



# **Certificate III & IV Courses Student Information Booklet**

[www.guidestartraining.com.au](http://www.guidestartraining.com.au)

**PHONE: (03) – 93564646**

**WELCOME!**

**2020**

**Office Address**

**25 Victoria Crescent  
St. Albans Vic 3021**



**EXCEL WITH US!**  
**GET YOUR QUALIFICATION**  
**NOW!**

**No Placement needed if you are in the industry**  
**We support you!**

**We provide reference for your first job!**

## **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](http://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 and/or 0414376163**

## **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
- HLTFSE001 Follow Basic Food Safety Practices
- HLTHPS006 Assist Clients with medication (conditions apply)

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
- Noble Park (subject to students' availability)
- Werribee (subject to students' availability)

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 and evening classes
- 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 learning support to our students
- We guarantee students a practical work placement opportunity and do not leave them to find one for themselves
- 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 all our students supporting them until they secure jobs (reference checks, resumes)

### DELIVERY LOCATIONS & SERVICES

We operate in St. Albans and with students' availability, offer classes in Noble Park and 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](mailto: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 an 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:**

Skills First is a government initiative that 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. Skills First Funding is available for all GTPS qualifications subject to meeting the eligibility criteria below.

Kindly speak to a GTPS staffer for assessment as to whether you meet the eligibility criteria for Skills First Government Funding initiative.

## **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](http://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:**

<b>GRADE</b>	<b>DESCRIPTION</b>
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 must 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](mailto: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](mailto: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](mailto:contact@guidestartraining.com.au)

**Website** ([www.guidestartraining.com.au](http://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 other 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.

## **STUDENT'S COMPLAINTS & APPEALS POLICY & PROCEDURE**

This procedure has been developed and implemented to ensure that GTPS has an efficient and effective complaints and appeals management process to allow you to express any concerns you may have that relate to the nationally recognised training programs we offer. In addition, this procedure outlines the process by which GTPS will continuously improve the quality of services based on information gained from complaints and appeals from this process.

### **Definitions**

#### **Complaint**

A complaint is any expression of dissatisfaction with an action, product or service by you

#### **Complaints Process**

A process by which you may raise a concern about the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third-party providing services on behalf of GTPS, its trainers, assessors or other staff; or
- c) a fellow student

#### **Appeals**

A process whereby you may request the review of a decision made by us or a third-party providing services on our behalf. The decision made by us or a third party may be an assessment decision or may be about any other aspect of our operations. An appeal is generally an escalation of a complaint, where the you could be dissatisfied with the process or outcome of a complaint.

### **Process**

#### **Complaints Management (informal resolution)**

1. You are encouraged to firstly resolve any complaints you have in an informal manner;
2. You can do this by approaching the person/s against whom you are making the complaint and try to rectify issues that relate to your complaint;
3. In the event you are unable to resolve the complaint through the informal process then you have an option to lodge a formal complaint.

### Complaints Management (formal resolution)

4. You may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Training Coordinator and should contain the following details
  - a. the reasons for the formal complaint i.e. the why, and
  - b. provide situational background to the complaint i.e. the what, when, who, where and how.
5. The Training Coordinator, having regard for the relevant circumstances will consider the formal complaint by:
  - a. reviewing your letter;
  - b. verifying that all appropriate GTPS procedures have been correctly carried out;
  - c. sourcing additional information from appropriate staff concerning the subject of the complaint;
  - d. discussing the matter directly with you
  - e. undertaking other investigation or action as appropriate.
6. After consideration of all available evidence, the Training Coordinator may decide to:
  - a. Dismiss the complaint
  - b. Uphold the complaint and direct that:
    - ✓ restitution as appropriate be made to you
    - ✓ relevant administrative systems or procedures reviewed;
    - ✓ appropriate preventative action is undertaken;
    - ✓ other actions as appropriate.
7. You will be informed of the outcome within 10 working days of submitting the formal complaint. The written advice of the outcome shall include the reasons for the outcome and advise you of your right of appeal.

