

**McCusker Learning**  
*AND DEVELOPMENT*

## **STUDENT HANDBOOK**

**April 2010**

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## Introduction

Welcome to your Registered Training Organisation (RTO), McCusker Learning and Development(MLD). MLD is a recognised leader in providing high quality and interesting training in the Community Services and Health sector to support better care for older Australians.

We are:

- Experienced
- Committed to the industry
- Dedicated to helping our clients provide the best care possible to elderly Australians

Our staff are experienced in providing direct care and have chosen to facilitate others in learning and developing their own knowledge and that of their organisation.

This Student Handbook provides important information. It's not a marketing tool. Treat it as pre-reading for your course and you'll start your learning with confidence and familiarity. We hope you enjoy your learning experience.

We can be contacted on:

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BULL CREEK WA 6149  
Telephone: 9310 5542  
Facsimile: 9310 5580  
E Mail: [mld@mccuskerlearning.org.au](mailto:mld@mccuskerlearning.org.au)

## Enrolment

To enrol the Application Form must be completed. All students will be advised in writing of the date of their first meeting with their Learning and Development Consultant. On this day the student will be provided with further information of their learning program.

Recruitment of learners is conducted in an ethical and responsible manner consistent with the training products and services being provided. Learner selection processes are fair and comply with equal opportunity legislation.

## Entry Criteria

Participants of the program need to be able to read, comprehend and discuss in plain English and write simple statements.

## Traineeships & Other Funded Programs

To be eligible for a Traineeship Program or Government Funded Training, you must meet the criteria set by The Western Australian Department of Training and Workforce Development or relevant Government Department.

