



*Student*  
& EMPLOYER  
HANDBOOK



VERSION Q2 2016

Inter Care  
TRAINING



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## TABLE OF CONTENTS

<b>STUDENT &amp; EMPLOYER HANDBOOK</b> .....	1
Table of Contents .....	3
Important Information .....	6
<b>INTRODUCTION</b> .....	7
Welcome Note .....	8
About Us.....	9
<b>VOCATIONAL EDUCATION &amp; TRAINING</b> .....	11
Accredited Training .....	12
Training Packages .....	12
Qualifications.....	12
Units of Competency.....	12
Competency Based Training.....	13
Attendance Requirements .....	13
Assessment.....	13
Re-Assessment .....	15
Assessment Appeals.....	15
Recognition .....	16
Plagiarism .....	17
<b>CLASSROOM TRAINING</b> .....	19
How Does the Training Happen? .....	20
What Does Intercare Training Need To Do? .....	20
What Does the Student Need To Do? .....	21
What Are the Timeframes.....	21
<b>WORKPLACE TRAINING</b> .....	23
Workplace Based Training.....	24
How Does the Training Happen? .....	24
What Does Intercare Training Need To Do? .....	24

What Does the Employer Need To Do? .....	25
What Does the Workplace Manager/Supervisor Need To Do? .....	25
What Does the Nominated Workplace Mentor Need To Do? .....	26
What Does the Student Need To Do? .....	26
Traineeships .....	27
What Does Intercare Training Need To Do in a Traineeship? .....	28
What Does the Employer Need To Do in a Traineeship? .....	28
What Does the Trainee Need To Do in a Traineeship? .....	28
Structured Workplace Withdrawal .....	28
What Are the Timeframes .....	29
If a Trainee Becomes Unemployed .....	29
<b>ENROLMENT PROCESSES .....</b>	<b>31</b>
Pre-Enrolment .....	32
Pre-Training Review .....	32
Training Plan .....	32
Unique Student Identifier (USI) .....	33
Learner Unique Identifier (LUI) – Queensland Students Only .....	33
Withdrawing From a Course .....	33
Withdrawal Process (Pre-Vocational Students) .....	34
<b>FEES &amp; CHARGES .....</b>	<b>35</b>
General Information About Fees .....	36
Fees for Training Subsidised Under Government Funding .....	36
Concession Rates for Government Subsidised Training .....	36
Other Fees .....	36
Fee-for-Service Fees (Non-Government Subsidised Training) .....	37
Refunds .....	37
<b>GENERAL INFORMATION .....</b>	<b>39</b>
Student Rights & Responsibilities .....	40
Access to Records .....	40

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Occupational Health & Safety .....	41
Access & Equity .....	42
Privacy & Confidentiality .....	43
Surveys & Feedback .....	44
Legislation .....	45
<b>STUDENT SUPPORT &amp; WELFARE .....</b>	<b>47</b>
Introduction.....	48
General Welfare Information.....	48
Commonwealth & State Government Agencies for Support.....	49
Private Charitable Agencies for Support.....	50
Language, Literacy & Numeracy (LLN) .....	51
Disabilities .....	51
Other Problems .....	52
Complaint Procedures.....	52
Government Contacts .....	53
Student Code of Conduct .....	54
Attendance & Punctuality .....	55
Parking.....	55
Food & Drink .....	55
<b>COMMUNITY SERVICES COURSE REQUIREMENTS.....</b>	<b>57</b>
Police Check .....	58
Placement.....	58
Dress Code.....	58
Name tags.....	59

## IMPORTANT INFORMATION

### DISCLAIMER

- All references to *ITS (Aust) P/L T/A InterCare Training* will simply be referred to as InterCare within this document

### VERSION CONTROL

VERSION	DATE	AUTHOR(S)	APPROVED BY	BRIEF DESCRIPTION OF CHANGE(S)
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Q2 2016 1.0	31/5/16	V.Quirk (Business Operations Manager)	D.Clews (CEO)	Revised & Approved

*\*Document uncontrolled when printed.*

# INTRODUCTION

## WELCOME NOTE

*Welcome to Intercare Training and congratulations on taking this important step in the development of your vocational skills and knowledge.*

*With extensive experience in both training and job placement, Intercare Training provides integrated services to our clients by maximising the opportunities that both industries have to offer.*

*Our Registered Training Organisation (Integrated Training Solutions (Aust) Pty Ltd) was established in 2001 and in our years of operation we have developed a team of industry experts, supported by proven training delivery, tools and strategies.*

*Registered to deliver many Government funded programs nationally, we actively investigate new Government initiatives designed to benefit individuals, employers and their staff.*

*At Intercare Training, we are committed to building strong partnerships by providing premium and professional services to our clients. Through education and job placement, our aim is to benefit not only individuals in their personal development, but also businesses to prosper and maintain their competitive edge.*

*The team at Intercare Training will provide you with advice, support and assistance throughout the program. If you have any questions or concerns regarding any aspect of the course please contact our Student Support Officer.*

*We look forward to working with you and wish you every success.*



David Clews  
Chief Executive Officer (CEO)

## ABOUT US

**InterCare Training** (Integrated Training Solutions (Aust) Pty Ltd) is a Registered Training Organisation who has been providing workplace based training solutions to the Australian market since 2001 and today have an accredited scope that allows operations across all states of Australia.

InterCare has several training locations across many of the Eastern states and delivers training across Victoria, Queensland, New South Wales, A.C.T, Tasmania and South Australia. We provide a wide range of solutions to the Australian market place that include, Government and fee for service workplace training, prevocational training, career advisory services and recruitment services, providing both employers and individuals with a truly integrated and end to end service offering. In doing so, InterCare fulfils the integral role of becoming the conduit to connectivity between industry and employers and a skilled workforce whilst providing that workforce with access to a single “cradle to grave” support framework portal.

InterCare’s delivery expertise is broad, however our key focus today is to work in partnership with those industries that are closely aligned with our core delivery framework and include;

- **AGED CARE**
- **HOME AND COMMUNITY CARE**
- **DISABILITY**
- **LEISURE AND HEALTH**
- **HEALTH SERVICES ASSISTANCE (PSA)**
- **NON-EMERGENCY TRANSPORT**
- **BUSINESS ADMINISTRATION**



# VOCATIONAL EDUCATION & TRAINING

## ACCREDITED TRAINING

Accredited training means that our training programs:

- have been aligned to accredited units of competency from a nationally endorsed **Training Package**
- involve a formal assessment of skills and knowledge to determine **competency**
- entitle the student to receive an endorsed **Certificate** or **Statement of Attainment** with the nationally recognised training logo and stating the units of competency achieved.

Accredited qualifications can only be issued by a **Registered Training Organisation (RTO)** or TAFE. Intercare Training is registered with the **Australian Skills Quality Authority (ASQA)** which is governed by the **Standards for Registered Training Organisations (RTOs) 2015** and must continue to meet high standards of training and assessment in order to maintain our registration. Details of our registration can be found on the National Register at: [www.training.gov.au/home/tga](http://www.training.gov.au/home/tga)

## TRAINING PACKAGES

Training packages are nationally endorsed standards and qualifications which have been developed to meet the needs of a specific industry or industry sector.

National endorsement ensures that the level attained for each qualification will be the same regardless of where in Australia that qualification was obtained. This makes it easier for students to move between states and territories and for employers to hire people who have worked for other companies or moved from interstate.

Training packages are developed and constantly updated with input from industry representatives to make sure that the learning content and the standards set continue to be relevant and responsive to the needs of industry and the individual enterprise.

## QUALIFICATIONS

Training Packages consist of a number of Qualifications which break down the skills and knowledge into specific areas of expertise and level required. For example, the Community Services Package has a qualification for *Aged Care* and a different one for *Home and Community Care*. Whilst both of these operate in the same industry, they require a slightly different set of skills and knowledge. Qualifications also have AQF levels such as Certificate II, III, IV or Diploma.

Generally a Certificate II would be suitable for someone who has just left school and has never worked in this industry before. Certificate III level is suitable for a person who may have worked for a little while in this or another industry. Certificate IV is suitable for someone already skilled in the basics of this industry but who would like to gain more specialised skills and possibly some supervisory work as well. Diploma level would be suitable for a person who has a great deal of experience in the industry and some experience leading a team and would like to move into the administration and management of a facility.