### Appeal Against Assessment Decision

- If you are dissatisfied with the mark awarded or an outcome of an assessment task, or the result for a unit because you feel the mark or result is unfair or incorrect, you may submit a request to the GTPS Training Coordinator for a review.
- In the first instance, such review will be undertaken by the original assessor. If you remain dissatisfied with the outcome, then you may lodge a formal appeal.
- The appeal must be in writing, explaining the reason for the appeal, and be submitted to the GTPS Training Coordinator within 10 working days of your being notified of the review outcome.
- Where reasonable grounds for appeal exist, the GTPS Training Coordinator will arrange for an external review to be undertaken. Any costs associated with the external review will be borne by GTPS.
- You will be notified in writing of the outcome of the external review. The outcome of the external review will be final.

### Further Appeals Management

1. You have the right of appeal on one or more of the following grounds:
  - a. That the investigation process did not take account of all matters related to the complaint;
  - b. That you can provide new evidence which could not reasonably have been provided at the time of the formal complaint resolution process;
  - c. That a procedural irregularity has occurred in the hearing of a complaint during the formal resolution process.
2. An appeal must be lodged in writing to the Operations Manager within 5 working days of notice of the outcome of the formal complaint's procedure.
3. Upon receipt of the written appeal the Operations Manager will:
  - a. Consider the matter and complete the investigations within 5 working days of notification of appeal;
  - b. Report to the Senior Management his/her findings, decision and recommendations, and
  - c. The Senior Management will consider all evidence and on reaching a decision, notify you in writing of the outcomes of the process, the reasons for the decision(s) and any specific action to be taken.
4. The decision of the Senior Management is the final step in GTPS internal Complaints and Appeals Process.

### Independent Mediation and Consultation

At any time during the complaint and appeal process you may seek the advice or mediatory services of an external independent person or body of your choice for example Dispute Settlement Centre of Victoria (DSCV)- **1300 372 888** or VRQA ([www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)) or on phone contact **(03) 9637 2806** or National Training Complaints Hotline Phone **133873** or via email to [skilling@education.gov.au](mailto:skilling@education.gov.au)

### Record Keeping

1. Staff members associated with investigating and resolving a complaint or appeal are required to keep file notes of any related discussions or actions. Such file notes are to be marked 'Strictly Confidential' and be held in a secure restricted place. All official correspondence with you will be retained in the same place.
2. Notes should be kept to a minimum stating only facts and relevant details as described by the parties. Dates and times of interactions should also be recorded.
3. All complaints and appeals including the nature of the complaint/appeal, the outcomes of the complaint/appeal will be recorded onto our Complaints & Appeals Register; and
4. Actions arising from our Complaints & Appeals Register will be used to continuously improve GTPS systems and operations.

## STUDENTS FEES & REFUND POLICY (S)

### Fees Charges

This policy outlines how our RTO – GTPS manages fees and refunds. The policy is guided by AQTF condition 5, option 3 and the current year guidelines about fees for the Skills First Program

### Scope

This policy covers all fees paid to and refunds provided by GTPS and the statement of fees requirements for the current year.

### Definitions

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

### Policy

- Prior to enrolment you can find information on all fees payable and payment options from our website or over the phone or in person in our office
- Tuition fees are payable when your enrolment is confirmed
- Maximum tuition fee GTPS may require you to pay upfront is \$ 600.
- Thereafter fee payments will be no greater than \$ 1500 in any one instalment
- Payment plan can be negotiated with you on an individual basis.
- Tuition fees due must be paid as per an agreed payment plan entered during enrolment
- You are encouraged to consult with GTPS manager should you be unable to comply with the payment plan during your course
- Issuance of qualifications or statement of attainment is withheld until all owed fees is paid.

### Fees and refund policy

This policy is available at RTO's website [www.guidestartraining.com.au](http://www.guidestartraining.com.au), and in the Student Agreement form and in the Student Information Booklet (SIB)

### Fee Determination

Our fees for government funded courses are guided by the Ministerial Directions and GTPS adheres to the requirements set out in current year SKILLS FIRST 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 is set by the GTPS Management Board. Such fees are considered fair and reasonable considering 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 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 you wish to transfer the fee to another of GTPS courses. No registration fee will be applicable for such transfer. You are however to consent in writing for the transfer of the fee to occur
- If you have paid in advance for a Short Course (below \$ 600) and cannot attend, you have an option of receiving a full refund or transfer of the fee paid to the next available course
- If you intend to withdraw from any Qualification, you **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** non- refundable Registration fee.
- Once training for any qualification has commenced and you decide 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 during an extended study duration for any qualification, you decide to withdraw.