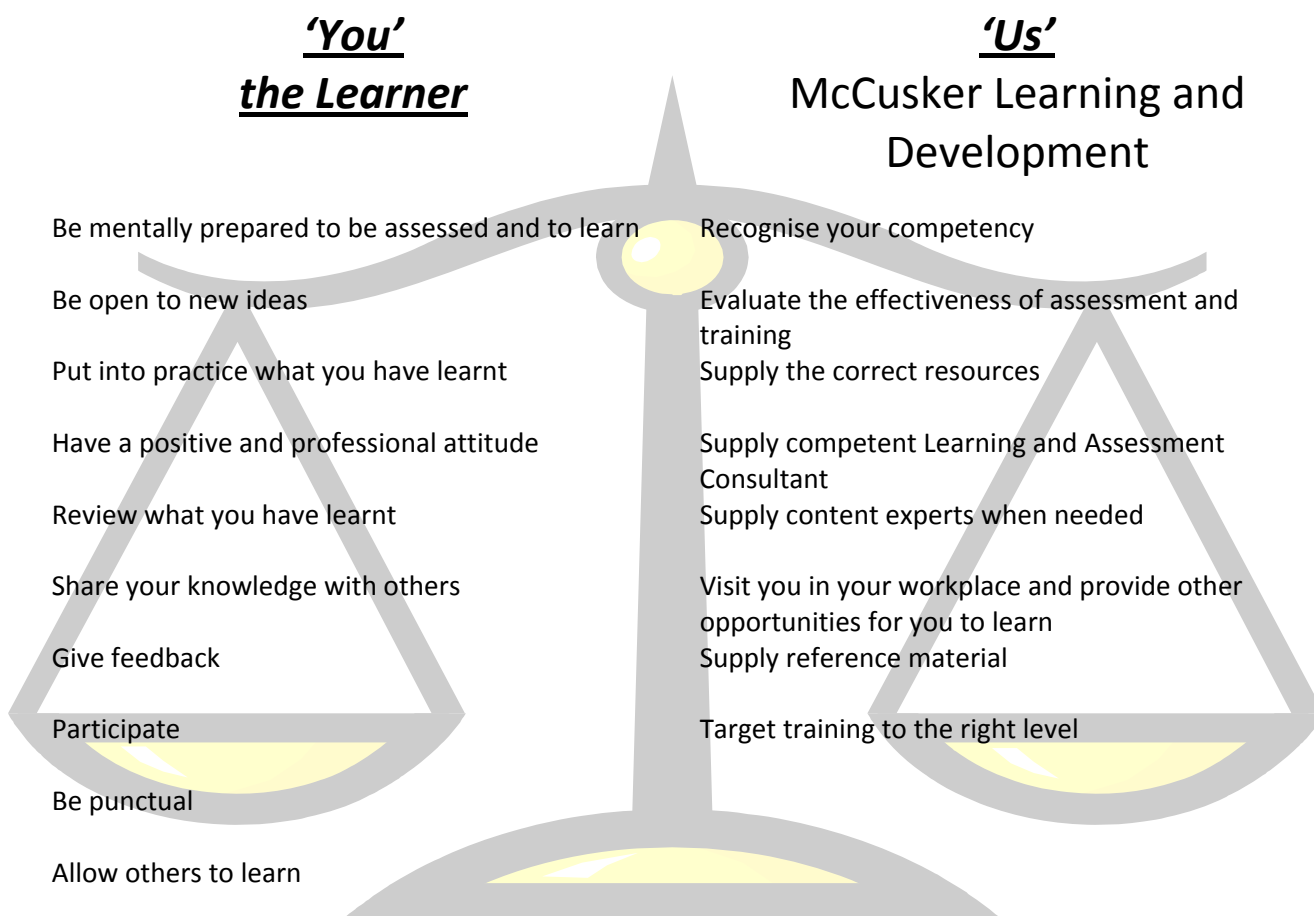
## Learning expectations

### *McCusker Learning and Development Commitment*

- We aim to provide you with an appropriate delivery mode for your learning
- Constantly improve our performance through analysing feedback
- Encourage and foster a positive learning experience
- Provide a consistently high standard of training

### Shared Responsibility Model of Learning

*Below is a model of the responsibilities of us, McCusker Learning and Development and you, the learner.*



### *Student and workplace Commitment*

- Keep your Manager informed of assessment and learning dates and times
- Inform your Manager in writing if unable to attend any assessment and training sessions or if you leave an assessment or training session early
- Inform McCusker Learning and Development in writing if unable to attend an assessment and training session or if you leave an assessment or training session early
- Ensure that all work submitted is authentic and that no part has been copied from another person

## **Legislation**

McCusker is bound by a wide range of regulatory requirements including but not limited to; State Occupation Health and Safety legislation, Environmental protection legislation, Workplace Relations Act 1996, Human Rights (Sexual Conduct) Act 1994, Privacy Act 1988.

## **Marketing**

McCusker Learning and Development markets its learning and development programs with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons are drawn with any other provider or course. A learner's written permission will be gained before McCusker Learning and Development uses information about that learner in any marketing materials.

## **Protection from Harassment**

McCusker Learning and Development has implemented management practices that maintain high professional standards and safeguard the interest and welfare of learners in situations that might result in their harassment.

Learners have access to the Human Resource Manager from their own organisation or equivalent, as an alternative avenue of support and complaint apart from the General Manager of McCusker Learning and Development.

## **Disciplinary Procedure**

McCusker Learning and Development has a duty of care to its clients and staff to ensure the safe and effective operation of the training and assessment service and fair treatment of all. A breach of policy, procedure or statutory regulation by staff and/or student will be sufficient grounds for disciplinary action ranging from verbal notification, formal counselling or immediate dismissal. Students are expected to abide by the responsibilities for students set out in this Handbook.

## **Guidance Services for Learners**

McCusker Learning and Development's Learning and Development Consultant is available to provide guidance for students if necessary.

## **Access and Equity**

McCusker Learning and Development is committed to the principles of Access and Equity through the provision of timely and appropriate information and learning support services, which will assist learners to achieve their qualifications.

## **Privacy**

As a Registered Training Organisation, MLD is obliged to maintain effective administrative and records management systems. This involves the retention of client records. All staff must be scrupulous in using client information only for the purposes for which it was gathered. Clients must have access to their own training records at all times. Should it be deemed necessary, information about client records can only be divulged to a third party with the written consent of the client.

## **Delivery and Assessment**

McCusker Learning and Development (MLD) adopts policies and management practices which maintain high professional standards in the delivery of learning and development services, and which safeguard the interests and welfare of learners.

Any student found to be in breach of the MLD assessment policy will be given a fair and reasonable opportunity to explain any anomalies including plagiarism. MLD may suspend a student's enrolment until all issues are resolved. MLD may cancel a student's enrolment.

MLD will take into consideration any learning difficulties or disabilities experienced by the student.

The student has the right to appeal any decision made by MLD as described in this Handbook.

## **Flexible Learning and Assessment procedures**

Assessment tools have been developed to encompass the learning styles of all trainees. When planning your assessment with a Workplace supervisor/buddy, you will be given the opportunity to request certain assessment tools to suit any special needs you may have. This is to be negotiated with the assessor.

## **Provisions for literacy, numeracy and language difficulties**

McCusker Learning and Development has made provision for any individual that may have language, numeracy or literacy difficulties. These provisions affect both the learning activities and the assessment processes used. If you feel the tools and methods used by McCusker Learning and Development are not conducive to your needs, please advise us.

