

*Certificate III & IV
Courses
Student Information
Booklet*



www.guidestartraining.com.au

PHONE: (03) – 93564646

Welcome!

Office Address

25 Victoria Crescent

St. Albans Vic 3021

2016



EXCEL WITH OSI

Get your qualification now!

**No Placement needed if you are
in the industry**

We come to you!

We support you!

INTRODUCTION:

Welcome to **Guidestar Training & Professional Services (GTPS)**!

You have come to the right Training Organisation and without a doubt will realise quality training, personalised support and a qualification that leads to employment.

We are a Victorian Registered Training Organisation (RTO) that prides itself in providing quality nationally recognised qualifications to all of our students.

We passionately train our students with one aim – to help **them excel**.

We have consulted with the industry experts and employers and are equipped to train you to get that much needed skill for your career.

We strive to make a lasting positive change in the sectors that we train in and there is only one way to do that, equip you with quality training.

Join the many others that have gone before you in training with us for a positive learning experience.

This Student Information Booklet contains valuable information as relates to GTPS operations and your chosen qualification(s).

The policies and procedures that relate to your learning are all discussed albeit in brief. Detailed policies and procedures are available on our website www.guidestartraining.com.au or can be obtained by contacting us on 93564646 during the office hours

Please take time to read this booklet and seek clarifications where unclear. You may need to refer to it in the course of your time with us, so please keep it in a safe place.

The Staff at GTPS look forward to working with you during your journey here to realise your chosen qualification

Welcome once again!

Monicah Irungu

Operations Manager

Guidestar Training & Professional Services

93564646

WE RESPECT YOUR PRIVACY

Privacy Statement (Part of confidentiality & privacy Policy)

GUIDESTAR is committed to protecting your privacy

GUIDESTAR will only use your information for the purposes indicated/intended, unless otherwise consented by you or as required by law or by the regulatory and funding government Authorities or bodies

GUIDESTAR will seek to ensure information in our records is accurate, up to date and complete. GUIDESTAR stores your information securely. We have a document storage and information technology practice that protects all private information in our care protecting it from unauthorized access, alteration or disclosure.

You can generally access your personal information by contacting Guidestar Training & Professional Services CEO via a written request.

WHO WE ARE

GTPS is a Registered Training Organisation (TOID 22355). We offer nationally recognised qualifications and short courses or units of competency as follows:

QUALIFICATIONS

- CHC33015 Certificate III in Individual Support (Ageing, Disability, Home and Community)
- HLT33115 Certificate III in Health Services Assistance
- CHC43015 Certificate IV in Ageing Support

- CHC43115 Certificate IV in Disability

SHORT COURSES:

- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide First Aid
- HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting
- 22300VIC Course in First Aid Management of Anaphylaxis
- 22024VIC Course in Emergency Management of Asthma in the Workplace
- HLTFS001 Follow Basic Food Safety Practices

A **Nationally Recognised** qualification enables you to work anywhere in Australia once you have qualified. At GTPS we pride ourselves in our quality, integrity and professionalism. We deliver our courses in multiple locations in Victoria as listed here below.

- St. Albans
- Werribee
- Noble Park
- Lalor

Our **student support** is well renowned. It is one of our greatest strengths. We provide one on one level of support. This is because we recognise that we are all individuals that need individual attention especially when it comes to learning.

Our student support starts from the day a student contacts GTPS to the point they happily secure a job. We believe in results that positively change a student's life and therefore do our best to bring out the best in your learning with us.

OUR PHILOSOPHY

GTPS is committed to providing comprehensive training programs that meet the industry needs and standards. This means that GTPS students not only stand a good chance to secure a job after completion of their qualification, but equally stand a solid chance to retain the secured job.

Our students stand out during interviews and many are approached during their work placement and get offered employment while still doing placement! We prepare our students for competitive edge in the job market thus making them job ready at the completion of their course with us.

OUR CORE VALUES:

- Integrity
- Quality
- Professionalism

WHY TRAIN WITH US?

- We provide quality training in our area of scope
- We provide a flexible learning environment that suits various cadres of students i.e. day, evening, weekend classes as well as blended mode of learning.
- We continuously improve on our services to meet market and industry demands
- We treat our students as individuals that need individual attention because they are not numbers!
- We provide unlimited learning support to our students
- We guarantee you a practical work placement opportunity and do not leave you to get it yourself.
- We are friendly and approachable
- Feedback from our placing organisation is that "our students are well trained"
- We are proud of our BRAND and walk alongside you to support you.

DELIVERY LOCATIONS & SERVICES

We operate in St. Albans, Lalor, Noble Park & Werribee. Crucial information about all these locations such as:

Public Transport:

All our training locations are situated near public transport. This is convenient for your attending classes be it during day time, weekend or evening. Please find specific buses transport information as this differs from suburb to suburb and from one delivery location to another

Emergency Exits:

Various locations will have different Emergency Exits and evacuation procedures. The Trainer will point them out to you during induction.

Toilets:

Available in all our locations including disabled toilets. We emphasise appropriate personal hygiene as you use these facilities for the comfort of everyone.

Training equipment:

We have well equipped training facilities with all the necessary equipment for effective and simulated learning purposes.

Kitchen facilities:

We have kitchen facilities in all our training locations. Please feel free to use such facilities as needed. We however request you to responsibly dispose of your rubbish and clean up after using any of the kitchen facilities. Help us keep the kitchen facilities clean!

Students' welfare Services:

If struggling with any issues such as language, personal situations that will affect your learning, GTPS is willing to refer you to services that can assist you address such issues. We refer for

- Numeracy and Literacy issues
- Cultural adjustment issues
- Counselling
- General Welfare

Smoking area:

Smokers can do so during breaks. Please ensure you do not smoke within the buildings. There are designated smoking areas in each of our training locations.

CONTACTING US

Your regular staff contact is as follows:

- Administration/ matters – Admin Officer
- Enrolment issues - Admin Officer
- Placement issues – Placement Officer
- All training issues – Training Coordinator
- Specific Course issues - Respective Trainer

General contacts:

- Phone: (03) 93564646
- Mobile: 0414376163.
- Email: contact@guidestartraining.com.au

Please note that our staff are ready to support your learning and will help you in any way possible

COURSE INDUCTION PROCESS:

On the first day of class, the trainer will go through a thorough induction program with all our new students. The Program is provided as a hand out in your student pack. The induction process entails a tour of our facility, including the pointing out of kitchen facilities, the classroom, the toilets, the students support room, the practicals room, the exits, the First Aid box location, the fire extinguisher location, assembly areas in case of a fire etc.

