



COURSE INFORMATION BOOKLET

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**You can find information on your enrolled course from page 15 onwards.*

Introduction

Congratulations on choosing Aged Care Queensland Education Institute (ACQEI). We hope this learning experience meets your goals and our staff encourage you to enjoy the learning experience.

The ACQEI is a division of Aged Care Queensland (ACQ). ACQ are the peak Industry Association for aged care service providers in Queensland; they represent both the profit and not-for-profit sectors of Residential Care; Community Care and Retirement Living.

The ACQEI delivers a range of vocational qualifications and skills sets relevant to the Aged Care workforce; our purpose is to develop programs in collaboration with our members to help create a skilled and vibrant aged care workforce.

Our programs are generally designed for those already working in job roles within the sector; all programs may require time spent in other roles within your organisation or with a host employer on Vocational Placement; to meet the requirements of the qualification.

The qualifications delivered by the Institute are flexible, blended learning programs and will require some study in your own time. We have ongoing enrolments throughout the year and have trainers available Monday to Friday during working hours, to provide assistance and coaching with your studies.

Our Institute is committed to providing excellent and quality learning opportunities to support ACQ members and other aged care service providers throughout Queensland. Our staff have a wealth of knowledge and experience to share with students.

Institute's contact details are:

Telephone:	(07) 3725 5555
Facsimile:	(07) 3715 8166
Postal address:	PO Box 995 Indooroopilly QLD 4068
Institute address:	6 Pavilions Close Jindalee QLD 4074
Web address:	www.acqi.org.au
Email enquiries:	education@acqi.org.au

We look forward to participating in your journey of personal and professional education; we wish you every success with your studies.

Institute Rules and Responsibilities

Mission Statement of the ACQ Education Institute

The mission of the ACQ Education Institute, a division of Aged Care Queensland Incorporated, is to support industry workforce development and training by providing high quality training programs to our membership and industry customers.

Philosophy of the ACQ Education Institute

The educational personnel of the ACQ Education Institute consider that:

- All individuals have the right to be treated with dignity and respect
- Previous education, experience and skills will be recognised
- Education programs are provided within a flexible framework to encourage participants to achieve learning outcomes and improve training accessibility
- All educational programs include skills to promote lifelong learning
- Our educational programs will be developed within a theoretical framework of adult learning.

Goals of the ACQ Education Institute

1. To identify member organisations educational needs.
2. To provide member organisations and industry customers with appropriate educational resources and services.
3. To lobby Government and other bodies on educational issues to improve educational service provision for members.
4. To monitor and evaluate the availability and appropriateness of resources in relation to the extent and types of programs offered.

Code of Ethics

This code of conduct applies to all employees of ACQ Education Institute. It provides a framework of principles for conducting business and dealing with customers, colleagues and other stakeholders which are to:

- Act with integrity and professionalism
- Exercise fairness, equity, proper courtesy, consideration and sensitivity in dealing with customers, employees and other stakeholders

There are additional guidelines set by the national licensing body for Enrolled Nurses.

Please take the time to locate the link on our website to view this policy. <http://www.ahpra.gov.au/>

General Information

The general information contained within this booklet has been summarised from Aged Care Queensland Education Institute's Policies and Procedures.

Access and equity

Our access and equity policy represents a commitment to maximise access, participation and outcomes for all people involved in our training programs. We encourage and support individuals who are under represented in the labour force to participate in our training programs. We also have a number of training strategies and co-provider services that meet diverse learner needs and support different learning styles. We would encourage you to contact the team to explore the varying study skills support options available.

ACQ Education Institute and Personal Property

The property of the ACQEI and that of individuals shall be respected. Any personal property brought into training rooms/venues will be the responsibility of the student/client and is done so at their own risk.

Approved Refunds for Courses

Approved refunds will be processed within 30 days of the written notification having been received by the ACQEI.

Blended learning

Some of our programs include regular tuition either face to face; via the internet in virtual classrooms; through teleconferencing; and workplace coaching from our Care Certificate Trainers. Self paced learning allows students to work through learning resources at their own pace with the support of ACQEI trainers.