## UNITS OF COMPETENCY

Each qualification is then broken down into Units of Competency or “subjects”. These units are the topics or individual tasks that are needed to carry out the job role in that industry. So, for example, in *CHC30212 Certificate III in Aged Care* some of the units are:

- CHCICS303A Support older people to maintain their independence
- CHCWHS312A Follow safety procedures for direct care work
- CHCAC319A Provide support to meet personal care needs
- HLTAID003 Apply first aid
- CHCICS304B Work effectively with carers
- HLTAP301B Recognise healthy body systems in a health care context

Someone who has completed a Certificate III qualification would be expected to be able to carry out these duties without direct supervision but would not have responsibility for anyone else’s work.

Each qualification will have a different number of units that need to be completed. Some are Core units – these are ones that must be included – and then a number Elective units which allow the student to tailor part of their qualification to suit their particular work environment.

Intercare Training has consulted with industry to select the range of Core and Elective units which will provide the most relevant and sought after skills in the development of its classroom based programs.

When developing the workplace based programs, Intercare Training will consult with the employer and the trainee to determine the most appropriate range and selection of units to meet the needs of that particular enterprise.

## COMPETENCY BASED TRAINING

The underlying principle of competency based training is that competency is recognised based on what a person can do and what they know, not how long they have spent learning.

This makes competency based training very flexible with regard to how long it takes to gain a qualification and where the training can occur. Competency based training is suitable for both workplace and classroom delivery.

The support given to the student, and the opportunities that are provided to learn and practice new skills, will directly influence the time needed to complete the qualification.

## ATTENDANCE REQUIREMENTS

InterCare Training has a requirement that all students must attend the Theoretical delivery (schedule sessions). This is to allow you to gain the most benefit of interacting with Industry Subject Matter Experts in a Classroom based setting.

## ASSESSMENT

In competency based training there is no “pass” or “fail”. Assessment is simply the demonstration of the specified skills and knowledge to the required level. If this is done, the student is “competent”. If the

assessment does not produce enough evidence to demonstrate the requirements, then the student is “not competent” and is given further opportunities to gather additional evidence.

Each of the units may be assessed in a number of different ways and may include, but not limited to:

- Question and Answer – either written or verbal
- Observation of the student by the assessor (Direct)
- Third Party Observation by the workplace supervisor (Indirect)
- Written – usually activities, research projects or short reports/essays
- Samples of work produced
- Supplementary evidence such as policies and procedures from the workplace

Assessment is all about collecting enough evidence to show that the student is competent in the skills and knowledge specified by the Unit of Competency. When collecting and assessing the evidence the following must be considered:

**The evidence must meet the needs of the training package.** Intercare Training have ensured that the assessment tasks are properly in line with the training package. Learners will be provided with the relevant Competency Statements on request.

**The evidence must be authentic.** This means that the work must be the student’s own and not copied from somewhere or someone else. If another person’s work is referenced the source must be acknowledged.

**Tasks must be demonstrated under real workplace conditions.** The assessment should show that the student can manage themselves and their time during the tasks, deal with unexpected situations, and do all this under real workplace conditions. If the training has occurred in a classroom, the environment should simulate a workplace as much as possible.

**Assessments must be fair.** This means that if a student has any special characteristics that may affect their ability to do a particular assessment task, then adjustment should be made to that task as long as the outcomes of the unit are still demonstrated. For example, someone with poor eyesight may have the written material provided in large print or someone with a physical disability may be able to have someone scribe for them. Fairness is also making sure that the student understands the requirements of the assessment and is willing to be assessed at that time. It is also fair that a student is able to appeal against an assessment decision.

**Assessment should be flexible.** This means that there should be a number of different assessment approaches and methods that can be used to suit different situations. Flexibility also applies to recognising your skills and knowledge no matter where or how you learned them, this may be through RPL or Credit Transfer.

**The assessment should be reliable.** This means that the assessment will produce consistent evidence when used by different students and that different assessors will make the same decision based on the evidence.

**The assessment process must be valid.** This means that all the points above have been met and that the assessment actually assesses what it says it will.

Prior to the assessment taking place, the trainer will give the student the assessment workbook which contains the tasks that need to be completed. This workbook contains information and instructions for completing the assessment and a list of documents which must be submitted as evidence.

Assessments are designed to be relevant to a workplace and tasks are designed around normal workplace duties. When training occurs in a classroom, these activities are simulated to reflect actual workplace environments. Projects and activity based tasks are the most common method of assessment as they integrate a range of skills and knowledge.

All requested documentation must be returned to the trainer. Incomplete tasks or missing documents are the major reason for a finding of “not competent”. In this instance, the trainer will request that the student submit the missing documents as soon as possible.

The trainer will also be available to answer questions regarding the assessment at any time during the training program.

All student work is retained by Intercare Training so students are encouraged to make copies of their work before submitting to the trainer.

## RE-ASSESSMENT

Incomplete Assessment Modes will result in the Assessment Workbook being handed back to the student and marking of the respective Assessment Mode will not commence until the Assessment Mode is completed. If there is a Not Satisfactory assessment outcome, the Assessor will discuss and provide feedback to the student on the area/s for improvement and confirm further requirements. At this time a mutually agreed future date for re-assessment will be set.

### RE-ASSESSMENT PROCESS:

- Each student is entitled to 3 total assessment attempts
- Each re-assessment attempt must be completed within 5 business days from the previous attempt.
- Trainer/Assessor has 5 business days to review and notify the student of the outcome and will provide direction to the student on the further learning required for next assessment attempt (if applicable).
- Assessor may apply reasonable adjustment to the subsequent assessment attempts if required
- These 3 assessment attempts should be across a maximum period of 6 weeks
- At the end of the third unsuccessful assessment attempt, a formal student/trainer counselling session will occur, to discuss the student’s suitability to the learning program and available options
- Post this process, a student may re-enrol and the assessment process commences again from the beginning

Fees for re-assessment (outside of the three total attempts), can be found on the Intercare Training website.

## ASSESSMENT APPEALS

A fair and impartial appeals process is available to all students. If a student wishes to appeal an assessment result, they should first discuss the issue with the Trainer/Assessor. If the student is not satisfied with the

outcome of the initial discussion they can then proceed with a formal appeal by completing the *Assessment Appeals Form* and forwarding to the Complaints Officer.

The appeal application should be received by the Complaints Officer, no later than 5 ordinary business days after the notification of the assessment results.

All appeals will be handled directly by the Manager responsible for Training in each location who will review the assessment decision and appeal application in consultation with the appropriate trainer. The result of the appeal will be communicated to the student in writing, including reasons for the decision made within 5 business days. Records of all complaints and outcomes will be securely maintained on the student's file.

The Assessment Appeals Form is available for download from the InterCare website or by contacting the Complaints Officer on 1300 102 273.

## RECOGNITION

### RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired, whether through formal or informal training or through work and life experience. Each student is offered the opportunity to submit a request and be assessed for RPL. Evidence of these skills must be current and must match the stated units of competency. RPL is assessed by the completion of one or a combination of the following:

- Review of Evidence including relevant qualifications
- Interview
- Confirmation of Testimonials
- Validated Workplace Logbooks
- Written/Oral reviews

The [Application for RPL Form](#) is available for download from the Intercare Training website or by contacting the Student Support Officer on 1300 102 273.

### CREDIT TRANSFER

In line with our regulatory guidelines, Intercare Training will accept the credentials issued by another RTO. The credential may be a Statement of Attainment for specific modules or units of competency or it may be a complete qualification. A Credit Transfer applies where the unit or module code for the qualification already held matches the unit or module code for the qualification being sought. Where a code does not match exactly, the student is encouraged to apply for RPL. Frequently where a qualification is simply out of date, the only evidence needed for RPL is to show that the skills and knowledge are still current and being applied in a workplace.

When applying for a Credit Transfer the student must produce the original of the Qualification or Statement of Attainment which includes the list of competencies attained with unit code and title. Intercare Training will retain a copy of this document for its records.

The Application for Credit Transfer Form is available for download from the Intercare Training web site or by contacting the Student Support Officer on 1300 102 273.

## PLAGIARISM

Intercare Training have a zero tolerance approach to cheating and plagiarism. If any student is found by Intercare Training or their employer to have cheated on any forms of assessment, including plagiarising another's work, they will be required to re-sit an alternative assessment under the supervision of an Intercare Training assessor or employer to confirm competence in the unit.