On induction day, there is also a run through of the policies that are in your student information booklet as well as available in the GTPS website.

You also receive a run through of the timetable and your training schedule. Most importantly you get a run through of what is expected of you in the assessment workbook and how you can maximise educational benefits from the students' resources

GOVERNMENT FUNDING:

The Victorian Training Guarantee (VTG) is making vocational education and training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold. Government funding is available for all GTPS qualifications subject to meeting the eligibility criteria below

See overleaf for eligibility criteria

SELF CHECK - ELIGIBILITY FOR GOVERNMENT FUNDING

You should be able to tick criteria 1-3 to qualify. For any exemptions please check with our office

1. CITIZENSHIP/PERMANENT RESIDENT

I'm an Australian/New Zealand citizen or a permanent resident (holder of a permanent visa)

- If you are in any other category, please speak to the Guidestar staff for assessment
- Provide proof of citizenship/residency original document to Guidestar staff for a copy for your file

1. UPSKILLING REQUIREMENT

I'm over 20 years of age at time of enrolment

- To be eligible you should not be holding a qualification at the certificate level you wish to enroll in or higher e.g. cannot enroll for certificate III in aged care if you already have another certificate III

OR

I'm under 20 years of age as of 1st January this year

- *The upskilling criterion does not apply to you but you must observe the 2 qualifications limit per year per student and also the limit of 2 qualifications at the same level in in your lifetime.
- *Provide proof of age document such as Birth certificate

2. LIVING IN VICTORIA REQUIREMENT

I live in Victoria (A must for eligibility)

- Provide proof of address e.g. Driver's license, utility bill etc.

If you are unsure about the government funded eligibility criteria, please speak to our friendly staff on 03 93564646 or 0414376163 or email us contact@guidestartaining.com.au

GENERAL INFORMATION THAT YOU NEED TO KNOW AS YOU STUDY WITH US.

LEGISLATION COMPLIANCE:

GTPS is guided by relevant legislations, standards and guidelines in all its operations as follows:

- AQTF Essential Standards,
- VRQA Guidelines for VET Providers
- Education and Training Reform Act 2006 (Victoria)
- Vocational Education Training Employment Act 2000 – Commonwealth
- Privacy Act 1988 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- Sex Discrimination Act 1984 (Victoria)
- Equal Opportunity Act 2010 (Victoria)
- Anti-Discrimination Act 1991 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Act 2006
- Charter of Human Rights and Responsibilities Act 2006
- Working With Children Act 2005
- Work Health and Safety Act 2011
- Student Identifiers Act 2014 (Commonwealth)

To access the detailed GTPS Compliance policy, kindly contact the office via the contacts provided in the website www.guidestartraining.com.au

HOW COMPLIANCE AFFECTS YOU:

As a student at GTPS, you are under obligation to operate under the legislations and guidelines that govern your learning in Victoria and Australia. GTPS has attempted to inform you directly or implicitly in this Student Information Booklet. Kindly pay attention as you read and ask where you are unsure

QUALIFICATIONS ASSESSMENT ARRANGEMENTS:

Both formative and summative assessment methods are used to monitor learner progress and assess competence. Formative assessment is used throughout the course to assess learner progress and the effectiveness of delivery. Formal and informal knowledge checks are built into all units.

GTPS ensures that the principles of assessment which are validity, reliability, flexibility and fairness are strictly adhered to by our Trainer/Assessors. Similarly, our Trainers/Assessors uphold the rules of evidence; validity, sufficiency, currency and authenticity in all our training and assessments.

ASSESSMENTS INSTRUMENTS

1. Short Questions and Activities (SQ)
2. Scenario questions (SC)
3. Case study Questions (CS)
4. Research Questions (RQ)
5. Students Journal (SJ)
6. Third-party Workplace Assessments with demonstration on the job (TWA)
7. Simulations/Class Activities
8. Recognition of prior Learning (RPL).
9. Credit Transfer (CT)

See specific Units for details on what instruments will be used

Assessment Terminologies commonly used:

You will be graded as follows:

GRADE	DESCRIPTION
C	Competent
S	Satisfactory
NYS	Not Yet Satisfactory
NYC	Not Yet Competent
RPL	Recognition of prior learning
CT	Credit Transfer

ASSESSMENTS PRESENTATIONS:

You are expected to do your work and submit it in your **OWN** handwriting except where it has been specified otherwise. Students are encouraged to keep copies of all submitted work

Where submission has to be done away from the delivery venues, students are to **REGISTER POST** their work for easy tracking.

RECOGNITION OR PRIOR LEARNING:

Recognition of Prior Learning (RPL) is available to all students applying for all GTPS qualifications Recognition of prior learning is the recognition of your current skills and knowledge acquired through prior learning from other training, work or life experience. RPL assessment helps you get qualification you deserve without having to duplicate learning. Ask our friendly staff about our RPL process. You can do this via email or phone contact as follows:

- (03) 93564646 or 0414376163
- Email contact@guidestartraining.com.au

CREDIT TRANSFER & NATIONAL RECOGNITION

GTPS recognises AQF Qualifications and Statements of Attainment (SOA) issued by other RTO's.

If you have any certificates and/or SOA's from other RTO's kindly ask to see GTPS Operations manager for possible credit transfers or National Recognition. You can do this via email or phone contact as follows:

- (03) 93564646 or 0414376163
- Email contact@guidestartraining.com.au

HOW TO APPLY FOR ALL OUR COURSES:

Apply directly to GTPS. Contact details:

Tel: (03) 93564646, **Mobile:** 0414376163

Email: contact@guidestartraining.com.au

Website (www.guidestartraining.com.au)

WHAT TO EXPECT OF US

Students have a right to expect that:

- ✓ You will learn in an environment that promotes justice, equity and enables pursuit of excellence
- ✓ You will be treated with respect and be listened to
- ✓ You will be supported through their learning
- ✓ Course content will be delivered by competent trainers
- ✓ As much information about the course is provided to the students prior to and during their learning.
- ✓ You will not be engaged in any one day for more than 8 hours or past 10:00 pm
- ✓ You can raise any issues you deem to be unfair, inconsistent to what has been promoted or anything associated with your learning. See our complaints policy

- ✓ You will be assessed as per the laid outlined assessment methods you have been informed about before the commencement of any course.
- ✓ If a class is cancelled, all effort will be made to send the cancellation message to all affected students in time
- ✓ That we keep to our core values of quality, integrity and professionalism

WHAT WE EXPECT OF YOU

CODE OF CONDUCT

This Code of Conduct policy is informed by federal and state legislation. You need to be aware that breaches of the code of conduct may also be a breach of legislation. You have an obligation to comply with set state and federal legislations. We have outlined these obligations as follows:

- ✓ Treat other students and Staff at GTPS with consideration and respect
- ✓ Behave in a manner that allows other students to enjoy their learning
- ✓ Not to turn up in class under the influence of drugs and/or alcohol
- ✓ Not to consume drugs and/or alcohol within the GTPS training premises
- ✓ Be punctual in class and stay through to the end. Late arrivals and early departures disrupt learning for others and may result with you being deemed as having not attended class
- ✓ If not coming to class notify the GTPS office via a phone call or email or send a message (SMS)
- ✓ Contact GTPS Trainer for alternative arrangements in relation to missed out classes.
- ✓ Put mobile phones to vibrate or silent while in class
- ✓ No taping or recording of classes is allowed
- ✓ No photo taking of trainer's power points or other students work
- ✓ No photo taking of trainer or others students without their verbal or written consent. Please note photo taking without consent is a breach of someone's privacy and they can take legal action against you.
- ✓ No negative/abusive remarks in class about other students, trainers or industry such as may be deemed disrespectful to the aforementioned or deemed as having a negative impact.
- ✓ No use of discriminative, rude, obscene, bullying, harassing, inappropriate language or actions
- ✓ Observe Evacuation Procedures and make note of all emergency exists
- ✓ No acting in an unsafe manner toward self and others e.g. verbal and physical aggression or possession of weapons
- ✓ Report any potential hazards, near misses, accidents & incidents
- ✓ No lifting and if you volunteer to assist with furniture arrangement for example, seek to do it with required assistance
- ✓ Do not attend to electrical equipment – reserved only for licensed personnel
- ✓ Complete assessments as laid out for the specific qualifications, monitor progress and observe assignments deadlines
- ✓ Ensure that all the information provided to the Trainer and GTPS for our records is accurate
- ✓ Notify GTPS manager of any contact changes (email, phone, address etc.) for this to be amended in their records
- ✓ Not use oppressive or misleading practices, falsify or wrongly withhold information.
- ✓ Respect and observe copyright requirements of electronic resources availed to them for learning purposes e.g. CD's.
- ✓ Not plagiarise. See more information in our Plagiarism policy
- ✓ Be responsible for own personal belongings and DO NOT BRING valuables to class for example money and expensive jewellery
- ✓ Notify of any condition(s) that might affect your learning e.g. health issues that need attention that may have been missed out during the enrolment process.

COMPLAINTS AND APPEALS POLICY

GTPS has an efficient and effective complaints and appeals management process in place to allow you to express any concerns you may have that relates to the nationally recognised training programs offered by GTPS.

This procedure also outlines the process by which GTPS will continuously improve the quality of services based on information gained from complaints and appeals made by its students.

Appeals against student assessment outcomes

You can appeal against an outcome/result shown on their assessment(s) in writing to the Training Coordinator of GTPS outlining units/courses and results being appealed against. ***For details please see our website guidestartraining.com.au***

FEES AND REFUND POLICY

Available upon request is additional information (appendix) on eligibility fee exemption, fee concessions and fee waiver

Fees Charges

This policy outlines how GTPS manages fees and refunds. The policy is guided by AQTF condition 5, option 3.

Scope

This policy covers all fees paid to and refunds provided by GTPS

Definitions

- **Fees** refer to any monies paid by students for training and assessment services
- **Refunds** refer to any monies paid back to students who withdraw or cancel their enrolment, or in instances where GTPS cancels a course.

Policy

- Prior to enrolment all students are provided with information on all fees payable and payment options
- Tuition fees are payable when a student's enrolment is confirmed
- Maximum tuition fee GTPS may require any student to pay upfront is \$ 500.
- Thereafter fee payments will be no greater than \$ 1500 in any one instalment
- Payment plan can be negotiated on an individual basis.
- Tuition fees due must be paid as per an agreed payment plan entered into during enrolment
- Students are encouraged to consult with GTPS administration should they be unable to comply with the payment plan during their course
- Issuance of qualifications or statement of attainment is withheld until all owed fees are paid.

Fees and refund policy is available in GTPS marketing materials, student information Booklet and on the website www.guidestartraining.com.au, as well as in the Student Agreement form.

Fee Determination

Fees for government funded courses are guided by the Ministerial Directions and GTPS will adhere to the requirements set out in current year VTG guidelines about fees as updated and issued by the Department from time to time.

GTPS also adheres to any subsequent relevant requirements set out in

(a) Contract Notifications and

(b) Orders or regulations pursuant to the Act or the National Act with respect to the amount, imposition and collection of tuition fees and other fees for government subsidised training and financial and accountability requirements with regards to student fees (Fee Requirements) as if they were set out in the current VET Funding Contract.

Fees for self-funded courses will be set by the GTPS management Board. Such fees are considered fair and reasonable taking into account industry averages and recommended course charges, depth of knowledge and skills requirements, resource development and use, trainer charges and administrative costs. GTPS operates in a competitive environment and our fees and charges will reflect that reality

Non Refundable Registration fee for all students:

Both Government-funded and Self-Funded Students enrolling at GTPS are required to pay a non-refundable registration fee of \$ 50 upon which they get issued with a Student Pack.

Withdrawal, Course Cancellations, Fee Transfers and Refunds

- If GTPS cancels any course all tuition fees paid will be refunded 100% unless the student wishes to transfer the fee to another of GTPS courses. No registration fee will be applicable for such transfer. The student will consent in writing for the transfer of the fee to occur
- Any student who has paid in advance for a Short Course (below \$ 200) and cannot attend has an option of receiving a full refund or transfer the fee paid to the next available course

- All Students who intend to withdraw from any Qualification MUST put the request in writing and sign the GTPS Withdrawal Request Form.
- Withdrawal prior to a Qualification commencement will be acknowledged and any tuition fees paid will be refundable a 100% less the \$ 50 Registration fee.
- Once training for any qualification has commenced and a student decides to withdraw, all fees owed to GTPS at the time of withdrawal MUST be paid in full within a 14 days' period and no payment plan will apply. Calculation formula to determine the fee amount owing at time of withdrawal will be:
Course Tuition Fee (e.g. \$ 2000) divided by Course Duration (e.g. 24 weeks) = \$ 83 per every week of training covered at time of withdrawal
- Full tuition fees is payable to GTPS if any Student who has an extended study duration for any qualification decides to withdraw.

Payments

- All GTPS **Short Courses** Fee of less than \$ 200, must be paid prior to the Short Course commencement or on the day of the course.
- All Self-Funded Students completing any GTPS qualification will be required to pay \$ 500 prior to course commencement and thereafter enter into a payment plan for the fee balance. The fee payments will be no greater than \$ 1500 in any one instalment

Statement of Fees for the Current Year.