## **Training Plan**

In conjunction with your employer and McCusker Learning and Development, you will develop a Training Plan to meet your specific needs.

### Trainees

This Training Plan is a requirement of your Traineeship and shows the contact you have with MLD. It must be signed by yourself, MLD and your manager at the end of the Traineeship to show satisfactory participation and completion.

## **Assessment**

Assessment means the process of collecting evidence and making judgements on your knowledge, skills and attitudes towards competency and the ability to perform to the standard expected in the workplace and the relevant unit. Assessment tasks include observation within the workplace, questions (verbal or written), projects, and reports from Supervisors.

## **Workplace Assessment**

### **Manager's Responsibilities**

- Support and encourage students
- Identify and endorse suitable supervisor/buddy's
- Support student's supervisor/buddy
- Accommodate rostering to enable students to attend off the job training
- Report problems/needs to McCusker Learning and Development as soon as they arise
- Allow students access to resource materials in the workplace
- Workplace observations to be conducted without interruption
- Completed Training Plan signed by the Manager at the end of a Traineeship.

### **Supervisory Responsibilities**

- Conduct workplace observation in accordance with McCusker Learning and Development course requirements.
- Report difficulties to the RTO (McCusker Learning and Development) as they arise
- Ensure the observation process is not interrupted
- Support and encourage students
- Assist students to access relevant resources in the workplace
- Provide students with feedback on workplace performance

### **Workplace Supervisor Role**

Both the McCusker Learning and Development Consultant and a workplace supervisor will be involved in your assessment in the workplace. Feedback from a workplace supervisor is crucial to your assessment process. There are those occasions where assessment by an 'outsider' would compromise the privacy and dignity of clients in the organisation you work for. Either your Manager or the McCusker Learning and Development Consultant will assist you in organising a workplace supervisor. The workplace supervisor will work in your organisation and be in a position to comment on the way you perform your work tasks.

The McCusker Learning and Development Consultant will arrange to meet with the workplace supervisor early on in your assessment process, and then at prearranged intervals. The McCusker Learning and Development Consultant will let the workplace supervisor know how they can assist with your assessment

### **Staff Time for Observation**

Workplace observation is part of the essential process of, supporting, developing and assessing of students. Workplace observations are conducted by your Learning and Development Consultant.

### **Trainees**

For students on a Traineeship program observation must be conducted in paid time.

## **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is a form of assessment that enables participants to be given credit for what they already know and can do, in other words their competence, without any further training.

## **Recognition of Qualifications Issued By Other RTO's**

If you have completed a course or a unit with another RTO that is the same as, or relates to, the course you are now doing you may be eligible for recognition of the competency you have already gained. If you think you may be eligible please provide your training facilitator with a copy of your certificate.

## **Support Services**

Your Learning and Development Consultant will periodically discuss your progress with your training and are available should you need to discuss anything with them relating to the training or assessment.

## **Resource Centre**

McCusker Learning and Development has a Resource Centre. We can assist you in finding further learning materials you may require.

## **Peer Support**

You will find it helpful to get to know the students at your facility doing training courses. You may wish to discuss ideas, gather resources, complete learning activities and prepare for assessment together.

## **Fees**

Fees will be given on request.