### Payments

- All GTPS **Short Courses** Fee of less than \$ 600, 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 **\$ 600 prior** to course commencement and thereafter enter a **payment plan** for the fee balance. The fee balance payments will be no greater than \$ 1500 in any one instalment

### Statement of Fees for the Current Year.

Please note the following:

- **Delivery method** for all GTPS courses is face to face unless unforeseen circumstances dictate an alternative method of delivery so as not to disadvantage a student. This would have to be discussed expressly with the Operations manager and be mutually agreed with the affected learner
- All our qualifications are current in the **training packages** i.e. CHC Release 2.0 (06/08/2015) and HLT Release 3.1 (16/Jun/2016)
- Our course(s) **locations** are St. Albans, Lalor, Werribee and Noble Park. Specific Addresses in Training Plans, SIB and Website

- Our **support** to you include referrals as required, flexible learning, bilingual support/trainer as is possible, manned student support room, one-on-one support days, equipment, alternatively formatted resources, cultural considerations, disability support, varied assessment and training methods, supportive students' policies, work placement etc
- Theory **assessments** incorporate short questions, research, scenario's, case studies and simulations. All theory is followed by placement hours as required. See table below.

Description	CHC33015 Certificate III in Individual Support	HLT33115 Certificate III in Health Services Assistance	CHC43015 Certificate IV in Ageing Support	CHC43115 Certificate IV in Disability	Dual Certificate III Courses	Dual Certificate IV Courses
Enrolment fee (Non-Refundable)	\$ 50	\$ 50	\$ 50	\$ 50	\$ 50	\$ 50
Government funded <b>WITH concession</b> (Material Fee)	N/A	N/A	\$ 60 – Only \$10 if paid \$ 50 above	\$ 60 – Only \$10 if paid \$ 50 above	\$ 80 - Only \$ 30 if paid \$ 50 above	\$ 80 – Only \$ 30 if paid \$ 50 above
Government funded <b>NO concession</b> (Material Fee)	\$ 100. Only \$ 50 if paid \$ 50 Enrol fee	\$ 100. Only \$ 50 if paid \$ 50 Enrol fee	\$ 120. Only \$ 70 if paid \$50 Enrol Fee	\$ 120. Only \$ 70 if paid \$50 Enrol Fee	\$ 200. Only \$ 150 if paid \$ 50 Enrol Fee	\$ 200. Only \$150 if paid \$ 50 Enrol Fee
Self-Funded Fee	\$ 1,800	\$ 1,950	\$ 2,900	\$ 2,700	\$ 2,500	\$ 3, 500
*Estimated value of Govt Contribution	\$ 6000	\$ 6000	\$ 10,000	\$ 6,500	\$ 8,000	\$ 13,000
<b>Duration (I)</b> for Intensive Program	Minimum 6 months	Minimum 6 months	6-7 months	6-7 months	8 months	9 months
<b>Duration (II)</b> for Standard Program	1 year	1 year	1 year	1 year	1 – 1.2 years	1 – 1.2 years
<b>Placement</b> requirements	<b>120 hours</b> in an Aged Care Facility	<b>80 hours</b> in a Health Care institution	<b>120 hours</b> in an Aged Care Facility	<b>120 hours</b> in a Disability Organisation	<b>120 hrs</b> for CHC33015 <b>80 hrs</b> for HLT33115	<b>120 hrs</b> for CHC43015 <b>120 hrs</b> for CHC43115

**These are estimates & assume no RPL is applicable to the student**

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)	<b>\$ 110</b>
Manual Handling Certificate of participation	\$ 50
HLTFS001 Follow Basic Food Safety Practices (Guidestar students) Discounted to	\$ 75
HLTFS001 Follow Basic Food Safety Practices – Non GTPS students - Price of any Cert III Unit as per below table	\$ 130
HLTHPS006 Assist Clients with medication (per person)	\$ 300