# CLASSROOM TRAINING

## HOW DOES THE TRAINING HAPPEN?

Our classroom training offers the benefits of group training in a supportive learning environment and sessions are delivered by a qualified and experienced trainer. The class sizes are usually between 12 and 20 students so the trainer is always available to assist each person individually.

Training in a classroom may involve group discussion, demonstration, activities, role plays and workplace simulations. These sessions are designed to establish the knowledge and skills that the student will need to practice and develop before undertaking any assessments.

The trainer will discuss all of the assessment activities that must be completed and will give full support and assistance to every student to help them achieve competence. Generally, all of the assessment activities are completed during the scheduled classroom sessions.

## WHAT DOES INTERCARE TRAINING NEED TO DO?

In the provision of our classroom training, Intercare Training will:

- Ensure that trainers and assessors are appropriately qualified and experienced
- Retain and maintain records of training and assessments completed in individual student files, including copies of Certificates and Statements of Attainment issued
- Keep a record of students completed qualifications for a period of Thirty (30) years
- Provide advice and guidance to the student regarding the training and assessment programs and services
- Liaise with Government training authorities where required or requested
- Provide reports to the relevant Government Department periodically on the progress of training and assessment, as per contractual obligations
- Evaluate training and assessment services regularly and identify and implement continuous improvement opportunities
- Maintain compliance to the Standards for Registered Training Organisations 2015 in accordance with the terms of our registration as an RTO
- Provide support to the trainer/assessor
- Administer and invoice appropriate fees as per the agreed course fees and payment schedule as set out in the Enrolment documentation or the Training Agreement.
- Develop a training plan
- Provide a simulated workplace environment for training and assessment within the classroom
- Ensure that training and assessment takes place in accordance with the agreed training plan
- Verify that competencies have been successfully demonstrated
- Ensure that outcomes are recorded on the training plan and are a true record of the competencies achieved
- Issue the student with a full, nationally recognised, Australian Qualifications Framework (AQF) Certificate when all requirements of the qualification are met within 30 days
- Issue a Statement of Attainment within 30 days where a student has partially completed a qualification

## WHAT DOES THE STUDENT NEED TO DO?

In order to gain the most benefit from the learning experience, the student should:

- Attend training sessions at the scheduled times
- Advise Intercare Training of any concerns or issues that will prevent attendance at any session
- Fully participate in all training activities
- Complete all assessment tasks
- Follow instructions willingly and promptly
- Respect others and their property
- Demonstrate appropriate behaviour and be prepared to learn

## WHAT ARE THE TIMEFRAMES

Students are able to enrol at any stage up until the commencement of our classroom programs however, we encourage students to discuss all aspects of the courses with one of our Training Consultant team members prior to course commencement to ensure they understand their training options.

New courses commence regularly, so students are not required to wait long for entry into the next available course.

The duration of the enrolment is dependent on the course but is usually one to two weeks longer than the classroom sessions to allow for any missing evidence to be submitted and for final assessment. If a student completes a full course but is not able to demonstrate competence, the Student Support Officer will discuss the option of attending further training at the next scheduled course.

Intercare Training will issue a Certificate within 30 days of the student's completion or issue a Statement of Attainment if the student has achieved competence in some units and subsequently withdraws from the program.



# WORKPLACE TRAINING

## WORKPLACE BASED TRAINING

Workplace based training is a great way to learn vocational skills. This approach to training is a combination of theory, instruction and structured learning on-the-job which allows hands-on practical application and practice of the theory.

Training is designed to suit employees wishing to learn new skills and improve existing skills whilst working productively in a job. Training delivered in a workplace can be contextualised to suit an individual organisation.

Workplace based training is frequently delivered through a **traineeship** program.

## HOW DOES THE TRAINING HAPPEN?

In workplace based programs, the training is the responsibility of both the RTO and the workplace.

A qualified and experienced workplace trainer is allocated to each business. This process is managed by the Training Manager who will carefully assess the business requirements and determine the most suitable trainer.

Training visits are scheduled for every 2 – 4 weeks (depending on the program) and are approximately 2 hours in duration, however times may vary depending on the individual's needs. This training must be conducted in an area away from the student's normal work area and may occur one-on-one or in small groups.

Our workplace trainers integrate the learning requirements of the relevant VET qualification with a trainee's daily duties and tasks.

The trainer will use a variety of techniques to introduce the learning topics. These techniques might include: discussion, demonstration, activities, role plays, simulations, etc, and are designed to establish the knowledge and skills that the student will need to practice and develop before assessment. The trainer will also provide advice to the student and the supervisor on how the workplace can provide opportunities to practice and demonstrate these skills.

The trainer will also discuss the assessment activities that must be completed by the student and how the supervisor can support and assist the student to achieve competence.

## WHAT DOES INTERCARE TRAINING NEED TO DO?

Intercare Training will deliver off-the-job training to trainees. They work with the employer and student to:

- Ensure that trainers and assessors are appropriately qualified and experienced
- Retain and maintain records of training and assessments completed in individual student files, including copies of Certificates and Statements of Attainment issued
- Keep a record of students completed qualifications for a period of Thirty (30) years
- Provide advice and guidance to the student and employer regarding the training and assessment programs and services
- Liaise with Government training authorities where required or requested

- Provide reports to the relevant Government Department periodically on the progress of training and assessment, as per contractual obligations
- Evaluate training and assessment services regularly and identify and implement continuous improvement opportunities
- Maintain compliance to the Standards for Registered Training Organisations 2015 in accordance with the terms of our registration as an RTO
- Provide support to the trainer/assessor
- Administer and invoice appropriate fees as per the agreed course fees and payment schedule as set out in the Enrolment documentation or the Training Agreement
- Develop a training plan
- Deliver structured, off-the-job training
- Ensure that training and assessment takes place in accordance with the agreed training plan
- Verify that competencies have been successfully demonstrated
- Ensure that outcomes are recorded on the training plan and are a true record of the competencies achieved
- Issue the student with a full, nationally recognised, Australian Qualifications Framework (AQF) Certificate within 30 days when all requirements are met as listed in the training plan
- Issue a Statement of Attainment within 30 days where a student has partially completed a qualification

## WHAT DOES THE EMPLOYER NEED TO DO?

The workplace supervisor plays an important role in the development of the skills and knowledge of the trainee. To further assist in this development, the workplace supervisor should:

- Ensure the workplace has the appropriate facilities and equipment available for student training and assessment activities
- Participate in the customisation of learning and assessment resources to ensure they are appropriate for the workplace
- Participate in the selection of elective units of competency to be included in the training course for students (if applicable)
- Identify an appropriate workplace manager/supervisor to provide guidance, mentoring and support to the student
- Allow Intercare Training access to the student and manager/supervisor when required or requested, at appropriately agreed times
- Provide feedback to Intercare Training after program commencement, at mid-point during the program and at program completion
- Inform the trainer/assessor or Intercare Training management of any concerns or issues that may arise during the program, as soon as possible

## WHAT DOES THE WORKPLACE MANAGER/SUPERVISOR NEED TO DO?

- Supervise the conduct and work duties of the student and provide opportunities for practice and consolidation of the skills that the student is developing.

- Ensure the student is made available at appropriately agreed times for training and assessment activities
- Provide feedback to the Intercare Training trainer/assessor regarding the program on any scheduled monitoring visits and/or assessment visits
- Provide feedback to Intercare Training about the training and assessment program when requested
- Be available to meet with the Intercare Training trainer at each face-to-face visit to discuss the progress of training and assessment and to complete any necessary documentation.
- Sign the Trainee Visit Form to verify that the visit took place and that the specified training was delivered by the Intercare Training trainer.
- Participate in the assessment process by confirming the assessment strategies are appropriate for the workplace and the student (and negotiating changes where necessary) and by verifying that the student is demonstrating the appropriate work skills.
- Sign all assessments to confirm their agreement with the decision of the trainer as regards the competence of the trainee.

## WHAT DOES THE NOMINATED WORKPLACE MENTOR NEED TO DO?

For some courses, nominated workplace mentors play a vital role in the student's learning and assessment experience.