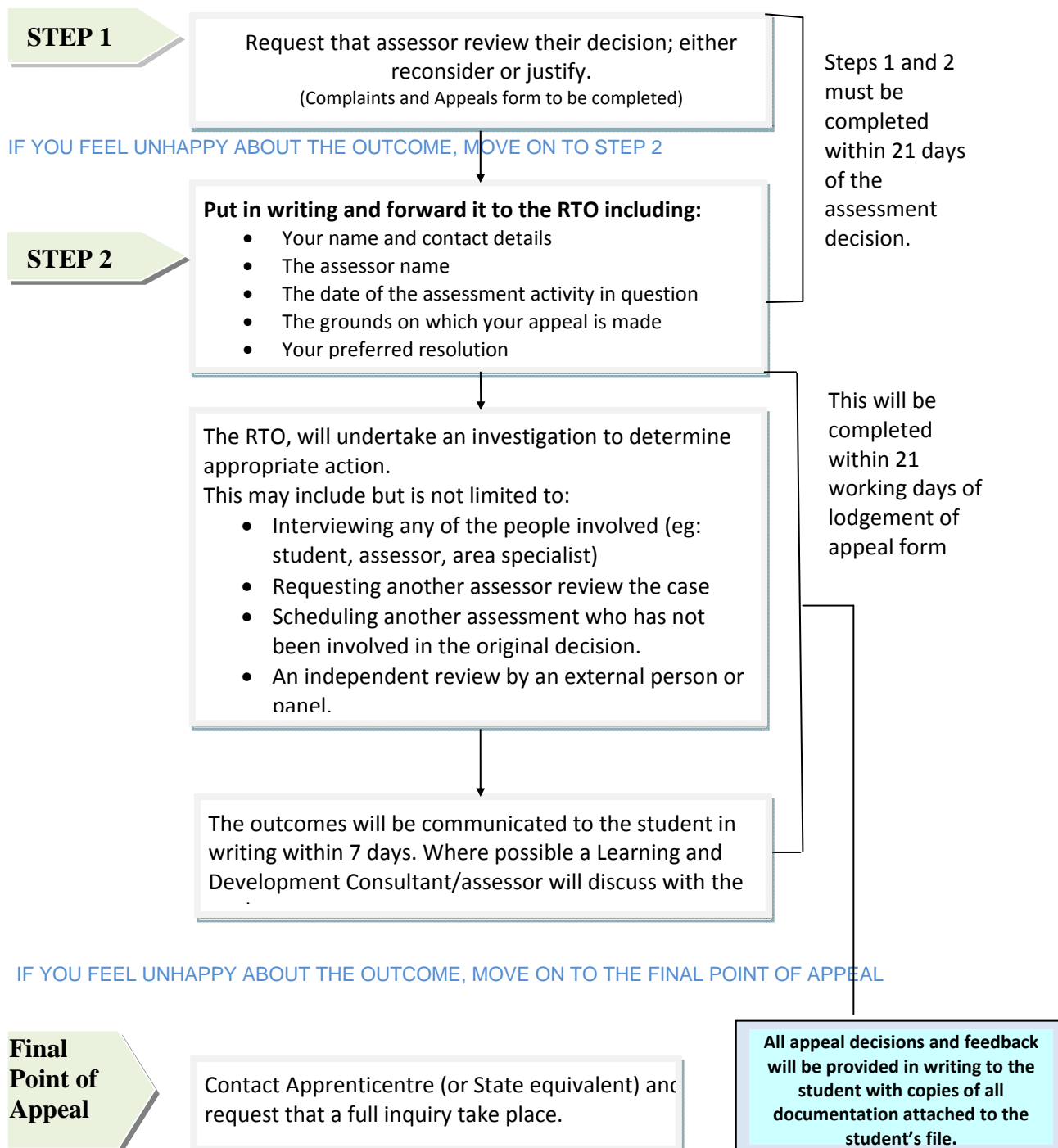
## **Refund Policy**

McCusker Learning and Development's financial arrangements operate in such a way that refund moneys are always available up to the start of the program. Fees and charges comply with the requirements identified in the Vet Fees and Charges in 2009 Policy, published by the Western Australian Department of Education and Training.

# Complaints, grievances and Appeals

## Assessment Appeals Process

Learners have the right to appeal an assessment result. If you believe that the your assessment was unfair, you have the right to appeal. The procedure is as follows:



## Grievance Process

McCusker Learning and Development strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint.

If learners have a grievance with any aspect of the training, they are encouraged to speak immediately with the Learning and Development Consultant, Manager of Learning Programs or General Manager in order to resolve the issue.

If the learner is not satisfied that the issue has been resolved, he/she may wish to write a letter to the General Manager, setting out in detail the issue(s) of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If the matter is unresolved, learners are advised they may take their grievance through legal avenues, the Anti-discrimination Board, Consumer Affairs, Apprenticentre or other bodies as appropriate.

## Compliments and Complaints

McCusker Learning and Development has implemented a procedure for continuous improvement that encourages feedback on any of our service provision. All feedback whether compliments or complaint, is valued and ensures we meet the needs of all learners.

A Continuous Improvement Form is always available in the training room, or talk to your Learning and Development Consultant.

## Certification

McCusker Learning and Development will provide accurate, relevant and up to date information to each learner prior to the commencement of training concerning:

- Certification to be issued on completion of the course
- Competencies to be achieved by learners
- Assessment procedures
- Arrangements for the recognition of prior learning / recognition of current competencies

## Issuing Qualifications

McCusker Learning and Development will issue a Nationally Recognised certificate indicating the competencies and qualification that have been achieved on completion of all training and assessment components.

If the program is partially completed a Statement of Attainment will be issued for units in which the participant has been assessed as competent.

**Re Issuing Certificates:** If your certificate of Statement of Attainment is lost or stolen and you wish MLD to issue another Certificate there will be a cost involved. At present the cost is \$55.00 per qualification.