Please note the delivery method for all GTPS courses is face to face and/or blended option. Blended option refers to a combination of class and independent learning.

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Please note the delivery method for all GTPS courses is face to face and/or blended option. Blended option refers to a combination of class and independent learning.

COURSE DESCRIPTION	Self-Funded Students	**Estimated Government Contribution per Qualification	Government Funded Students	
			Concessions	Non-Concessions
Enrolment or Registration fee	\$ 50	N/A	N/A (part of \$ 60)	N/A (part of \$250 or \$300)
CHC33015 Certificate III in Individual Support	\$ 1,700	\$ 5,005	\$ 50	\$ 250
HLT33115 Certificate III in Health Services Assistance	\$ 1,800	\$ 5,227	\$ 50	\$ 250
CHC43015 Certificate IV in Ageing Support	\$ 2,700	\$ 10,625	\$ 60	\$ 300
CHC43115 Certificate IV in Disability	\$ 2,700	\$ 4,650	\$ 60	\$ 300
Any 2 X Certificate III Courses	\$ 2, 200	N/A	\$ 80	\$ 400
Any 2 X Certificate IV Courses	\$ 3, 200	N/A	\$ 80	\$ 400

**** All Government Funded Estimates assume no RPL and/or Credit Transfer is applicable to the student**

SHORT COURSES

SHORT COURSE	CHARGES
HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)	\$ 55
HLTAID003 Provide First Aid (Manual Pre- workshop coursework)	\$ 127
HLTAID003 Provide First Aid (Online Pre- workshop coursework)	\$ 110
HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting	\$ 150
Manual Handling Certificate of participation	\$ 50
22300VIC Course in First Aid Management of Anaphylaxis	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	\$ 50
HLTFS001 Follow Basic Food Safety Practices	\$ 65

OTHER CHARGES TABULATED

Description	Fee
RPL for any Certificate III unit of competency	\$100
RPL for any Certificate IV unit of competency	\$ 120
Completing any Certificate III unit of competency	\$ 130
Completing any Certificate IV unit of competency	\$ 150
1 st and 2 nd re-assessment of a unit of competency initially assessed as "NYS"	\$ 0
3 rd and consecutive re-assessments of a unit of competency assessed as "NYS"	\$ 50
Lamination of each certificate or other personal documents (Per pocket)	\$ 2
T-Shirts for Placement (Reimbursement of costs to RTO)	\$ 20
Replacement of Lost or damaged certificate (non-RTO's fault) for a qualification	\$ 100
Replacement of Lost or damaged certificate (non-RTO's fault) for an SOA	\$ 50
Separate SOA for a Unit of Competency in a Qualification	\$ 100
Personal documents Photocopy per page	\$ 0.20
Registered Mail postage charges Victoria	\$ 10
Registered Mail postage charges Interstate	TBD

*TBD – Means to be determined

Please note that

- The student tuition fees as published are indicative only and are subject to change given individual circumstances at enrolment.
- GTPS reserves the right to offer a discount to students based on research into client base and prevailing market rates.
- GTPS is compliant with the Equal Opportunity Act 2010 and therefore encourages all potential students to apply government funded training.
- For VTG eligibility, Fee Exemptions/Waiver, Concessions kindly speak to GTPS staff or ask for Fees and Refund Appendix

LANGUAGE & LITERACY (LLN)

You are required to complete an LLN assessment prior to your enrolling for any qualification.

This assessment enables GTPS to know if your level of language, literacy and numeracy is reasonable to enable you complete the qualification for which you are applying to undertake. More information on the LLN can be found in the PTR policy that is part of this booklet

PLAGIARISM AND CHEATING

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own.

Plagiarism is a serious act and may result in your exclusion from a unit or a whole course.

All assignments are to include a 'Student Declaration' that is signed by you to certify that no part of the assignment has been copied from another person's work (except where documents or work is listed/ referenced, and that no part of the assignment has been written for you by another person.

For details please see full policy under Policies in the website guidestartraining.com.au

UNIQUE STUDENT IDENTIFIER (USI) REQUIREMENT

From **1 January 2015**, every NEW and EXISTING Vocational Education and Training (VET) student undertaking nationally recognised training must have a Unique Student Identifier (USI).

What is a USI?

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

Benefits of USI:

Once you create your USI you will be able to:

- Give your USI to each training organization you study with
- View and update your details in your USI account
- View and download your training records and results (transcript) from early 2016 onwards
- Manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will be available in 2016.

How to get a USI:

It's free and easy to create. Please visit USI.gov.au and follow the prompts on the student's section.

Alternatively, you can provide consent to GTPS to create the USI for you.

CEASING TO LEARN & WITHDRAWAL FROM COURSE

You may withdraw from a course or unit of competency by giving notice in writing to the GTPS Training Coordinator. You will be given recognition for any completed units of competency at the time of withdrawal. A **statement of attainment** will be issued for any completed units at the time of withdrawal.

Please note that this would have to include placement hours being taken into consideration if applicable to the training in question. See our Fee and Refund policy to determine what refunds you may be eligible for.

ISSUANCE OF CERTIFICATES & SOA

If you successfully complete all the required units of competency for a given qualification you will be issued with a Nationally Recognised Certificate recognised under the Australian Qualifications Framework (AQF)

If you do not complete the full requirements of a course, GTPS will, at no additional cost issue a formal Statement of Attainment provided you have paid in full for the tuition related to the said units of competency.

GTPS endeavours to issue certificates as soon as possible after you have submitted all the required evidence.

Where this is not possible, GTPS has the following guideline:

From the date you submit final written work and other evidence, it shall take a minimum of:

- ✓ 10 working days for a qualification certificate to be issued
- ✓ 5 working days for the short courses statement of attainment to be issued e.g. First Aid

GTPS ensures that you will be informed at all times during this period

MISSING AN ASSESSMENT DEADLINE

1. You should notify the Trainer concerned in writing (email, SMS, phone) explaining why you cannot meet the set deadline.
2. You will mutually agree with the Trainer a suitable extension date for the assessment to be handed in.
3. The new date shall be communicated to the Operations Manager by the Trainer.
4. Where you may need extra support to complete assessments, the same shall be discussed and where possible availed – see our student support policy.
5. Failure to honour the extension may result in the student being recorded as Not Yet Competent (NYC) and re-assessment regulations may apply.