The responsibilities of a nominated workplace mentor are outlined below:

- The workplace mentor is to be an experienced person available within the Employers organisation and may be a team leader, supervisor or manager of the individual student, alternatively the mentor maybe an external person depending upon the arrangements within the Employers organisation and as agreed to with Intercare Training
- The workplace mentor can be the student's supervisor or manager
- The mentor is expected to be a subject matter expert, and would normally be expected to have at least three years' experience in their industry and to be able to advise the student on the skills and knowledge they are acquiring.
- Ideally, the workplace mentor would hold the same qualification that the student is completing however this is not mandatory
- This mentor/supervisor is to be determined by the employer and details provided to Intercare Training trainer/assessor
- Workplace mentors/trainee supervisors will act under the guidance of Intercare Training trainer/assessor for the completion of the Supervisor/Third Party Report which forms a part of assessment evidence for each unit of competency

## WHAT DOES THE STUDENT NEED TO DO?

In order to gain the most benefit from the training experience the student should:

- Perform their job role as determined by the employer to the best of their ability
- Actively participate in the program and commit appropriate efforts to their work
- Complete all activities and assessments as requested by the trainer/assessor to the best of their ability

- Inform their trainer/assessor of any problems they may be having with the training program as soon as possible
- Consult with the trainer regarding progress and set tasks
- Consult with the workplace supervisor to ensure that all necessary activities are demonstrated to workplace standards.
- Inform their trainer/assessor of any change to personal details, such as address, phone number and email address

## TRAINEESHIPS

### WHAT ARE TRAINEESHIPS?

The federal government introduced traineeships as a part of a national scheme to improve workplace efficiency and increase the number of employees in the workforce that hold higher level qualifications.

Traineeships use training packages to help make this happen and when a trainee successfully completes the program Intercare Training will issue a nationally recognised Certificate or Statement of Attainment.

Traineeships are a contract between the employer (who agrees to provide support and on-the-job training) and the employee (who agrees to undertake the requirements of the learning and assessment). These contracts are administered by Australian Apprenticeship Centres.

In a traineeship program, off-the-job structured training is provided by Intercare Training according to an agreed schedule. At the same time, structured on-the-job training is provided by the workplace supervisor. Intercare Training ensures that the national competencies are met and the workplace supervisor ensures that the workplace competencies are met. This two pronged approach to training provides the best combination of theory and practice.

Intercare Training delivers the structured off-the-job component either in a classroom or in an appropriate location in the workplace away from the student's usual work area, whilst the on-the-job learning is usually done at the student's work area as they work under supervision.

The traineeship program is available for full-time or part-time employees (subject to appropriate industrial relations arrangements being in place).

### WHO IS ELIGIBLE FOR A TRAINEESHIP?

To be eligible, trainees must:

- be an Australian citizen, or
- be a foreign national with permanent residency status, or
- hold a New Zealand passport and have resided in Australia for at least six months;

and be

- an employee of the business – Australian traineeships are not available for directors or owners of a business enterprise, and
- working a minimum of 13 hours per week for the employer (these hours can be averaged over one month) and being paid in accordance with a relevant award. For school based apprenticeships and traineeships different conditions apply.

An Australian Apprenticeship Centre can advise on eligibility for traineeships.

## WHAT DOES INTERCARE TRAINING NEED TO DO IN A TRAINEESHIP?

In addition to the general responsibilities for workplace training, Intercare Training will also:

- Conduct a minimum of four face-to-face training visits per trainee per training year.
- Work with the employer/supervisor to ensure that the trainee receives the appropriate on-the-job training.
- Monitor the trainee's release from their normal duties for the purpose of structured training and ensure the details of the learning are recorded.
- Make contact with the trainee and the workplace supervisor at least once a month to discuss the trainee's progress against the training plan.

## WHAT DOES THE EMPLOYER NEED TO DO IN A TRAINEESHIP?

In addition to the general responsibilities for general workplace training, the employer will also be required to:

- Ensure that the trainee is released from normal duties for the purpose of structured training and record the details of the structured training in the Withdrawal Log which is then signed and handed to the Intercare Training trainer each month.
- Actively monitor and supervise the training of the trainee, take an interest in their professional development, coach them in safe and efficient techniques, give them feedback on their progress and motivate them to achieve more.

## WHAT DOES THE TRAINEE NEED TO DO IN A TRAINEESHIP?

In addition to the general responsibilities for workplace training, the trainee will also:

- Ensure that all details of withdrawal from normal duties for structured training are recorded in the Withdrawal Log.
- Ensure that the Withdrawal Log is signed by all parties and handed in to the Intercare Training trainer each month.

## STRUCTURED WORKPLACE WITHDRAWAL

In workplace based training, the supervisor is required to set aside time to instruct the trainee in new skills and allow time for practice and consolidation of the new skills.

The following list is a sample of activities that could be used as structured training withdrawal:

- Attendance at an off-site training session
- Formal workplace induction
- Instruction in a new process
- Practicing new skills under supervision
- Job rotation
- Visits by the Intercare Training trainer

- Completion of assessment tasks
- Attendance at workshops or seminars

Structured training withdrawal is negotiated between the supervisor and the trainee to ensure that sufficient time and opportunity are provided for the trainee to achieve competence.

The amount of time set aside for the structured withdrawal depends on what level qualification the trainee is enrolled in and how many hours a week the trainee works.

At Certificate III and above, the requirement is for a minimum of 3 hours per week, averaged over a four week cycle. If the trainee works part time the requirement is calculated on a pro-rata basis.

For Certificate II the requirement is for a minimum of 1.5 hours a week but is averaged over eight weeks. If the trainee works part time the requirement is calculated on a pro-rata basis.

## WHAT ARE THE TIMEFRAMES

The length of time for a traineeship will vary according to the qualification being undertaken and how quickly the assessment tasks are completed. The allowed time for most traineeships is between 9 and 24 months with a few being 36 months.

Should more time be needed to complete the training, an application can be made to the Australian Apprenticeships Branch for an extension. Most often, approval will be given for extensions up to 3 months. An application for a suspension can also be made if circumstances change and the employer or students are temporarily unable to meet the obligations of the traineeship.

Intercare Training will issue a Certificate within 30 days of the trainee's completion or issue a Statement of Attainment if the student has achieved competence in some units and subsequently withdraws from the program.

## IF A TRAINEE BECOMES UNEMPLOYED

If a student enrolled under a traineeship arrangement becomes unemployed, it may still be possible to complete the training program. Students should speak to their trainer or contact the Student Support Officer as soon as possible to discuss arrangements.



# ENROLMENT PROCESSES

## PRE-ENROLMENT

Before students enrol into a course with Intercare Training, a meeting is conducted with students and employers (where appropriate) to ensure that all parties are fully informed of the requirements, options, rights and responsibilities of the learning program prior to enrolment.

For classroom based programs, students are given the opportunity to meet with one of Intercare Training Employment and Training Consultants who will discuss with them their employment options and pathways and whether training is able to fill any identified skills gaps. Where it has been identified that training would enhance the employment opportunities, available programs are selected and details provided to the student.

For workplace based programs, the pre-enrolment is conducted by an Account Manager who will be the liaison between employer, student and RTO. This initial meeting is designed to outline the training options including selection of the appropriate qualification and certificate level for the student's job role. This meeting also allows an opportunity to establish the responsibilities of employer, workplace supervisor and student and ensure that all parties are able to meet their obligations.

The pre-training meeting for both classroom and workplace also allows Intercare Training to establish any special needs that the student may have.

## PRE-TRAINING REVIEW

An Intercare Training representative will conduct a pre-training review prior to commencement of training.

The purpose of a pre-training review is to ensure that the most appropriate training program is developed for the individual student.

A number of items are discussed and confirmed:

- The qualification being undertaken
- The most appropriate AQF level
- Applying for Recognition of Prior Learning (RPL) or Credit Transfer
- The Language, Literacy and Numeracy (LL&N) requirements of the qualification
- LL&N support that may be required
- Other support that the student may need to complete the qualification
- Where and how will the training occur
- Where and how will the assessment occur
- The people involved in the training and assessment
- The rights and responsibilities of the RTO, student and employer

When these items have been discussed and agreed to, a training plan is created and the training can begin.

## TRAINING PLAN

The training plan is an agreement between the student and Intercare Training (and the employer if a traineeship contract exists), which sets out the training conditions and the type of training to be undertaken.