Cancellation Fees for Courses

See *Student Initiated Withdrawal*

Change to Enrolment/Personal Details

It is important that our records are accurate and up to date. You have an obligation to advise the ACQEI of any change to your name, address or other details during your period of study. ACQEI will not be held responsible for any correspondence or documentation lost due to student details not being current.

Course Cancellation by the ACQEI

If ACQEI cancels a course you will receive a refund in full or be able to attend another scheduled / advertised course within 12 months of the original date.

Course Materials

Learning & Assessment materials will be forwarded to you at the address provided to us on either your enrolment form or by subsequent written change of details advice. Depending on the mode of delivery and your program of study you may receive a:

- Training Plan
- Learning and Assessment Resources
- Training Record Book
- Textbooks to support your learning

Students studying any qualification at Certificate IV and above will be required to have access to a computer, the internet, word processing software and an email program to send and receive information about the course.

Credit Transfer

Credit transfer involves previously completed unit/s and course/s to see if it provides equivalent outcomes to those required with the current course of study.

If you have a Statement of Attainment from another Registered Training Organisation (RTO) for the identical unit or course, then a credit transfer is automatically awarded.

The copy must be signed by a Justice of the Peace (JP) or commissioner for Declarations or the original must be shown to the Enrolments Coordinator

Deferral

Any application to extend or defer study should be made in writing to the Institute Manager at education@acqi.org.au with details about why the extension or deferral is being sought.

Study Assistance

In order to successfully undertake courses with ACQEI, students must demonstrate an appropriate level of numeracy and literacy. All students will be provided with an opportunity to complete a Pre-Training Activity at the commencement of their studies. This tool is administered and marked by Nola Golding our Study Assistance Coordinator.

If students feel that they are not reaching successful outcomes in their vocational education and training they can refer themselves for Study Assistance. Nola can provide assistance in the following areas:

- determining existing literacy and numeracy skills and knowledge
- understanding and commencing workbooks, online content and assessment tasks
- short answer, essay and report writing
- organising bibliographies & in-text referencing
- using the computer
- developing maths skills
- time management/planning
- exam preparation
- note taking
- general study skills
- English language use
- and more, just ask us...

Number of Places Available

Should student demand exceed the number of places available in a specific program, preference will be given to continuing students and timeliness of enrolment.

Plagiarism

The Oxford Dictionary of English defines plagiarism as "the practice of taking someone else's work or ideas and passing them off as one's own". More details are found under *Misconduct*.

Privacy

We have an obligation to our students to keep personal information secure and only use information obtained for the purposes for which it was collected. This does not apply in the circumstance of legal directives or legislative requirements.

Quality Management Focus

The ACQEI has a commitment to providing a quality service and a focus on continuous improvement. As such, we seek feedback from students, staff, employers and industry. All training delivery will provide opportunities for student evaluation. Any additional suggestions can be communicated to our office by phone or email.

Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge gained by formal and informal training, work experience and or life experience.

RPL is a mapping process of a student's current knowledge, skill and competencies to a unit of competency within the nationally recognised qualification framework (AQTF).

RPL may lead to industry classifications, awards, exemptions or partial exemptions for competencies in a nationally recognised qualification.

You **must** submit the following information with the RPL student checklist to assist in reviewing your RPL application. If a student provides incomplete information, this will prolong the RPL process as we can not proceed until all information is received.

- A Statement of Service from your current Employer
- A current position description Certified copies of any training you have undertaken (include professional development activities)
- A certified copy of your current first Aid Certificate (if you have one)

Student Initiated Withdrawal – Refund Policy

Notification requirements

Refunds may be granted at the discretion of the ACQEI and students will be notified within 14 working days of the outcome of their request. In these cases, fees may be refunded on a pro-rata basis less \$450.00 administration fee. In addition, before any refund for course fees paid by you will be processed, you must return your text book in “as new” condition; should you wish to keep the text book the cost plus postage and handling (\$130) will be deducted from any refund owed.