FOR YOUR SAFETY

- GTPS does not schedule classes outside of 0800hrs to 2200hrs.
- GTPS does not allow students to attend scheduled classes for more than eight hours in any one day
- Where the hours have to be earlier than or later than stipulated, GTPS has obtained express permission from necessary authorities

- GTPS AH contact number is 0414376163
- Emergency numbers to call is Triple 0 or the local police station if the number is known

When travelling to and from the GTPS premises it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety:

Student Safety Tips

- Do not openly carry valuables, including iPods, mobile phones, laptops, etc
- Try to find routes that are well lit and busy
- Avoid confrontation – it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets
- Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night

STUDENTS LEARNING SUPPORT:

If you are struggling with literacy and numeracy (LLN) issues GTPS provides appropriate referral:

- ✓ Bilingual support/trainer where possible
- ✓ Provision of Student Support room – dedicated uninterrupted study area
- ✓ Computers in study room and access to internet for assessments
- ✓ Learner resources in alternative formats (electronic and hard copy)
- ✓ One on one support in cultural adjustment and academic concerns
- ✓ Written and verbal feedback on assessments by trainer
- ✓ Provide work placement, monitoring and assessment support while on placement
- ✓ There is no additional fee to this service

ACCESSING RECORDS

GTPS is required to collect and store certain information about you for the purpose of tracking and administration of course progress, participation, outcomes and statistical reporting. While collecting this data, GTPS is governed by the Privacy Act 1988 (Cth) and relevant Funding Contract and registration conditions.

It is your responsibility to ensure that:

- ✓ All the information provided to GTPS is accurate
- ✓ That you notify of any changes in your personal contacts

You may gain access to your records upon request in writing. Please note that a cost of 0.20 cts photocopy charges per page will apply for documents needed.

For lost or misplaced certificates or SOA's that is not GTPS fault, a reprint fee of \$ 50 will be payable by you to GTPS

The reprinted document will also be clearly marked "reprint" as a replacement of the original.

You can contact GTPS on 93564646 or 0414376163 or www.guidestartraining.com.au

PRE-TRAINING REVIEW POLICY & PROCEDURE

PURPOSE

To ensure that all enrolling GTPS students have had an opportunity to have their current skills/competencies assessed and to help them appreciate the need to seriously think through course choice, i.e. why undertake a certain qualification and not another.

The Pre-Training Review aims to:

- Identify any competencies previously acquired; namely, Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), and Credit Transfer (CT).

- Ascertain the most suitable Course and /or Qualification for the student to enrol in, including consideration of the likely employment outcomes from the development of new competencies and skills; and
- Ensure that the proposed learning strategies and materials are appropriate for the student.

Why the PTR review process:

- The PTR process requires you to complete a Language, Literacy and Numeracy (LLN) section. This helps identify if you has the necessary ACSF level required for the completion of the course. For Certificate III qualifications, a level 3 is required for Learning, Reading, Writing and Oral Communication while a level 2 minimum is recommended for numeracy. Completion of the LLN section also helps GTPs identify whether or not a referral to an English course is worth recommending to you
- The PTR process also informs about your current or previous competencies that could be considered as part of their qualification as Credit Transfer (CT) or through Recognition or Prior Learning (RPL) process. It is therefore to your advantage that thoroughly complete the PTR process.
- The PTR process also captures your preferred learning/study methods. Each individual is unique and a student can be greatly disadvantaged if a specific learning method was applied as a “fit for all” by a training organisation. Some students are Visual learners, others audio or both, others hands on and so on.
- The PTR process also gathers information about your personal, cultural, medical, social, physical and emotional issues that can negatively impact your learning. If such is identified, you will be provided with the available support by GTPS.

Pre-Training Review Procedures

- You complete the PTR questions as honestly and as comprehensively as possible
- Once completed, a GTPS Trainer/Assessor will carry out an assessment based on your answers
- This will include your ACSF level, your preferred learning method, your suitability for the course chosen and any personal issues that need additional support
- If you satisfactorily complete the PTR review process, then you will proceed to complete your enrolment and be admitted into your course of choice
- If unsuccessful the Trainer/Assessor will advise accordingly and provide suggestions on a possible way forward
- If any areas of support are identified the same shall be communicated to your Trainer/Assessor prior to your course commencement.

Please note you must complete a PTR review form prior to undertaking any qualification with GTPS

Thank you

SEE SPECIFIC COURSE INFORMATION FROM NEXT PAGE

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CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT

What has changed!

This Qualification supersedes or replaces the following:

CHC30212 Certificate III in Aged Care, now CHC33015 Certificate III in Individual support (Ageing)

CHC30312 Certificate III in Home and Community care now CHC33015 Certificate III in Individual support (Home and Community)

CHC30408 Certificate III in Disability now CHC33015 Certificate III in Individual support (Disability)

Qualification Description

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs.

Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

Packaging Rules

To be awarded a CHC33015 Certificate III in Individual Support, you need to complete a total of 13 Units of Competency as follows:

- 7 core units
- 6 elective units (dependent on the specialisation you choose to complete).

Work Placement Requirements:

To achieve this qualification, you must, besides completing the theory part of the qualification, complete 120 hours of supervised practical placement or demonstrate evidence that you have the work skills required if you are already in the industry:

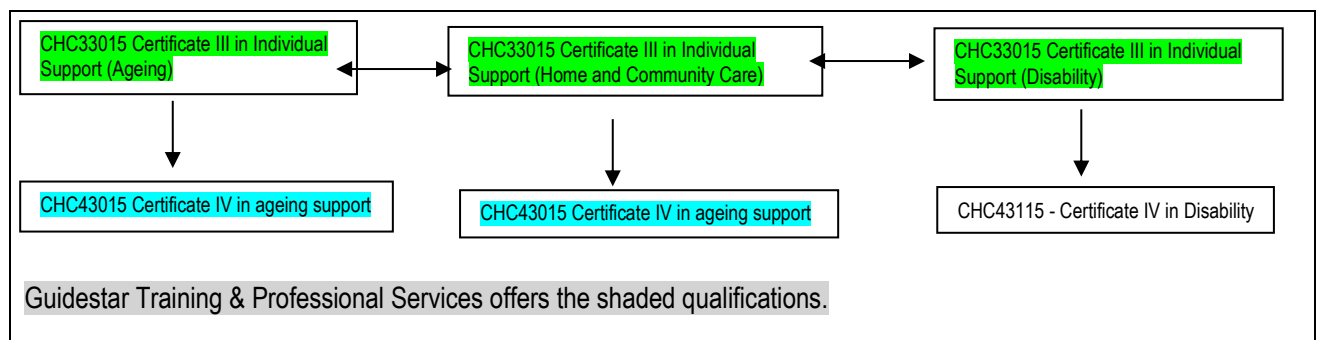
- For (Ageing) Specialisation, work placement in a Residential Aged Care Setting
- For (Disability) Specialisation, work placement in a disability organisation and
- For (Home and Community) specialisation, work placement in a home and community organisation