Students have the right to negotiate with Intercare Training (and their employer) to develop a plan that recognises the skills already attained, and the best options for training delivery, supervision and workplace support.

Training plans vary but must include:

- Student details
- RTO details
- The qualification being undertaken and the core and elective competencies needed to achieve it.
- A list of units of competency for which RPL or Credit Transfer have been granted.
- Indicative starting and finishing dates.
- Delivery options i.e. how, when and where the training will be delivered e.g. on-the-job, in the classroom, self-paced learning.
- Methods and indicative dates of assessment and records of results.
- For traineeship contracts only:
  - Details of planned release from routine duties to undertake off-the-job training
  - Details of how the student will be supervised

## UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, all Australians who undertake vocational education and training must hold a unique student identifier (USI). This means that if you are planning to study with Intercare Training (either as a new or continuing student) you must have a USI, or you won't be able to receive your Certificate or Statement of Attainment once you complete your training. The introduction of the USI is part of the way that the Australian Government is improving the training sector. It ensures people can obtain a complete record of their enrolments and achievements from a single online source.

If you don't provide Intercare Training with your USI at enrolment, we cannot, by law, issue you a certificate or Statement of Attainment for your training. Please visit [www.usi.gov.au](http://www.usi.gov.au) for a step by step guide.

## LEARNER UNIQUE IDENTIFIER (LUI) – QUEENSLAND STUDENTS ONLY

Queensland law requires young people to be earning or learning until they turn 17, or until they achieve a QCE or a vocational qualification at Level III or higher.

Young Queenslanders are registered for the QCE during Year 10 or in the 12 months before they turn 16, whichever comes first. Generally, schools register young people in Year 10. If you do not hold a LUI (or Learner Account), InterCare can register on your behalf.

Students can access their learning accounts and view stored information through the Student Connect website ([www.studentconnect.qcaa.qld.edu.au](http://www.studentconnect.qcaa.qld.edu.au)).

## WITHDRAWING FROM A COURSE

Should a student wish to withdraw from a course, they should discuss this with the trainer. If the reason for withdrawal is difficulty with the program, the trainer or Student Support Officer may be able to provide

assistance which will allow the student to complete the studies. If the student feels that the course has not met their expectations, this is valuable feedback that Intercare Training uses when reviewing and improving courses.

## WITHDRAWAL PROCESS (PRE-VOCATIONAL STUDENTS)

If a student does not attend class for two consecutive days (without notice) and cannot be contacted, then the internal student withdrawal process shall be followed which may result in a suspension or withdrawal from their current training program. All students will be notified in writing if this is the case.

# FEES & CHARGES

## GENERAL INFORMATION ABOUT FEES

Student Fees are calculated on an individual basis for each student. A number of factors will determine the fee amount including eligibility for government subsidised training, nominal hours enrolled, RPL/credit transfer hours, previous fees paid and eligibility for concessions. Where total fees exceed \$1,500.00, fees will be payable in instalments as per a documented payment plan with no instalment greater than \$1,500. Fees quoted are applicable for training services provided in the current calendar year – further fees will be payable for training services scheduled to continue into future calendar years. Student fees are subject to change given individual circumstances at enrolment.

## FEES FOR TRAINING SUBSIDISED UNDER GOVERNMENT FUNDING

Intercare Training calculates student fees in accordance with the relevant State Government funding agreement. An Intercare Training representative will be able to confirm fees based on individual student circumstances during the pre-enrolment process.

Please see our website for further fees and charges information which can be found at:

[http://intercaretraining.com.au/wp-content/uploads/2015/08/2015-Indicative-Fees-Charges-for-Government-subsidised-courses-VTG\\_v2.3.pdf](http://intercaretraining.com.au/wp-content/uploads/2015/08/2015-Indicative-Fees-Charges-for-Government-subsidised-courses-VTG_v2.3.pdf)

## CONCESSION RATES FOR GOVERNMENT SUBSIDISED TRAINING

Concession rates may be applicable for eligible government subsidised students who:

- Hold a current Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Gold Card; or
- Self-identify as being of Aboriginal or Torres Strait Islander descent.

Concession rates apply to Certificate IV level courses and below and are calculated at 20% of the standard hourly fee.

Full fee waivers may apply to eligible individuals who are prisoners from the Judy Lazarus Transition Centre or young people on community based orders.

There may be further instances where concession rates and fee waivers may be applicable. Speak to your Intercare Training representative for further information.

## OTHER FEES

Intercare Training may impose a non-academic fee for the purpose of providing student services and amenities. An itemised account of the fees will be provided prior to enrolment.

Intercare Training may charge a fee to recover no more than the actual cost of providing goods or materials, such as book fees, to be retained by a student as his or her private property. However, a student will be permitted to use equivalent goods or materials obtained from sources other than Intercare Training so long as this material is deemed to meet the needs of the training package.

Intercare Training may charge a fee to recover the cost of incidental goods and services provided in support of a student's tuition. An itemised list of all fees and materials required will be provided to the student prior to enrolment. Intercare Training will advise students of when materials will be needed, to enable purchases to be spread over time.

## FEE-FOR-SERVICE FEES (NON-GOVERNMENT SUBSIDISED TRAINING)

Student fees will be payable for all programs as per the pre-training review completed at the time of enrolment. Student fees will be payable in instalments depending on the number of applicable training sessions, with the first instalment due at the time of enrolment. Subsequent instalments will be due at least 7 days prior to each scheduled session date or the date on the training program agreement.

If book fees are applicable to a course, these fees will be listed in the pre-training review, and will be payable at enrolment.

## REFUNDS

Refunds will be applied in accordance with InterCare Training Refund Policy which states:

- A full refund of student fees (less a \$250 administration charge) will be paid if a student cancels prior to the commencement of training.
- Student fees are non-refundable after the commencement of training where the amount paid is less than \$1,000 per student.
- If a Traineeship is ceased for any reason within the first four (4) weeks from the scheduled commencement date of training, a full refund of tuition fees will be made minus an administration charge of \$250.00.
- InterCare Training may grant refunds in other circumstances of greater amounts if it sees fit.
- InterCare Training cannot accept responsibility for changes to work commitments or personal circumstances as grounds for refund once the course has commenced.
- Book fees and all other additional fees are non-refundable.
- Refunds will be paid in the following circumstances:
  - A full refund of student fees and all other fees will be paid if a course is cancelled by Intercare Training prior to a student's commencement
  - A pro-rata refund of student fees will be paid in the event of a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. (In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date.)

Intercare Training intends to be fair and reasonable in the application of refunds and may apply additional discretionary refunds in exceptional circumstances. To apply for a refund, students and/or employers should submit a request in writing to Intercare Training within 14 days of a student's withdrawal.

### HOW TO APPLY FOR A REFUND

A request in writing must be completed and sent to:

*Client Support Officer*

*PO Box 139, Noble Park, VIC 3174*



# GENERAL INFORMATION

## STUDENT RIGHTS & RESPONSIBILITIES

### **ALL STUDENTS HAVE THE RIGHT TO:**

- receive training of a high standard that recognises individual learning styles & needs;
- access all services offered by Intercare Training regardless of race, colour, educational background, gender, marital status, age, sexual preference, pregnancy, physical or intellectual impairment or religious beliefs;
- have their experience, knowledge and prior learning appropriately recognised through Recognition of Prior Learning to determine any training / assessment requirements;
- learn in an environment that is safe, clean and free of all forms of harassment and discrimination;
- be treated with respect and fairness;
- be advised of the learning outcomes as well as assessment tasks for the course chosen prior to its commencement;
- appeal the results of an assessment;
- efficient handling of all administrative matters, ie. enrolments, processing of fees, etc;
- confidentiality, privacy and security of their records.

### **ALL STUDENTS ARE RESPONSIBLE FOR:**

- reading the Student Handbook and ensuring that it is understood;
- accepting the conditions of enrolment for the courses they undertake;
- providing accurate information at time of enrolment and to advise of any changes;
- payment of all fees and charges associated with their course;
- abiding by copyright and plagiarism laws and legislation;
- recognising the rights of other students as well as staff and behaving in an appropriate manner towards them;
- regular attendance of class and being punctual
- completion of training and assessment activities within agreed timeframes;
- reporting any injuries or incidents of harassment or discrimination immediately to Intercare Training staff;
- respecting the property of Intercare Training as well as property of other students;
- seeking clarification of student rights and responsibilities when in doubt.

