of the assessment, a statement of attainment will be issued for this course.

Course duration

This course consists of a face-to-face workshop and an online assessment. The duration of the workshop is seven hours. Training commences at 8:30 a.m. and concludes at approximately 4:30 p.m. When delivered via online classroom the workshop is offered in two parts (2 x 4hour workshops), either commencing at 8:30am or 12:30pm. The assessment component is conducted online and may be completed at your convenience within 14 calendar days following the workshop. The online assessment is expected to take up to two hours to complete.

Course overview

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

During the workshop the nine core components of the MSE will be grouped and discussed and a practice MSE will be completed.

The assessment component for this course is completed online at your convenience, within 14 calendar days following the workshop. The assessment consists of multiple-choice questions, correction of a pre-written MSE (based on a stimulus video) and writing a full MSE (based on a stimulus video).

There is no work placement attached to this course.

Mode of delivery

This course may be delivered though either face-to-face or synchronous online training. The nature of the delivery will be determined prior to the learner enrolling in the course.

Locations for face-to-face training

As a state-wide training provider, the Learning Centre will deliver the face-to-face workshop at locations throughout Queensland. Please refer to the training calendar listed on our website (www.qcmhl.qld.edu.au/) for course offering locations.

Purpose of the course

The Course in Observing and Documenting the Mental State Examination is intended to provide learners with the knowledge and skills needed to objectively report the mental state

examination. The mental state examination is a core clinical tool used by mental health and alcohol and other drugs practitioners to:

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

Enrolment

Course entry requirements

Essential: Entrants to the course must be working in mental health, alcohol and other drugs, or other health services or currently studying toward a qualification in these areas and, observing and documenting the mental state examination 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 mental state examination tool
- experience in conducting risk and capacity assessments in a clinical setting and knowledge of the domains of risk
- knowledge of the purpose of the comprehensive assessment.

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

Importance of learner contact details

To ensure a smooth learning experience, we ask that you maintain the accuracy of your profile in the learning management system (www.qcmhl.qld.edu.au/). It is imperative you provide up-to-date contact details on your profile page (i.e. date of birth, email account details and mobile phone number) as we use those references verify your unique student identifier (USI) and if we need to contact you.

Mandatory unique student identifier (USI)

You must provide your USI when booking to attend this course.

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

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

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

How to enrol

You must book into the course by online enrolment only (unless the Learning Centre provides written instruction to the contrary).

To complete the online booking, visit our learning management system (website) and follow the questions to create your personalised profile page - www.qcmhl.qld.edu.au/.

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 an enrolment offered free of charge to Queensland Health employees.

Enrolment acceptance and confirmation

When you complete your online booking, you will receive an automated booking acknowledgement email. Please ensure your email details in your online profile are accurate and current to ensure you receive this acknowledgement.

Approximately one week, and then 48 hours, prior to the course commencement date, you will receive further emails confirming your booking. 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

At the discretion of the Learning Centre, an enrolment may be transferable. Please contact the Learning Centre Business Support Assistant (3271 8837) 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, and/or you may choose another available session. That is, you can add your name to a course waitlist as well as book 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

If your circumstances change, and if more than two weeks prior to the training date, you can cancel your enrolment via logging on to our learning management system (website) and updating your profile by cancelling your enrolment.

If it is less than two-weeks prior to the training date, cancellations due to illness are to be communicated as soon as practical prior to the training date, via email to the Learning Centre's Business Support Assistant at - QCMHLTraining@health.qld.gov.au

With sufficient notice, cancellation due to illness or work recall, may be considered for transfer of enrolment to the next scheduled training date in the person's work area. Any transfer will be made in consultation with the enrolled person.

Notification of cancellation of enrolment for any reason other than illness or work recall must be communicated in writing to the Learning Centre's Business Support Assistant, via email to QCMHLTraining@health.qld.gov.au at least two weeks prior to the scheduled training.

For all enrolment questions or concerns that you wish to discuss in person, you may contact the Business Support Assistant on (07) 3271 8837.

Fees

Current fees are published on our website www.qcmhl.qld.edu.au/ and are subject to change without notice.

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

10881NAT Course in Observing and Documenting the Mental State Examination is offered at no cost to all learners through to 31 December 2020.

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 recognition of prior learning applications are charged at the current course enrolment rate.