Requirements prior to work placement for Guidestar Training & Professional Services

- Completed theory work for units of competency
- Police Clearance (no more than a year old)
- A current First Aid certificate (HLTAID003 Provide First Aid)
- Proof of Manual Handling Training (Done at Guidestar Training & Professional Services)
- For (Disability) and (Home and Community) Specializations, a valid working with children check

Pathways

This qualification has the following immediate pathways



JOB OPPORTUNITIES

Ageing Specialization – Job Opportunities

- Personal Care Assistant/Giver/Worker
- Accommodation Support worker
- Assistant in Nursing
- Care Assistant

Disability Specialisation - Job Opportunities

- Disability Officer – day support
- Disability support officer/worker
- Employment coordinator (disability)
- Project officer (life enhancement team)

Home and Community Specialisation - Job Opportunities

- Day Activity Worker
- Service Coordinator
- Care/Hostel Supervisor
- Community Support/Care Worker
- Transport Coordinator

OUR RTO COURSE ENTRY REQUIREMENTS

- Satisfactorily complete Guidestar Training & Professional Services Pre-Training Review Process which includes language, literacy and numeracy test (LLN)
- Demonstrate ACSF level 3 during the LLN process.
- Be over 15 years of age
- **Please note that all students below 18 years must have parental consent to do the course**

CORE UNITS & ELECTIVE UNITS FOR EACH SPECIALISATION

Core Units for all (Ageing, Disability, Home and Community)

1. CHCCCS015 Provide individualised support
2. CHCCCS023 Support independence and wellbeing
3. CHCCOM005 Communicate and work in health or community services
4. CHCDIV001 Work with diverse people
5. CHCLEG001 Work legally and ethically
6. HLTAAP001 Recognise healthy body systems
7. HLTWHS002 Follow safe work practices for direct client care

(A) Elective Units (ageing)

1. CHCAGE001 Facilitate the empowerment of older people (must)
2. CHCAGE005 Provide support to people living with dementia (must)
3. CHCCCS011 Meet personal support needs (must)
4. CHCDIS007 Facilitate the empowerment of people with disability
5. CHCCCS025 Support relationships with carers and families
6. CHCPAL001 Deliver care services using a palliative approach

(B) Elective Units (Disability)

1. CHCCCS011 Meet personal support needs
2. CHCDIS001 Contribute to ongoing skills development using a strength based approach
3. CHCDIS002 Follow established person centred-behaviour supports
4. CHCHCS001 Provide home and community support services
5. CHCDIS007 Facilitate the empowerment of people with disability
6. CHCCCS025 Support relationships with carers and families

(C) Elective Units (Home and Community)

1. CHCAGE005 Provide support to people living with dementia
2. CHCDIS007 Facilitate the empowerment of people with disability
3. CHCCCS025 Support relationships with carers and families
4. CHCDIS001 Contribute to ongoing skills development using a strength based approach
5. CHCDIS002 Follow established person centred-behaviour supports
6. CHCDIS003 Support community participation and social inclusion

Course Duration & Study Options

These course is designed to be completed within a period of minimum 24 weeks.

We have day, Evening and Weekend classes

For more information about the specifics of each course, times and locations please contact us:

Email: contact@guidestartraining.com.au

Ph: (03) 93564646

Mob: 0414376163

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CHC43015 Certificate IV in Ageing Support

Qualification Description

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community based environments. Workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

Packaging Rules

To be awarded a CHC43015 Certificate IV in Ageing Support, you need to complete a total of 18 Units of Competency as follows:

- 15 core units
- 3 elective units

Work Placement Requirements:

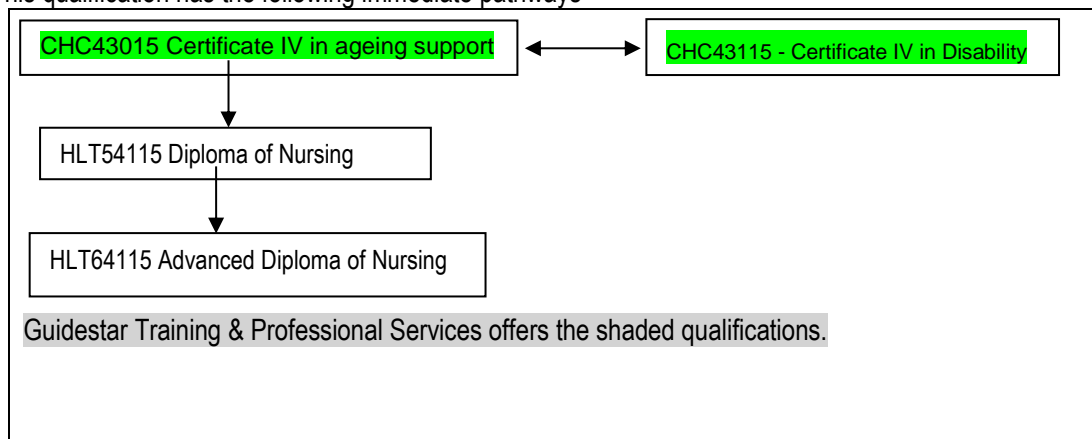
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 120 hours of supervised practical placement in an Aged Care Facility or demonstrate evidence that you have the work skills required if you are already in the industry.

Requirements prior to work placement for Guidestar Training & Professional Services

- Completed theory work for units of competency
- Police Clearance (no more than a year old)
- A current First Aid certificate (HLTAID003 Provide First Aid)
- Proof of Manual Handling Training (Done at Guidestar Training & Professional Services)

Pathways

This qualification has the following immediate pathways



JOB OPPORTUNITIES

Students who complete this course can expect to gain work as:

- Accommodation support worker
- Hostel supervisor
- Assistant hostel supervisor
- Personal care worker
- Care supervisor
- Program coordinator - social programs
- Care team leader
- Residential care worker
- Day activity worker
- Support worker

OUR COURSE ENTRY REQUIREMENTS

- Satisfactorily complete Guidestar Training & Professional Services Pre-Training Review Process which includes language, literacy and numeracy test (LLN)
- Demonstrate ACSF level 4 during the LLN process.
- Be over 15 years of age
- Please note that all students below 18 years must have parental consent to do the course