## ACCESS TO RECORDS

Students are able to gain access to their records at any time by request by completing the *Request for Copy of Student Records* form located on our website. Students will need to provide photo ID to confirm their identity with Intercare Training staff members. Details provided must match the registration details on file to ensure that Intercare Training does not disclose your information to the wrong person.

Student should allow 1 week from the time the request is submitted for the records to be located and transferred to the relevant site.

### **CEASE TO OPERATE**

The CEO is responsible to ensure that there are suitable arrangements to provide records of student outcomes to the National VET Regulator in the event that InterCare ceases to operate. This will be provided via an AVETMISS report encompassing all activity data for the duration of InterCare operation.

If circumstances are such that InterCare are not able to carry on operations (death, liquidation, bankruptcy), the Compliance Manager is to advise the National VET Regulator (ASQA) immediately of this decision and provide advice regarding impact on currently enrolled students. InterCare has a responsibility to transfer these enrolments to another RTO with least disruption to individual students. On ceasing operations, InterCare is to, facilitate currently enrolled students transfer to another RTO, issue these students with an appropriate refund for service not provided, and issue students with a Statement of Attainment based on completed units of competence.

## OCCUPATIONAL HEALTH & SAFETY

### RESPONSIBILITIES OF INTERCARE TRAINING

Intercare Training recognises the importance of providing a safe and healthy environment in which to work and learn. We aim to achieve a high level of occupational health, safety and security by adhering to government legislation and taking a personal interest in the wellbeing of our students, employees, contractors and visitors.

Intercare Training complies with the Work Health and Safety Act 2011 and with individual state based legislation where such legislation is still enforced.

If at any time a trainer, employer or student feels that the training is being conducted in an unsafe manner or environment they must halt the training immediately.

If any person feels that insufficient notice is being taken of safety during the training they must also inform the Student Support Officer as soon as practicable.

### RESPONSIBILITIES OF INTERCARE TRAINING

- Provide and maintain equipment and systems of work that are safe and without risk to health
- Provide information, instruction, training and supervision that ensures the health and safety of employees and contractors
- Maintain their workplace in a safe condition, including entrances and exits
- Ensure the health and safety of visitors to the workplace

### RESPONSIBILITIES OF STAFF & CONTRACTORS

- Cooperate with Intercare Training in their efforts to maintain the required level of health and safety
- Not misuse or interfere with anything provided in the interests of health and safety
- Take responsible care of the health and safety of others.
- Not refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

### RESPONSIBILITIES OF EMPLOYERS

- Provide and maintain safe plant (such as machinery and equipment) and safe systems of work (such as controlling entry to high risk areas, controlling work pace and frequency and providing systems to prevent falls from heights)
- Implement arrangements for the safe use, handling, storage and transport of chemicals (such as dangerous goods and other harmful materials)

- Maintain the workplace in a safe condition (such as ensuring fire exits are not blocked, emergency equipment is serviceable, and the worksite is generally tidy)
- Provide workers and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)
- Make sure workers have adequate information, instruction, training and supervision to work in a safe and healthy manner
- Provide adequate information about any research and tests of substances used at work

### **RESPONSIBILITIES OF STUDENTS**

- During training sessions or while in the workplace or classroom, students have the responsibility to take reasonable care for their own health and safety and the safety of others who might be affected by their actions.
- Students must cooperate with their employer and/or trainer when they are taking action to improve health and safety or to meet their WHS obligations under current legislation.
- Students must follow safety policies and procedures, participate in any WHS training, follow the advice given and use safety equipment supplied.

## ACCESS & EQUITY

### **STUDENT SELECTION**

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Students will be individually interviewed and assessed on their eligibility for the service being provided. The selection process will comply with equal opportunity legislation.

### **DISCRIMINATION**

Intercare Training aims to provide a work and training environment for staff and students that embraces equity, fairness and respect for social and cultural diversity. Intercare Training takes a zero tolerance approach to unlawful discrimination, harassment and vilification as determined by legislation.

Intercare Training encourages individuals with disabilities to participate in all training courses and will discuss with both the trainee and the employer any reasonable adjustments that may be required for the delivery and assessment of our training programs based on individual needs.

We aim to:

- Foster a culture which values and responds to diversity
- Provide equal employment opportunity by identifying and removing barriers to participation and progression in education, training and employment for all employees
- Offer programs and employment opportunities which aim to overcome past disadvantage for members of staff, employee and student equity groups
- Enhance the quality of learning and employment satisfaction for all students through the provision of culturally, socially and gender inclusive education and training in areas such as curricula, teaching methods, assessment and review processes, teaching materials and support services

If any student feels that the trainer is discriminating against them for any reason, including on the basis of age, ethnicity, medical status, disability, gender or sexuality, contact the Student Support Officer who will act in accordance with the Complaints and Grievances Policy.

For independent advice or to make a complaint, contact the Victorian Equal Opportunity & Human Rights Commission. The Victorian Equal Opportunity and Human Rights Commission provides an impartial, fast, flexible, and free dispute resolution process to help people resolve discrimination complaints and complaints of sexual harassment, and racial and religious vilification. Their role is to educate people about human rights and responsibilities, advocate for human rights and their protection, and to help resolve complaints of discrimination.

Phone: 1300 891 848

Email: [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

Website: [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

## PRIVACY & CONFIDENTIALITY

Intercare Training is committed to protecting client privacy and confidentiality and recognises the serious responsibility of collecting and maintaining client's personal information.

Intercare Training collects information about students at the pre-enrolment meeting and from the enrolment form they complete. Once training begins, Intercare Training will keep records of assessments and any certificates issued. Other information that may be retained includes any correspondence or documents provided by the student. For example, if a student wishes to appeal an assessment decision, or make a complaint, Intercare Training will keep copies of these documents as well. Only personal information that has been provided to us, or where a third party has been authorised to provide to us, is retained.

All these records may be seen by government auditors who also act under a Code of Conduct which means they will keep all information confidential.

Intercare Training will comply with relevant legislation in the collection and storage of, and access to, personal information.

Legislation includes the Privacy ACT 1988 (Cth) and the Australian Privacy Principles.

In some cases as required by law and as required by the Australian Skills Quality Authority (ASQA) Intercare Training will need to make information available to others, such as the Australian Government's State, Territory and Commonwealth Agencies.

Should a student not agree to their information being shared, Intercare Training may not be able to provide training and assessment services to that person.

Guidelines for the collection and sharing of student information are contained within InterCare Training Privacy Policy and in the Government Privacy Statement. Both documents are available on request. Intercare Training will not sell or distribute student's information to any other persons without the written consent of the student.

## SURVEYS & FEEDBACK

Intercare Training welcomes open communication and encourages feedback from all stakeholders to ensure that we are providing the highest quality outcomes to student, employers and industry and to guide ongoing improvement of our services.

We appreciate feedback in regard to your opinions, satisfaction, or other views about Intercare Training operations, policies, procedures and training delivery and assessment.

Intercare Training will record, analyse and use this feedback and communication to review its policies and procedures and plan for future improvements.

Intercare Training collects continuous improvement feedback from a range of stakeholders:

- Students
- Employers of students
- Trainers/Assessors
- Suppliers and contractors
- Intercare Training staff

Feedback forms are issued by Intercare Training to students and employers at various stages of a course to capture feedback and suggestions for improvements:

- At course commencement
- At mid-point through the course
- At the completion of the training
- After the completion of assessments.

### NCVER SURVEYS

Students who successfully complete vocational education during the previous year may also be asked to participate in the Student Outcomes Survey (SOS), which is an annual survey funded by the Australian Government Department of Education, Employment and Workplace Relations and conducted by the National Centre for Vocational Education and Research (NCVER).

The aim of the Student Outcomes Survey is to improve the outcomes of vocational education and training (VET) by gathering information on the:

- Outcomes from training (e.g. employment and further study outcomes)
- Relevance of the training
- Benefits of the training
- Satisfaction with the training
- Reasons for not continuing the training (where applicable).

The information is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and assists in administering, planning, and evaluating the VET system.

## LEGISLATION

Vocational education and training (VET), in Australia is regulated by a variety of Australian, state and territory laws.

Employment, workplace and equity issues are also covered by a range of Australian, state and territory legislation.

Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

### LEGISLATIVE & REGULATORY REQUIREMENTS

You acknowledge that you must observe InterCare Training, OH&S policies and workplace practices as instructed by your Training supervisor including Equal Rights and Equal Opportunity and the Anti – Discrimination Acts. The following legislation must be complied with:

#### Commonwealth Legislation:

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles 2001
- Skilling Australia’s Workforce Bill 2005
- Skilling Australia’s Workforce (Repeal and Transitional Provisions) Bill 2005

#### State Based Legislation:

- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act 1986
- WorkCover Legislation Amendment Act 1996 No.120
- Occupational Health and Safety Act 2000 (as amended 2002)
- Copyright Act 1879. 42 VIC No.20 (modified 2006)
- NSW Commission for Children and Young People Act 1998
- Occupational Health and Safety Regulation 2001
- NSW Anti – discrimination Act 1977



# STUDENT SUPPORT & WELFARE

## INTRODUCTION

InterCare Training acknowledges that each student is an individual and therefore their individual circumstances will be unique to them. Intercare Training is dedicated to ensuring that all students have every reasonable opportunity to complete their training program.

Whilst all staff have the responsibility to support students, Intercare Training has a nominated Student Support Officer who will be available on an appointment basis during normal business hours to discuss individual support needs.

Further welfare information can always be found on our website <http://intercaretraining.com.au/student-information-2/>

Additionally please feel free to contact our office on 1300 10 CARE (2273) and ask for the student support officer to arrange an appointment.

On our enrolment form, we ask questions that can help us assess your individual learning style and needs so that we can incorporate this into your training plan. We can also provide you with career advice as well as course information and support.

Should you require further support, ie: disability support, counselling, language, literacy, numeracy, etc, we can help identify other service providers who may be able to assist you.

Please note, however, such services may attract an additional fee from the service provider. If you are having any difficulties with your learning and assessment at any time throughout your studies, one to one assistance with your Trainer can be accessed.

For workplace students, information regarding pay, conditions or workplace rights contact the Fair Work Commission on 1300 799 675.

For advice on traineeship employment issues and dispute resolution between employers and trainees, contact your Apprenticeship Network Provider. Pre-employment support services can be accessed by contacting Centrelink on 132 850. Centrelink customers can also access Social Work Services, including counselling and support, by contacting 132 850.

Intercare Training also acknowledges that our training staff have limited knowledge in the areas of social welfare and are not expected to deal with individual student circumstances further than recommending they contact one of the providers below to seek support if assistance is required.

## GENERAL WELFARE INFORMATION

The following welfare providers offer services that range from Language, Literacy & Numeracy (LL&N) programs, Learn English programs, Commonwealth & State Government Welfare agencies to access employment, financial, accommodation support and private charitable agencies that can offer a range of services including support and assistance with homelessness, emergency food supplies, counselling services, physical & mental health support.

Intercare Training appreciates all efforts to create a positive and harmonious learning environment. If you do not understand, or need further direction in relation to these requirements, please discuss this with your trainer.

## COMMONWEALTH & STATE GOVERNMENT AGENCIES FOR SUPPORT

- Centrelink - A government initiative providing information and assistance relating to a range of programs, including childcare and student assistance payments and services, registration of all new applicants for income support and employment assistance, self-help job search facilities, referrals for employment assistance, and specialist labour market assistance services for disadvantaged groups.
  - Job Seekers 132 850
  - Students 132 490
  - Family Assistance 136 150
  - Veterans Affairs 133 254

## NATIONAL HELP LINES AND WEBSITES

### [Black Dog Institute](#)

[www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)

Information on symptoms, treatment and prevention of depression and bipolar disorder.

### [Carers Australia](#)

1800 242 636

Short-term counselling and emotional and psychological support services for carers and their families in each state and territory.

### [Headspace](#)

1800 650 890

Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time.

### [Kids Helpline](#)

1800 55 1800

A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

### [MensLine Australia](#)

1300 78 99 78

A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.

### [mindhealthconnect](#) [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)

An innovative website dedicated to providing access to trusted, relevant mental health care services, online programs and resources.

[MindSpot Clinic](#)

1800 61 44 34

An online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression.

[Relationships Australia](#)

1300 364 277

A provider of relationship support services for individuals, families and communities.

[SANE Australia Helpline](#)

1800 18 7263

Information about mental illness, treatments, where to go for support and help carers.

## PRIVATE CHARITABLE AGENCIES FOR SUPPORT

For further details of private charitable agencies available to assist you (listed below), please speak with your trainer.

- **The Salvation Army – 24 hour homelessness assistance**
  - Phone: 1800 825 955
- **Lifeline – for emotional support 24 hours a day**
  - Phone: 1800 825 955
- **The Salvation Army – National Hotline**
  - Phone: 13 72 58
- **Headspace - Western Melbourne (VISY Cares Hub)**
  - Address: 80b Harvester Road, Sunshine
  - Phone: 03 9091 8222
- **Headspace - Peninsula**
  - Address: 62 Playne Street, Frankston
  - Phone: 03 9769 6419
- **Women’s Domestic Violence Crisis Service**
  - Phone: 1800 015 188
- **Alcohol and Drug Information Services**
  - Phone: 1800 888 236
- **Youth Support Services**
  - Phone: 03 9321 2912
- **Homelessness and Drug Dependence**
  - Phone: 03 9321 2955
- **Welfare Assistance**
  - Phone: 1300 305 330
- **Adult Outreach**
  - Phone: 03 9321 2977

## LANGUAGE, LITERACY & NUMERACY (LLN)

Intercare Training understands that not everyone learns in the same way. A student may require language, literacy or numeracy support to achieve their learning goals. Intercare Training is committed to providing training and assessment programs that cater to specific individual needs where required.

During enrolment, we work with each student to identify any special requirements they may have to successfully complete the course and achieve their learning goals.

The student will be provided with a Language, Literacy and Numeracy Review to complete, which will assist Intercare Training to identify where assistance may be required to support any special learning needs.

If further support is required, prior to commencing the course, an action plan addressing the learner's specific needs will be developed through consultation with trainer/assessor. This support may include:

- Reasonable adjustment of assessment activities
- The use of interpreters/translators at learning events
- Alternative delivery and assessment methods

Usually literacy and numeracy issues can be resolved with assistance from the trainer. Additional help with LLN, such as a translator, can be arranged if required but fees and charges will apply.

In some instances, the student will be unable to demonstrate sufficient LLN skills to meet the requirements of the qualification. Where this has been identified, the enrolment may be denied or postponed until the student is able to demonstrate sufficient LLN skills.

The following agencies are able to provide Language, Literacy and Numeracy support including a range of courses and individual support services. Please contact the respective agency below to access these services:

- AMES 13 26 37
- Reading Writing Hotline 1300 655 506
- Holmesglen 1300 639 888
- Kangan Institute 13 82 33

## DISABILITIES

Intercare Training is dedicated to providing fair and equitable opportunities for all, including people with a disability. We follow the Disability Standards for Education 2005 (Vic).

Intercare Training will do what it can to ensure that people with a disability can participate in all training and assessment activities. For example, training materials may be printed with a larger font for people with eyesight problems. Or assessments may be adjusted to give the person with the disability the same opportunity as someone without. Such adjustments, though, have to be reasonable – that is, they must not cause undue hardship for the RTO or to other students and must not alter the outcomes of the Unit of Competency or Training Package requirements.

If you have a disability and did not mention this on the enrolment form, speak with your trainer. Any information you give will be kept confidential. All staff are instructed to act sensitively and with consideration at all times.

## OTHER PROBLEMS

If you are experiencing other problems, speak with your trainer or the Student Support Officer as soon as possible. The more we know about such issues, the more easily we can deal with them. Such problems could include having trouble keeping up with the work, part of your personal or work life interfering with your studies etc. Possible assistance might include:

- Repeating parts of the program
- Deferring your studies
- Changing to a different course time
- Adjustments to assessments (as long as they are reasonable and don't affect the validity of your assessment) such as amended deadlines.

However, we are very flexible so other solutions might be possible.

## COMPLAINT PROCEDURES

Intercare Training will ensure that students have access to fair and equitable process for dealing with complaints and to appeal against decisions which affect them. Complaints may be communicated directly to the trainer or contact the Intercare Training head office.

All complaints will be treated confidentially and every effort will be made by Intercare Training to resolve complaints.