Please use the Stakeholder Feedback Form to advise us of your decision and return to:

Enrolments Coordinator
PO Box 995
Indooroopilly QLD 4068

Special Consideration for Courses

A refund may be available to students who leave before finalising the course for compassionate or compelling reasons which may include death in the family of parents, siblings, spouse or children or declared natural disaster affecting the student’s place of residence. In these cases, fees may be refunded on a pro-rata basis less \$450.00 administration fee. In addition, before any refund for course fees paid by you will be processed, you must return your text book in “as new” condition. All applications will be treated in strict confidence on a case by case basis and must be accompanied by all relevant certified supporting documentation.

Student Feedback

Feedback is encouraged and in the first instance should be directed towards your trainer. If you are not satisfied with the response, please contact the Institute Manager Katie Brown on (07) 3725 5555 or katieb@acqi.org.au

At various times throughout, and at the completion of your qualification, we will seek your comments and feedback in relation to the competency, content/delivery method and your trainers. This feedback can be anonymous and helps us to identify processes for continuous improvement of these programs.

Our Stakeholder Feedback Form is also located on our website for students to complete.

Study Opportunities

Part time

All of our programs are part time, which means you can enrol in any number of competencies with which you can cope. This allows you to balance the demands of study with the demands of work, family or lifestyle commitments.

The Training Plan

Once we process your first enrolment, you will be contacted by one of our friendly staff to develop a Training Plan. Your plan will take into consideration your prior learning, skills and qualifications.

You may wish to select competencies that are relevant to you and your job role. If pre-requisites are identified, these must be completed as well.

You will be issued with a result of assessment for all competencies successfully completed.

Enrolment Fees & Payment Plans

Payment Options for Courses

There are a number of payment options made available to maximise training access for our prospective students.

- **Full Upfront** payment option (provides an overall discount when compared to a unit by unit payment option).
- **Regular Instalments** option (this will require the student to complete a credit card authorisation form for regular instalments to be drawn down against a credit card of choice – there is a minimum upfront payment of the non refundable amount prior to the commencement of the regular instalment plan).
- **Unit by Unit** payment, prior to commencement of each Unit
- **Study Loan** (This option available from 2011 – the loan conditions have been negotiated to provide competitive rates to ACQ EI prospective students – this arrangement is with a financial institution not ACQI).

NOTE: An initial **upfront payment of \$450.00** or 10% of total course fees (whichever is the greater) with the remaining instalments to be calculated and **finalised within 6 months** of the first payment or **Unit by Unit**.

Financial Arrears Policy for courses -a student is deemed as being in financial arrears in the following circumstances:

- An **Upfront Payment** has not been paid fully by the 30th of the Month immediately following the month of enrolment (the non refundable component is required prior to study commencement)
- A **Regular Instalments** option has had 3 successive “Declined” attempts to process an instalment – process dates are as follows 15th, 22nd and 29th of each month or the closest business day following these dates.
- Unit by Unit (not applicable).

In the case of the Financial Arrears for any payment option provided by ACQEI, there will be a period of one (1) month to pay outstanding fees. Where this does not occur enrolment will be deactivated.

Where an enrolment is deactivated a student will be unable to attend classes, have outstanding work marked or results issued. Enrolment reactivation will only occur where outstanding fees are paid in full. Deactivation will be notified in writing. Any hardship caused by the deactivation will be the responsibility of the student.

Awards / Statements of Attainment

Students are to be issued with their Award / Statement of Attainment within 21 days of the Institute being aware that they are eligible and they have met the requirements for the qualification or skill set; **AND** the student has paid all fees owing for the course (not applicable to Trainees).

Traineeship Contribution Fee

Student Contribution Fees under the User Choice program in 2011 – 2012 are set at \$1.50 per nominal hour for each unit of competency delivered. Student Contribution Fees are adjusted annually and all training providers are informed if a change is made to the fee by the Department.

ACQEI understand the industry wage structure/s and as a peak industry association RTO have determined a lower fee contribution for students enrolling into our traineeship programs.