**OTHER CHARGES THAT MAY APPLY**

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 individually	\$ 130
Completing any Certificate IV unit of competency other than medication, individually	\$ 150
1 <sup>st</sup> and 2 <sup>nd</sup> re-assessment of a unit of competency initially assessed as "NYS"	\$ 0
3 <sup>rd</sup> 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 tuition fees as published 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 SKILLS FIRST eligibility, Fee Exemptions/Waiver, Concessions please consult with the attached appendix in SIB and website

**PAYMENTS PLAN (IF APPLICABLE – N/A if the figure is below \$ 600)**

DATE INITIAL PAY IS MADE		
INITIAL PAYMENT MADE IS		\$
BALANCE DUE FOR THE QUALIFICATION		\$
BALANCE 1 <sup>ST</sup> INSTALMENT	\$	BY END OF
BALANCE 2 <sup>ND</sup> INSTALMENT	\$	BY END OF
BALANCE 3 <sup>RD</sup> & FINAL INSTALMENT	\$	BY END OF
I agree to pay as per the plan above		
STUDENT NAME: _____	SIGN: _____	DATE: _____
Witness RTO Representative		
NAME: _____	SIGN: _____	DATE: _____

- Please note short courses such as Manual Handling, First Aid, Anaphylaxis, Asthma, CPR, Medication etc. all fall below \$ 600 fee Category and **MUST** be paid prior to course or (if negotiated) on the day of the course (see fee and refund policy).
- Note there is no provision for more than 3 instalments

**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. Find more information in our PTR policy in the next page

**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](http://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).

GTPS cannot therefore issue you with a nationally recognized VET qualification or Statement of Attainment (SOA) when you even when you complete your program and are competent until you produce your 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) from 2016.

**How to get a USI:**

It's free and easy to create your USI. If you have not yet obtained a USI, you can apply for it directly at <http://www.usi.gov.au/create-your-usi/> on computer or mobile service and follow the prompts

Alternatively, you can provide consent and necessary identification for GTPS to create the USI for you

In accordance with section 11 of the student Identifiers Act 2014, Our RTO will securely destroy personal information which we collect from individuals solely for applying for a USI on their behalf as soon as practicable after we have made the application, or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

## **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 have 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 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 hand 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.

**For a detailed version of the PTR policy, please visit our website [www.guidestartraining.com.au](http://www.guidestartraining.com.au)**

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

### **TRAINING PLAN:**

The training plan outlines who will deliver the training, and when and where a student would need to go to receive the training.

#### **What is included in the Training Plan**

The training plan must follow the guidelines as set out in the current VET Funding Contract specifically the following:

- Name and contact details of our RTO
- Title and code of qualification being offered and units of competency to be obtained
- Program Unique Supervised Hours (PUSH)
- Program Supervised Teaching Activity Completion Date for the qualification
- Scheduled hours for each unit of competency
- Timeframes for achieving unit of competency
- The competencies to be obtained
- The delivery modes to be employed
- Assessment details and arrangements
- Persons responsible for the delivery and/or assessment of each competency
- The details (when, how and how much) of the time allocated outside routine work duties is for off-the-job training
- A record of any recognised prior learning (RPL) RCC and/or Credit transfer granted as applicable
- Any other specific requirements as deemed necessary to inform the student fully
- It also captures any specifics of the support that GTPS will provide as identified during the PTR process

#### **Changes to the Training plan:**

If the Training program changes due to RTO's and/or your circumstances, those changes will mutually be agreed and be documented accordingly.

You will receive the Training plan prior to commencing your studies or in the first week of your commencing the studies with our RTO

### 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 competence at the time of withdrawal. A **statement of attainment** (SOA) 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.

Depending on the circumstances, if a reasonable (over 3 months) period will have lapsed since the student completing any units, a student who wishes to recommence learning may have to undergo an assessment against the earlier completed units of competencies to ensure knowledge and skill levels remain current.

Assessment will be at the applicant's cost which will be mutually agreed between the student and GTPS

### 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 must 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 always important to ensure your own safety. 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.