CORE UNITS & ELECTIVE UNITS FOR THIS QUALIFICATION

15 Core Units

1. CHCADV001 Facilitate the interests and rights of clients
2. CHCAGE001 Facilitate the empowerment of older people
3. CHCAGE003 Coordinate services for older people
4. CHCAGE004 Implement interventions with older people at risk
5. CHCAGE005 Provide support to people living with dementia
6. CHCCCS006 Facilitate individual service planning and delivery
7. CHCCCS011 Meet personal support needs
8. CHCCCS023 Support independence and well being
9. CHCCCS025 Support relationships with carers and families
10. CHCDIV001 Work with diverse people
11. CHCLEG003 Manage legal and ethical compliance
12. CHCPAL001 Deliver care services using a palliative approach
13. CHCPRP001 Develop and maintain networks and collaborative partnerships
14. HLTAAP001 Recognise healthy body systems
15. HLTWHS002 Follow safe work practices for direct client care

3 Elective Units

1. CHCDIS007 Facilitate the empowerment of older people with a disability
2. CHCCCS010 Maintain a high standard of Service
3. CHCMHS001 Work with people with mental health issues

Course Duration & Study Options

These course is designed to be completed within a period of minimum 32 weeks.

We have day, Evening and Weekend classes

For more information about the specifics of each course, times and locations please contact us:

Email: contact@guidestartraining.com.au

Ph: (03) 93564646

Mob: 0414376163

Fees and Charges:

COURSE OR UNIT DESCRIPTION	Self-Funded Students	Government Funded Students	
		Concessions	Non-Concessions
Enrolment or Registration fee (Non- Refundable)	\$50	N/A (part of \$60)	N/A (part of \$300)
CHC43015 Certificate IV in Ageing Support	\$ 2,700	\$ 60	\$ 300

For a detailed information on charges and other related matters, see our "Fees and refund policy" available in the website and in hard copy

ASSESSMENT ARRANGEMENTS:

Both formative and summative assessment methods are used to monitor learner progress and assess competence. Formative assessment is used throughout the course to assess learner progress and the effectiveness of delivery. Formal and informal knowledge checks are built into all units.

GTPS ensures that the principles of assessment which are validity, reliability, flexibility and fairness are strictly adhered to by our Trainer/Assessors. Similarly, our Trainers/Assessors uphold the rules of evidence; validity, sufficiency, currency and authenticity in all our training and assessments.

ASSESSMENTS INSTRUMENTS

10. Short Questions and Activities (SQ)
11. Scenario questions (SC)
12. Case study Questions (CS)
13. Research Questions (RQ)
14. Students Journal (SJ)
15. Third-party Workplace Assessments with demonstration on the job (TWA)
16. Simulations/Class Activities
17. Recognition of prior Learning (RPL).
18. Credit Transfer (CT)

See specific Units for details on what instruments will be used

Assessment Terminologies commonly used:

You will be graded as follows:

GRADE	DESCRIPTION
C	Competent
S	Satisfactory
NYS	Not Yet Satisfactory
NYC	Not Yet Competent
RPL	Recognition of prior learning
CT	Credit Transfer

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HLT33115 Certificate III in Health Services Assistance

Qualification Description

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Health services assistance involves the worker in direct client contact under supervision.

Packaging Rules

To be awarded a HLT33115 Certificate III in Health Services Assistance, you need to complete a total of 15 Units of Competency as follows:

- 7 core units
- 8 elective units

Work Placement Requirements:

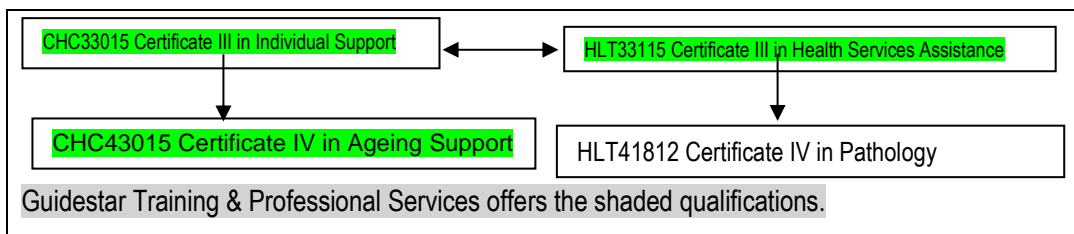
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 80 hours of supervised practical placement or demonstrate evidence that you have the work skills required if you are already in the industry.

Requirements prior to work placement for Guidestar Training & Professional Services

- Completed theory work for units of competency
- Police Clearance (no more than a year old)
- A current First Aid certificate (HLTAID003 Provide First Aid)
- A valid Working with Children Check

Pathways

This qualification has the following immediate pathways



Job Opportunities

- Assistant in nursing
- Nursing assistant
- Nursing support worker
- Patient service attendant
- Patient support assistant
- Orderly
- Operating theatre technician
- Theatre support
- Ward assistant
- Wardsperson
- Ward Support

OUR COURSE ENTRY REQUIREMENTS

- Satisfactorily complete Guidestar Training & Professional Services Pre-Training Review Process which includes language, literacy and numeracy test (LLN)
- Demonstrate ACSF level 3 during the LLN process.
- Be over 15 years of age
- Please note that all students below 18 years must have parental consent to do the course

CORE UNITS & ELECTIVE UNITS FOR THIS QUALIFICATION

7 Core Units

1. CHCCOM005 Communicate and work in health or community services
2. CHCDIV001 Work with diverse people
3. HLTAAP001 Recognise healthy body systems
4. HLTINF001 Comply with infection prevention and control policies and procedures
5. HLTWHS001 Participate in workplace health and safety
6. BSBMED301 Interpret and apply medical terminology appropriately
7. BSBWOR301 Organise personal work priorities and development

8 Elective Units

1. CHCAGE001 Facilitate the empowerment of older people
2. CHCCCS015 Provide individualised support
3. CHCDIS001 Contribute to ongoing skills development using a strength based approach
4. CHCAGE005 Provide support to people living with dementia
5. CHCDIS007 Facilitate the empowerment of people with a disability
6. HLTTFSE001 Follow basic food safety practices
7. CHCCCS010 Maintain a high standard of service
8. CHCLEG001 Work legally and ethically

Course Duration & Study Options

These course is designed to be completed within a period of minimum 24 weeks.