There will be a one (1) off Payment of \$250 for anyone enrolled in a traineeship. This invoice will be raised once the enrolments team has recorded the student’s training plan on file.

Where payment of the \$250 contribution fee would cause the participant extreme financial hardship, then the student needs to request an exemption in writing from the Education Institute Manager.

School Based Trainees are exempt from the contribution fee.

Workplace Health & Safety

Health and Safety

Students, when on ACQEI property, are required to observe any lawful directions given by ACQEI staff in order to ensure the safety of individuals in line with the Workplace Health and Safety Act.

Smoking

In accordance with Queensland's *Tobacco and Other Smoking Products Act 1998* the following must be complied with whilst attending any ACQEI training venue:

- No-Smoking anywhere inside workplaces
- No-Smoking within 4 metres of non-residential building entrances.

Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism**, **collusion** – including working in groups where not approved by the teacher, **electronic plagiarism** and **falsifying** information.

Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach these Student Rules or Institute policies. This includes but is not limited to:

- breaches of commonwealth or state law which impinge on ACQEI operations
- behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Institute
- refusing or failing to identify yourself truthfully
- any act or failure to act that endangers the safety or health of any other person
- actions that impair any person's participation in a legitimate Institute activity or, by act or omission disrupts the peace or good order of the Institute, vocational placement site or any organisation associated with the business
- acting in a way that causes students or staff or other persons within the Institute to fear for their personal safety
- acting in a way that causes damage to ACQEI property

Immediate Consequences of Misconduct

- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- If a teacher or examination supervisor believes you are involved in academic misconduct during assessment:
 - a) you will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish
 - b) the teacher or examination supervisor will prepare a written report on the alleged academic misconduct and attach the report to your examination/assessment item
 - c) the matter will be referred to the Institute Director (or delegated officer) for appropriate action, as outlined in Formal Disciplinary Process
- A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in a class, laboratory, library, facility or premises under their management or control,

immediately suspend you from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours in the first instance.

- If a suspension action is taken, that staff member shall advise the delegated Institute officer immediately and provide them with a written statement, which details the circumstances of the suspension.
- Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension.
- If you are an apprentice or trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000.
- If you are under 18, your parent/guardian may be notified, unless you are an independent person with a Centrelink account, or estranged from your parent/guardian.

Attendance of Parent/Guardian at Interviews of Students Under 18 Years of Age

- In the event of serious or repeated misconduct which may lead to suspension or exclusion, your parent/guardian will be notified and invited to attend any subsequent interviews in the disciplinary and appeal process.
- Any student may invite their parents or guardian to interviews during a disciplinary and appeal process.
- The disciplinary and appeal process will continue whether or not parents/guardian choose to attend the interview/s.

How to Enrol

1. Read this information booklet and decide whether this is the course for you
2. Check if you or your service qualifies for any available funded training programs, please call Gayle Stangle on (07) 3715 5555 or email gayles@acqi.org.au
3. Gather a copy of your Resume (updated with the latest employment details)
 - A Statement of Service from your current employer a current Position Description from your service
 - copies of any training you have already completed (please include professional development activities)
 - copy of your current Senior First Aid Certificate (if you have one)
4. Complete the enrolment form and any payment details required
5. Mail your enrolment form, Resume and other documentation listed above to:
Enrolments
Aged Care Queensland Education Institute
PO Box 995
Indooroopilly
QLD
4068
Coordinator
6. Your study material will be mailed to you once your enrolment has been approved and any relevant fees paid

Assessments

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved.

Assessment may include

- Case studies
- Short answer tests
- Practical assessments
- Research activities
- On the job competency

You will be required to complete assessment tasks for each unit of competency that you study. Assessments will be due back in week 12 of your study period.

Assessment Guidelines

Within ACQEI, we apply the following nationally recognised codes for recording assessment outcomes:

J =	Competent
M =	Not Yet Competent

Demonstrating competence

You will be required to complete theoretical, practical, on and off the job activities and assessments to demonstrate your competence. All aspects of your learning will need to be completed before you can be awarded a certificate, this may include completion of Vocational Placement periods and any associated training record or log books. Incomplete work will not be accepted.