You can contact GTPS on 93564646 or 0414376163 or [www.guidestartraining.com.au](http://www.guidestartraining.com.au)

### **PRACTICAL WORK PLACEMENT:**

GTPS ensures that your work placement is conducted in accordance with the most recent published "Guidelines issued by the Department of Education and Training Victoria for Registered Training Organisations and Employers in relation to Post-Secondary Students undertaking Practical Placements" and that practical placements are sufficient and appropriate.

GTPS will obtain work placement for you. This is done in consultation with you and the placing Facility/ Organisation. You must appreciate that it is a very challenging task to find work placement and much cooperation and understanding is requested on your part. To ease the whole process, we require you to inform the Placement Coordinator of the following:

- ✓ Suburb you live in and the Aged Care Facilities or HAC/Disability Organisations nearby
- ✓ Any Nursing Home Facility, HAC/Disability Organisations you would like to be placed in so efforts to do so can be made by the Placement Coordinator.
- ✓ Forward the details of a Nursing Home Facility, HAC/Disability Organisations you may have contacted so we can formalise the arrangements
- ✓ Be flexible to do placement in a neighbouring suburb if your choice Suburb organisation has no vacancy or is unwilling to have you
- ✓ Inform of availability for the placement e.g. every day of the week, one day a week etc. Please note that majority of hosting organisations will require at least minimum 3 x days a week.
- ✓ Ensure you have the following documents which are mandatory for your placement needs
  - Police Check
  - First Aid Certificate
  - Manual Handling Certificate
  - Working with children check for all students completing Health Services Assistance and Disability qualifications
  - Guidestar Training Placement Book duly signed
  - Placement uniform as required by the hosting organisation

The Placement Coordinator is willing to walk with you the journey of getting ready for placement. Please Cooperate

#### **On our part GTPS will:**

- ✓ Contact the placing Nursing Home Facility, HAC/Disability Organisations and negotiate suitable times for you
- ✓ Do follow up phone calls on your performance during placement
- ✓ Send in a Clinical Assessor at least once a week or as agreed with the Facility, HAC/Disability Organisation, if they require more than a weekly visit
- ✓ Provide needed insurance and other documentation for your placement
- ✓ Provide any feedback to and from Hosting organisation or from you as needed
- ✓ Deal with all admin related issues for the placement

#### **On a minimum, GTPS written practical placement agreement includes:**

- Our RTO details including address and contacts
- Placing organisation or company's details including address
- Course of study you are completing with GTPS
- The relevant skills you are required to obtain as part of your course
- The start and finish dates and the total length of the practical placement expressed in hours, and the maximum hours per week
- Clarification that you are not required to be paid for the practical placement as per the ministerial practical placement payment order
- Agreement space for the Placing organisation, RTO and yourself to sign
- Evidence that the placement is sufficient and appropriate to meet the vocational outcomes of the unit/module

#### **You must ensure that you:**

- ✓ Complete the placement book as per requirement
- ✓ Consult with Placement Coordinator and/or Clinical Assessor if unclear
- ✓ Behave as per the laid-out guidelines in the placement book
- ✓ Get back with any concerns that Placement Coordinator and/or Clinical Assessor needs to address
- ✓ Liaise with the Clinical Assessor on any matters that need attention during your placement.

### **CERTIFICATES & SOA ISSUANCE BY GTPS**

#### **Certification:**

- 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 (SOA) provided if you have paid in full for the tuition related to the said units of competency.
- Certificates generation and numbering is done via our student management system VETtrak and retains a record of all issued certificates or SOAs.

#### **Withdrawn Student:**

If you withdraw from a course, you do not get a certificate, but an SOA could be applicable dependent on the stage at which you withdrew from the course.

#### **Period**

- GTPS endeavours to issue certificates as soon as possible after you have submitted all the required evidence. Where this is not possible, we have the following guideline:
- From the date you submit your final evidence, it shall take a minimum of:
  - 10 working days for a qualification certificate to be issued
  - 5 working days for an SOA to be issued for all short courses e.g. First Aid
- GTPS will ensure you are always informed during this period

GTPS ensures that for students who have qualified that the certificate is not held beyond 30 working days.