Fee refunds

Refunds are at the discretion of the Learning Centre and will only be considered where we are provided with notice in writing, at least two weeks prior to the course commencement date. A request for refund is to be made via email to the Learning Centre's Business Support Assistant at QCMHLTraining@health.qld.gov.au

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. 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.

Ineligible refund

Refunds will not be provided for those who cancel within seven calendar days 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 specific training. There are no study or employment pathways available to learners who successfully complete this course.

To successfully achieve the level of competence for this course please check the course entry requirements section of this booklet. If any of the entry requirements are not met, please contact the Business Support Assistant to discuss possible options.

Language, literacy and numeracy

Where your language, literacy or numeracy skills may seriously impact the likelihood of your successful completion of this course, you are to advise your concerns by contacting the Learning Centre's Business Support Assistant via email QCMHLTraining@health.qld.gov.au. The Business Support Assistant will raise your concerns with the Program Manager who will contact you to discuss further.

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

Scope of practice

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

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

Privacy – personal information

Your electronic enrolment is acknowledgement that you have read and understood the Learning Centre's privacy statement which is included in the full terms and conditions listed on our website www.qcmhl.qld.edu.au/, and within this booklet.

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.

Learner declaration and consent

By agreeing to the Learning Centre's terms and conditions through selecting the checkbox at the course booking stage, this is your acknowledgement that you have declared the information you provide is true and correct to the best of your knowledge, and that you consent to the collection, use and disclosure of your personal information in accordance with the privacy and data use statements detailed in this booklet, and in the Learning Centre's terms and conditions (listed on our website).

Use of your data

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 six-month report.

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

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

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

Under the *Data Provision Requirements 2012*, West Moreton Health (WMH), through the Learning Centre, is required to collect personal information about you and to disclose that information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including information contained on the enrolment form) may be used or disclosed by WMH for statistical, administrative, regulatory and research purposes.

WMH may disclose your personal information for these purposes to third parties, including:

- commonwealth and state or territory government departments and authorised agencies
- NCVER.

Personal information disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated Vocational Education and Training (VET) transcripts
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating accredited training student enrolment forms
- understanding how the VET market operates, for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey from NCVER, which may be administered by a government department or NCVER employee, agent or third-party contractor, or other authorised agencies. Please note, you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988*, the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Support

At enrolment, you are requested to advise us of any support requirements by detailing these in your online enrolment form. After you complete and submit 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 to meet additional support(s) but cannot guarantee to be able to do so on every occasion.

Reasonable adjustment

If appropriate, the course facilitator is available to provide reasonable adjustments during the face-to-face 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.

Disability support

Should you identify in your online enrolment as having a disability which may require support services, the Learning Centre will explore avenues to provide support that will enable your completion of this course. However, the Learning Centre is not in a position to guarantee this can be done on every occasion.

If after enrolment and before attending training, 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.

T: (07) 3271 8837

E: QCMHLTraining@health.qld.gov.au

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://qhps.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

Progression

Mental state examination eLearning

Should you wish to further prepare for the face-to-face workshop you may benefit from completing the Learning Centre's MSE eLearning course. This course is available from our learning management system (website) www.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.

Learning resources

The following resources are provided to you:

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

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 mental state examinations. This placement is to ensure educator/assessors maintain current skills in the training they are delivering and assessing.

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.

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.

Superseded training product

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

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

Course applicants will not be permitted to commence training and assessment in a superseded course.

Assessment

Process

During the face-to-face workshop you will be provided with adequate training and resources to answer assessment questions correctly and comprehensively.

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

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

When completing the online assessment, you are:

- required to work independently
- required to certify that your responses are exclusively your own work
- reminded to answer all questions in full
 - **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 phoning 3271 8837, or via email to

QCMHL_Assessment@health.qld.gov.au

Opt-out

If you elect to opt-out of completing the assessment component you will not be eligible to achieve the statement of attainment.

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

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.

Assessment evidence is collected to gauge your competency against the performance criteria of the unit of competency in this course.

1. The online assessment comprises of Part 1 and Part 2, sections A and B. You will be assessed through:
 - (i) multiple choice questions
 - (ii) correction of a pre-written MSE (based on a stimulus video (actors))
 - (iii) documenting a full MSE (based on a stimulus video (actors)).

Online assessment

Prior to completing 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 to speak with a Clinical Educator. Any assistance given will not provide unfair advantage to you and will be offered in a discrete manner.