Submitting Assessments

Students undertaking on the job assessment are required to have their workplace assessments signed off by a Workplace Supervisor. A supervisor or expert practitioner can use the ACQEI 'Workplace Supervisor Form' to confirm signing credentials. The ACQEI Assessor will consult with the student and Workplace Supervisor to confirm assessment processes meet the evidence required.

All books that record on the job assessment are to be forwarded to the ACQEI for confirmation and recording. The ACQEI encourages students to send work in by **Registered mail**.

Please retain a copy of all completed assessment materials in case mail is misdirected or lost.

Assessment Format

Written assessment items should be completed in **black or blue ball point pen or typed**. Assessments completed in pencil or gel pen will not be marked. It is expected that assessments will be neatly presented with legible writing or printing.

If assessment answers require correction, the following methods are acceptable.

- one (1) straight line through a word, phrase or sentence.
- firmly attach a separate sheet of paper for correction of an entire question or assessment.
- please secure attachments with staples (**no pins or paper clips**).

All assessment submissions must be the student's own work (refer to Referencing section on "Plagiarism")

Assessment Complaint and Appeals Procedure

Complaints and Appeals with respect to assessment outcomes for any unit of competency or cluster of units of competency must be received within 30 days of receipt of the result (deemed to be 2 days after the dispatch date from ACQEI). The sequential steps are as follows:

1. Raise the issue or complaint with your ACQEI trainer for resolution, if unresolved proceed
2. Complete a 'Stakeholder Feedback Form' (Appendix 1) and forward to the ACQEI Manager
3. The 'Stakeholder Feedback Form' requires the ACQEI Manager to investigate the issue and provide a written response to the issue within 14 days, if unresolved proceed

4. The complainant may escalate the issue to the Chief Executive Officer (CEO) within 14 days of receiving the ACQEI Manager's written response
5. The CEO will be the final complaint response point within the organisation, the outcome will be provided to the complainant in writing within 14 days.

Late Assessment Items

Any assessment items received with a postmark after the due date, and without an extension, will be considered a late return. Late returns will not be marked until student assessments received within the due date period have been processed. Normal turnaround times do not apply to late submissions.

Assessment Due Dates

Your Training Plan will outline the learning schedule and expected assessment submission and unit completion dates.

Monitoring

ACQEI will monitor student training and progression in partnership with the students employer. This practice will:

- assist with the removal of any restrictions preventing progress
- ensure training and assessment is occurring on and off the job
- ensure, in the case of traineeships, that progress is collated and reviewed in Student's Training Record Book

Failure to Progress

If a student fails to make reasonable progress because of deliberate default or neglect, disciplinary action may be taken. If this action is proposed the student would be issued with a show cause notice and be given the opportunity to respond.

Assessment Extensions

Extension requests should be submitted in writing to your ACQEI trainer/assessor and should be no later than five (5) working days prior to an assessment due date to be considered. For an extension to be granted, one or more of the following criteria need to be established:

- existence of extenuating circumstances
- a prohibitive medical condition (a copy of a medical certificate may be required).

Note: students who fail to attend over 70 % of face to face delivery or virtual classroom sessions may be asked to show cause. Places may be reallocated or enrolment cancelled where the student is not progressing successfully.

Resubmissions

Some students may be required to resubmit assessment activities to attain competence. It is anticipated that students who are required to resubmit will be able to demonstrate competence following resubmission. The resubmission due date will be specified on an accompanying feedback form.

Assessment Due Dates

Your Training Plan will outline the learning schedule and expected assessment submission and unit completion dates.

Results of Assessments and Awards

Results of assessment and qualifications will be issued within 21 days of students achieving competence. Where advice is required from an employer to confirm completion, the 21 days will commence from the time advice has been received by the Registered Training Organisation (RTO). Any students with outstanding fees will have their qualification withheld until all fees have been paid.

The following pages contain specific information relating to the course/s you are enrolled in.