We have day, Evening and Weekend classes

For more information about the specifics of each course, times and locations please contact us:

Email: contact@guidestartraining.com.au

Ph: (03) 93564646

Mob: 0414376163

Fees and Charges:

COURSE OR UNIT DESCRIPTION	Self-Funded Students	Government Funded Students	
		Concessions	Non-Concessions
Enrolment or Registration fee (Non- Refundable)	\$50	N/A	N/A part of \$ 250
HLT33115 Certificate III in Health Services Assistance	\$1,700	\$ 50	\$ 250

For a detailed information on charges and other related matters, see our "Fees and refund policy" available in the website and in hard copy

ASSESSMENT ARRANGEMENTS:

Both formative and summative assessment methods are used to monitor learner progress and assess competence. Formative assessment is used throughout the course to assess learner progress and the effectiveness of delivery. Formal and informal knowledge checks are built into all units.

GTPS ensures that the principles of assessment which are validity, reliability, flexibility and fairness are strictly adhered to by our Trainer/Assessors. Similarly, our Trainers/Assessors uphold the rules of evidence; validity, sufficiency, currency and authenticity in all our training and assessments.

ASSESSMENTS INSTRUMENTS

1. Short Questions and Activities (SQ)
2. Scenario questions (SC)
3. Case study Questions (CS)
4. Research Questions (RQ)
5. Students Journal (SJ)
6. Third-party Workplace Assessments with demonstration on the job (TWA)
7. Simulations/Class Activities
8. Recognition of prior Learning (RPL).
9. Credit Transfer (CT)

See specific Units for details on what instruments will be used

Assessment Terminologies commonly used:

You will be graded as follows:

GRADE	DESCRIPTION
C	Competent
S	Satisfactory
NYS	Not Yet Satisfactory
NYC	Not Yet Competent
RPL	Recognition of prior learning
CT	Credit Transfer

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CHC43115 Certificate IV in Disability

Qualification Description

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing.

Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

Packaging Rules

To be awarded a CHC43115 Certificate IV in Disability, you need to complete a total of 14 Units of Competency as follows:

- 11 core units
- 3 elective units

Work Placement Requirements:

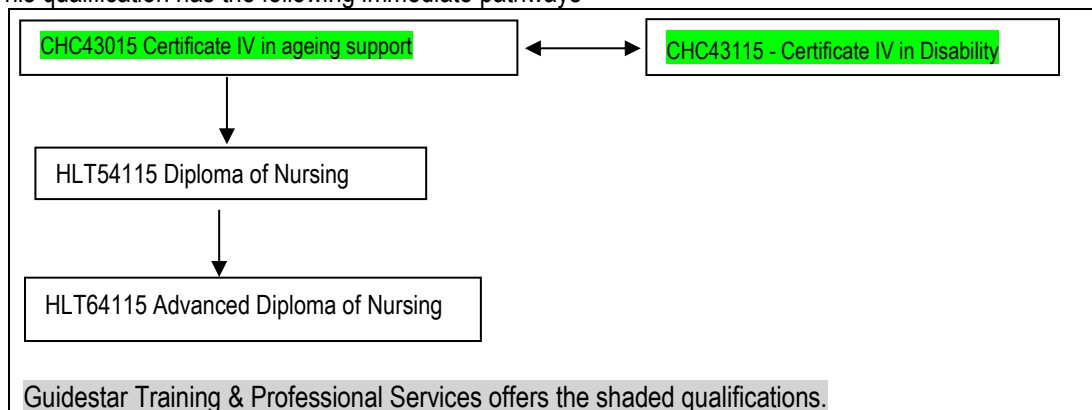
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 120 hours of supervised practical placement in a Disability Organisation or demonstrate evidence that you have the work skills required if you are already in the industry.

Requirements prior to work placement for Guidestar Training & Professional Services

- Completed theory work for all units of competency
- Police Clearance (no more than a year old)
- A current First Aid certificate (HLTAID003 Provide First Aid)
- A valid Working with Children Check
- Proof of Manual Handling Training (Done at Guidestar Training & Professional Services)

Pathways

This qualification has the following immediate pathways



JOB OPPORTUNITIES

Holders of Certificate IV in Disability can be employed in roles such as:

- Behavioural support officer
- Development officer
- Disability Officer – day support
- Disability support officer/worker
- Employment coordinator (disability)
- Job Coordinator
- Lifestyle support officer
- Local area coordinator

- Marketing Coordinator
- Project officer (life enhancement team)
- Residential care officer
- Senior personal care assistant
- Social educator
- Social trainer
- Supervisor

OUR COURSE ENTRY REQUIREMENTS

- Satisfactorily complete Guidestar Training & Professional Services Pre-Training Review Process which includes language, literacy and numeracy test (LLN)
- Demonstrate ACSF level 4 during the LLN process.
- Be over 15 years of age
- Please note that all students below 18 years must have parental consent to do the course

CORE UNITS & ELECTIVE UNITS FOR THIS QUALIFICATION

11 Core Units

1. CHCCCS015 Provide individualised support
2. CHCDIS002 Follow established person-centred behaviour supports
3. CHCDIS005 Develop and provide person-centred service responses
4. CHCDIS007 Facilitate the empowerment of people with disability
5. CHCDIS008 Facilitate community participation and social inclusion
6. CHCDIS009 Facilitate ongoing skills development using a person-centred approach
7. CHCDIS010 Provide person-centred services to people with disability with complex needs
8. CHCDIV001 Work with diverse people
9. CHCLEG003 Manage legal and ethical compliance
10. HLTAAP001 Recognise healthy body systems
11. HLTWHS002 Follow safe work practices for direct client care

3 Elective Units

1. CHCMHS001 Work with People with Mental Health Issues
2. CHCPRP001 Develop and Maintain Networks and Collaborative Partnerships
3. CHCCCS011 Meet Personal Support Needs

Course Duration & Study Options

These course is designed to be completed within a period of minimum 32 weeks.

We have day, Evening and Weekend classes

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Fees and Charges:

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Enrolment or Registration fee (Non- Refundable)	\$50	N/A (part of \$60)	N/A (part of \$300)
CHC43115 Certificate IV in Disability	\$ 2,700	\$ 60	\$ 300

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ASSESSMENT ARRANGEMENTS:

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ASSESSMENTS INSTRUMENTS

1. Short Questions and Activities (SQ)
2. Scenario questions (SC)
3. Case study Questions (CS)
4. Research Questions (RQ)
5. Students Journal (SJ)
6. Third-party Workplace Assessments with demonstration on the job (TWA)
7. Simulations/Class Activities
8. Recognition of prior Learning (RPL).
9. Credit Transfer (CT)

See specific Units for details on what instruments will be used

Assessment Terminologies commonly used:

You will be graded as follows:

GRADE	DESCRIPTION
C	Competent
S	Satisfactory
NYS	Not Yet Satisfactory
NYC	Not Yet Competent
RPL	Recognition of prior learning
CT	Credit Transfer