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

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

You are required to:

- complete the assessment independently, do not collaborate with others
- use unambiguous (clear) language
- answer using your own words

- remain clear about your rights in relation to the assessment.

Reasonable adjustment

If you have a concern or query about your ability to complete the course assessment, and no prior arrangement has been made, please contact a Learning Centre Clinical Educator either by telephone (07) 3271 8837 or email QCMHL_Assessment@health.qld.gov.au. Assistance provided to you by an educator/assessor will be under the rules of reasonable adjustment, that is, any assistance provided by Learning Centre staff will not provide an unfair advantage to you and will be offered in a discrete manner.

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

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

If you believe you have not received support appropriate to your needs, and within reasonable adjustment parameters, you are encouraged to contact the Learning Centre's Program Manager on (07) 3271 8837.

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, the case will be presented to the Learning Centre Director where a disciplinary decision is decided. The candidate will be notified in writing of the decision and any penalty.

Penalties for academic misconduct may include, for example, a formal warning, request for resubmission of assessment work, a 'not yet competent' result, cancellation of course enrolment, recommendation that the candidate's line manager arrange academic counselling.

Plagiarism

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

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

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

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.

Assessment timeframe

You will have two weeks (14 calendar days) from the date you complete your attendance at the workshop to complete your assessment. There is no limitation to the amount of time you may spend working on the assessment during this period. You may complete the assessment over several sessions by saving and returning to your work.

If you require an extension to the two-week deadline, you must contact the Learning Centre via QCML_Assessment@health.qld.gov.au or telephone 3271 8837, to make your request and provide supporting evidence. Requests will be considered on an individual basis and lengthy extensions will generally only be approved in extenuating circumstances.

Request for further assessment evidence

If an assessor determines you are to provide further assessment evidence, you will be contacted using the email or telephone number you recorded in your profile page on our learning management system (website).

You are expected to liaise with the assessor in a timely way to address gaps in knowledge and skill. If you do not contact the assessor in a timely way, and after the assessor has made all reasonable attempts but has been unable to contact you, your assessment file will be closed and a 'not yet competent' result will be issued.

Marking process

Following the submission of your online assessment, a qualified assessor will mark your assessment. The assessor may, or may not, be the Clinical Educator who delivered your training.

If you have not answered a question in full, or accurately, you will be contacted within 30 calendar days of the training and asked to address the gaps in your response. At all times you will be offered appropriate support to address identified gaps.

Opt-out of assessment

You have the option of opting-out from completing the assessment component of this course. If you choose this option, you will not be eligible to achieve the statement of attainment.

Recognition of prior learning

If you believe you may already have the competencies described in the course unit of competency, NAT10881001 Observe and document the mental state examination, and wish to apply for recognition of prior learning (RPL), the application must be made **before enrolment** by contacting the Business Support Assistant either by telephone or email.

T: (07) 3271 8837

E: QCMHLTraining@health.qld.gov.au

RPL is the acknowledgement of skills and knowledge obtained through formal training (including training undertaken through another registered training organisation (RTO), work experience (including informal training) and life 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. RPL is an assessment process examining an individual's informal and on-the-job learning to determine the extent to which they already have the required competencies taught in the training. 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.

Credit transfer

Application for credit transfer must be made **before enrolment** by contacting the Business Support Assistant either by telephone or email (see preceding paragraph for contact details).

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

You will be provided an application and a list of documentary evidence you must provide in your application for credit transfer.

Educator and assessor competencies

Facilitation of this course and the assessment marking are undertaken by educators who meet requirements under the *Standards for Registered Training Organisations (RTOs) 2015*.

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

- Nursing (Mental Health)
- Social Work
- Speech Pathology
- Psychology
- Occupational Therapy

Our educators/assessors also hold, at a minimum, the current Certificate IV in Training and Assessment.

To retain current industry skills, educators 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 be advised of your result, and how to access the result certification, via email. 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. You agreed to this process through the acknowledgement included in the learner declaration upon undertaking the assessment.

The assessment result will be one of the following.

- **Competent (C):** When assessment evidence satisfies the required standards of the unit of competency, providing you have provided a verified USI and all respective fees are paid, a statement of attainment will be issued.
- **Not yet competent (NYC):** When insufficient assessment evidence is provided to satisfy all aspects to the required standard of the unit of competency, providing you have submitted a verified USI and all respective fees are paid, a transcript of results will be issued.