Students may raise any matters of concern relating to, for example, training delivery or assessment, the quality of the training, amenities, discrimination or sexual harassment. Students should not instigate complaints that are frivolous or malicious. All students are expected to participate in the complaint resolution process in good faith.

No person will be victimised because they raise a complaint or are associated with a complaint. Additionally, any complaint will not result in suspension of training unless agreed by both parties.

All details of complaints and actions will be documented from the initial stage of notification until resolution and thereafter kept on file. All complaint discussions are confidential. Details of complaints will not be shown to a third party without the student's permission.

Intercare Training will attempt to resolve all complaints through discussion and conciliation. Where a complaint cannot be resolved internally through discussion and conciliation, Intercare Training acknowledges that an appropriate external mediator will be used to resolve the complaint between the parties or the student will be advised of the appropriate legal body where they can seek further assistance. Intercare Training Policies and Procedures outline these procedures in detail (Refer Complaints and Grievances Policy). A copy will be available on request.

Complaints should be recorded in writing using the Complaint and Grievances Form and submitted to Intercare Training for processing. This form can be found on our website - [Complaints and Grievances Form](#).

## GOVERNMENT CONTACTS

### RTO REGISTERING BODY

The Australian Skills Quality Authority (ASQA) web site can provide information regarding the standards that the RTO must meet in order to maintain registration.

<http://www.asqa.gov.au/>

### COMPLAINTS ABOUT THE RTO

If you are not satisfied with the quality of service or training being provided by a registered training organisation (RTO), there are ways for you to make a complaint.

Anyone can lodge a complaint: students, training organisation personnel, employers, parents, industry personnel, or any other member of the community.

You can access the ASQA complaints section by following the link below:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

### TRAINING PACKAGE INFORMATION

The National Register website provides information regarding training packages and qualifications. This site will also provide information about the RTO's scope of registration.

<http://training.gov.au/home/tga>

### HIGHER EDUCATION AND SKILLS GROUP

The HESG website provides information about Vocational Education and Training for students and employers in Victoria, including information about funding opportunities and apprenticeships and traineeships.

<http://www.education.vic.gov.au/>

## STATE GOVERNMENT BODIES

### **Victoria**

Higher Education and Skills Group  
GPO Box 4367  
Melbourne VIC 3001  
Phone: (03) 9637 2000  
Web: [www.education.vic.gov.au](http://www.education.vic.gov.au)

### **South Australia**

Department of State Development  
(Further Education and Employment)  
GPO Box 320  
Adelaide SA 5001  
Phone: 1800 506 266  
Web: [www.skills.sa.gov.au](http://www.skills.sa.gov.au)

### **Queensland**

Department of Education and Training  
PO Box 15033  
City East QLD 4002  
Phone: 1300 369 935  
Web: [www.deta.qld.gov.au](http://www.deta.qld.gov.au)

### **New South Wales**

Department of Industry  
Locked Bag 53  
Darlinghurst NSW 1300  
Phone: 1300 772 104  
Web: [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

### **Australian Capital Territory**

ACT Education and Training Directorate  
GPO Box 158  
Canberra ACT 2601  
Phone: (02) 6207 5111  
Web: [www.det.act.gov.au](http://www.det.act.gov.au)

## STUDENT CODE OF CONDUCT

Intercare Training programs promote democratic principles in the classroom through our training and assessment practices, which include a commitment to fair treatment to all in class discussions which value freedom of speech, tolerance of the views of others and open communication.

The Intercare Training Student Code of Conduct provides a framework for student behaviour to ensure the safety, comfort and wellbeing of all within the Intercare Training community through respectful and appropriate behaviour.

The Intercare Training Code of Conduct primarily applies to all students involved in our pre-vocational or publicly offered courses within any of our registered training sites.

### **WE REQUIRE YOU TO:**

- Respect yourself and others; harassment, bullying, physical or verbal assault will not be tolerated
- Behave appropriately; ensure your actions and words support learning and teaching
- Mobile phones must be switched to silent; texts, social networking, games and calls are to be done in allocated breaks ONLY. Additionally, the use of headphones in class is not acceptable.
- Adhere to site specific and all regulatory Occupational Health and Safety (OH&S) requirements
- Respect the property of the Intercare Training community; do not damage or remove property from Intercare Training premises
- No skateboarding on any Intercare Training premises
- Produce and/or verify your identification if/when requested by Intercare Training staff
- Not smoke in the 'NO SMOKING' areas
- Persons taking medication to be aware of medicinal side effects, and not to combine with anything that can place themselves or others at risk

**WE STRICTLY DO NOT ALLOW:**

- Illegal drugs; or anyone under their influence on the premises
- Filming or recording of any kind in our classrooms or our training venues
- Alcohol; or anyone under their influence on the premises. Exceptions are made with prior permission from the Chief Executive Officer

Breaches of the Intercare Training Student Code of Conduct may result in disciplinary action according to Intercare Training policies and procedures. This can include student removal from Intercare Training courses, additionally ANY and ALL illegal activities will be referred to the police.

Intercare Training appreciates all efforts to create a positive and harmonious learning environment. If you do not understand, or need further direction in relation to these requirements, please discuss this with your Trainer.

## ATTENDANCE & PUNCTUALITY

Students are expected to attend all scheduled training sessions. If you are unable to attend a scheduled training session, please notify your trainer directly or contact the office on 1300 102 273.

As a courtesy to trainers and other students, you are expected to arrive at class 10 minutes prior to the scheduled start time to ensure that classes begin on time. There is much to learn and latecomers may have difficulty in catching up on missed work.

## PARKING

Intercare Training facilities have limited parking available. Students should be prepared to abide by local parking by-laws with regard to ticket parking and time limits. In particular, Aged Care courses being conducted at a residential facility will generally not have parking available for students.

## FOOD & DRINK

Many training locations do not have nearby access to food shops. Students should bring their own lunch and water to drink.

Some Intercare Training sites do have a vending machine for soft drink and snacks.



# COMMUNITY SERVICES COURSE REQUIREMENTS

## INCLUDING:

- INDIVIDUAL SUPPORT
- AGEING SUPPORT
- DISABILITY
- LEISURE AND HEALTH

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## POLICE CHECK

Persons who wish to work within an Disability Provider, Aged Care Facility or who provide Home and Community Care through a facility or an agency, are required to undergo a police check prior to placement. This requirement extends to those who volunteer in these roles and to students undertaking practical placement as part of their studies.

All Intercare Training Aged Care courses include a Practical Placement component which must be completed in order to complete the qualification. This means that all students must provide a clear and current (no older than 12 months) police check no later than the second week of the course.

Failure to provide the police check will result in the student being withdrawn from the course. Students can be re-booked into a subsequent course once the police check has been submitted.

Students can obtain a police check online and this process will require you to submit personal information, sign a consent and release form and provide 100 points of identification in order to prove your identity. Police checks can take up to 10 working days to complete.

## PLACEMENT

Intercare Training Aged Care courses include a mandatory practical placement of 120 hours in a Disability provider, residential aged care facility or Home and Community Care provider. The placement component provides students with the opportunity to gain hands on experience supported by our Trainer/Assessors and the facility/provider staff. Placement also provides students with an opportunity to demonstrate for their assessor the skills and knowledge in a real life situation.

Intercare Training is responsible for arranging your practical placement at a Disability provider, residential aged care facility or Home and Community Care provider. You will be notified of these locations typically 2 weeks prior to the placement event.

Further information regarding your work placement event is supplied to you at time of enrolment and additionally the work placement handbook that is issued relevant to your course contains further detailed information regarding your work placement event. Please ensure you have read both of these thoroughly.

## DRESS CODE

All students are required to dress for the theory component of class in neat casual dress. The dress code for placement requires all students to wear black or navy blue pants/ trousers and navy/black polo shirt (no t-shirts are to be worn). Shoes must be closed in and black or navy. No sneakers are allowed and the only jewellery to be worn is a wrist watch and wedding band and plain earrings (studs). Piercings on the face need to be covered and rings and studs removed. Cultural items of significance are to be discussed with Intercare Training staff and or discussed at a facility level.

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## NAME TAGS

Name badges will be distributed to all students by week 3 of the course. Your name badge will identify you as an 'Intercare Training Trainee' whilst you are on-site at a facility doing observations or whilst completing placement. These **MUST** be worn at all times whilst in the facility.