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 adhere 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 the Australian Skills Quality Authority (ASQA).

Transcript of results

Where your 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 to you via email.

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

The opportunity to discuss this result with an assessor is available to you, by contacting the Learning Centre via email to QCMHL_Assessment@health.qld.gov.au

Upon your assessment being marked as 'not yet competent', a transcript of results is immediately available. You will be notified via email that you can download the document from your profile on our learning management system (our website).

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 email QCMHLTraining@health.qld.gov.au

Appeal

If you are not satisfied with an assessment result, you have the right to appeal the decision. An appeal must be submitted in writing, within 30 calendar days of your result being issued.

Your 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 postal address listed in the front of this book.

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

If you are not satisfied with the outcome of your appeal, you are to respond in writing to the Program Manager within 30 calendar days of receipt of the appeal outcome. Your 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 you will have an opportunity to formally present your case.

Access to records

Under legal requirements, we maintain a record of training for every learner attending accredited training, for a period of 30 years. 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.

General information and governance

Registered training organisation

WMH is registered with 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 ensures RTO management positions are vested with sufficient authority to ensure the Learning Centre consistently complies with the *Standards for RTOs (2015)*. Each RTO manager meets the relevant criteria specified in the *Fit and Proper Persons Requirements (2011)*.

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, the Learning Centre will advise you as soon as possible. Changes may include:

- 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 via SMS of any change. 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 validity of the accredited training and assessment system.

Monthly validation/moderation meetings are held, where qualified educators/assessors meet to discuss marking practices to ensure consistent assessment judgements are produced across assessors. Industry stakeholders are invited to attend these meetings. During these meetings any differences in assessment judgements, and other concerns, are discussed through to resolution.

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

Complaint lodgement

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.

Complaints must be in writing and lodged within 30 calendar days of the issue arising. Complaints must be addressed to the Learner Centre's program manager and submitted via email to QCMHLTraining@health.qld.gov.au

Alternatively, you may submit a written complaint via the postal address at the front of this booklet.

Complaint management

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

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

If you are not satisfied with the response from the Learning Centre, you have the option of submitting your complaint using the WMH online complaint system via:

- internal submission
<http://wmnet.wmhhs.health.qld.gov.au/divisions/people-and-culture/human-resources/complaints-portal/> or
- external submission
<https://www.westmoreton.health.qld.gov.au/form/consumer-feedback-form>

Unresolved complaint

If you lodge a complaint with the Learning Centre, or through WMH, and it is not resolved to your satisfaction, you have the option of having the matter addressed by contacting the national regulator, ASQA, via www.asqa.gov.au/

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 email to QCMHLTraining@health.qld.gov.au or phone (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. 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: 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 Code of Conduct for QPS, 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 included in this booklet.

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. 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.

Access and equity

The Learning Centre is committed to providing training and assessment services to all learners regardless of race, religion, gender, LGBTQI+ 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 are provided with timely and necessary information.

Legislation

The Vocational Education and Training (Commonwealth Powers) Bill 2012

ASQA is the national regulator for Australia's VET sector. ASQA's functions include:

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

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

Student Identifiers Act 2014

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

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

Further information is available via www.legislation.gov.au/Details/C2017C00038 or www.usi.gov.au/

Copyright Act 1968

The *Copyright Act 1968* relates to copyright and the protection of certain material and performances. Specific rules apply to creative works such as music and poetry. This is overseen by Copyright Agency Limited. If copyright material beyond the usual allowance is required, the Learning Centre obtains permission from the copyright owner www.copyright.org.au

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

Terms and Conditions

The Learning Centre's full terms and conditions, including fees and refunds, are available from the website at

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	8.30am to 4.30pm Monday to Friday
Main office phone	(07) 3271 8837
Training support email	qcmhltraining@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.
National Regulator	Australian Skills Quality Authority.
AASW	Australian Association of Social Workers.
AHPRA	Allied Health Practitioner Regulation Agency.
AQF	Australian Qualifications Framework.
ASQA	Australian Skills Quality Authority.
MSE	Mental State Examination.
NCVER	National Centre for Vocational Educator Research.
RPL	Recognised Prior Learning.
RTO	Registered Training Organisation.
USI	Unique Student Identifier.
VET	Vocational Education and Training.
WMH	West Moreton Health.