GTPS ensures that an accurate completion data is provided to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines for every student who completes a course

#### **Replacing Certificates:**

Where a certificate or a SOA has been lost, damaged or stolen and it is not GTPS fault, you can request for another certificate or SOA to be re-issued. GTPS will replace certificates and SOA's at a fee as per GTPS fees and refund policy. The replacement will also have the words "reprint" on the document. If you are seeking replacement of a lost certificate or SOA you will be required to verify your identity through an identification process.

#### **Procedure for issuing certificate:**

##### **Theory and written assessments:**

1. You complete attending classes and there is proof from attendance sheets
2. You complete written assessments after attending class
3. Completed units are submitted for marking to the Assessor
4. Feedback is provided to you verbally and in writing in the specific unit of competency
5. You are provided with an opportunity to review assessed work and do corrections
6. All re-assessed work is returned to GTPS office for recording and safe keeping
7. If you are deemed Not Yet Satisfactory (NYS) at theory level, you may not proceed for placement and necessary support will be provided to help you obtain a satisfactory outcome.  
You are required to cooperate as failure to address NYS outcomes may mean discontinuation from the course.
8. You should always keep a copy of your submitted work. It should however be noted that once an assignment is submitted to GTPS, it cannot be returned to you as it becomes evidence of your participation (EOP)

#### **Placement Evidence:**

1. All units' summative assessments for any given qualification must be completed and a Satisfactory (S) outcome obtained before you can proceed for placement. See the Training and Assessment schedule for deadlines and/or Assessment Guidelines
2. You then proceed for placement and complete required hours of practical work placement e.g. 120 hours for certificate III in individual support or 80 for certificate III in Health Services Assistance
3. With the support of the clinical assessor, you must ensure all entries into placement record are done as per requirement. This includes dates and journal completion on your part
4. You then submit completed placement book as evidence of practical work placement

#### **Admin Process:**

1. GTPS Admin staff receive all written assessments for all units of competency for the qualification in question
2. GTPS Admin staff receive a comprehensively completed evidence of your practical work placement showing that all the required hours have been completed, the journal, comments from the workplace, related signatures etc
3. The admin staff reviews the above evidence all other related official paperwork
4. Necessary checks are carried out by the designated staff to the process of certificate issuance
5. Details of the Certificates are entered in the CERTIFICATES COLLECTION LOG BOOK
6. You sign for the certificate or Statement of Attainment (SOA).
7. You can also request for posting of the certificates or SOA. Postage charges will apply as \$ 10 per postage in Victoria and \$ 15 for interstate posting
8. Collection of certificate or SOA by someone else other than yourself must be authorised by you writing. The person collecting may be required to produce identification

#### **Records:**

All your evidence of participation is kept as per requirement

## VET DATA & STUDENT PRIVACY POLICY

### **Victorian Government VET Student Enrolment Privacy Notice**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*.

### **Collection of your data**

**Guidestar Training & Professional Services** is required to provide the Department with student and training activity data. This includes personal information collected in the **Guidestar Training & Professional Services** enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

**Guidestar Training & Professional Services** provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

### **Use of your data**

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion). Which may be relevant to the services provided to the student

A student's USI may be used for specific VET purposes including the verification of student data provided by **Guidestar Training & Professional Services**; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

### **Disclosure of your data**

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

### **Legal and Regulatory**

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006 (Vic)*. The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014 (Cth)* and the *Student Identifiers Regulation 2014 (Cth)*.

### **Survey participation**

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

### **Consequences of not providing your information**

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy

#### **Access, correction and complaints**

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact **Guidestar Training & Professional Services'** Privacy Officer in the first instance by phone [03-935646] or email [contact@guidestartraining.com.au](mailto:contact@guidestartraining.com.au)

#### **Further information**

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to:

<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

**THANK YOU**

**SEE SPECIFIC COURSE INFORMATION FROM NEXT PAGE**

# CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT

## 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**

This 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](mailto:contact@guidestartraining.com.au)

**Ph:** (03) 93564646

**Mob:** 0414376163

### **FEES AND CHARGES:**

Refer to the Fees and Refund Policy and specifically to the statement of fees for the current year on page 11 of this document.

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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:

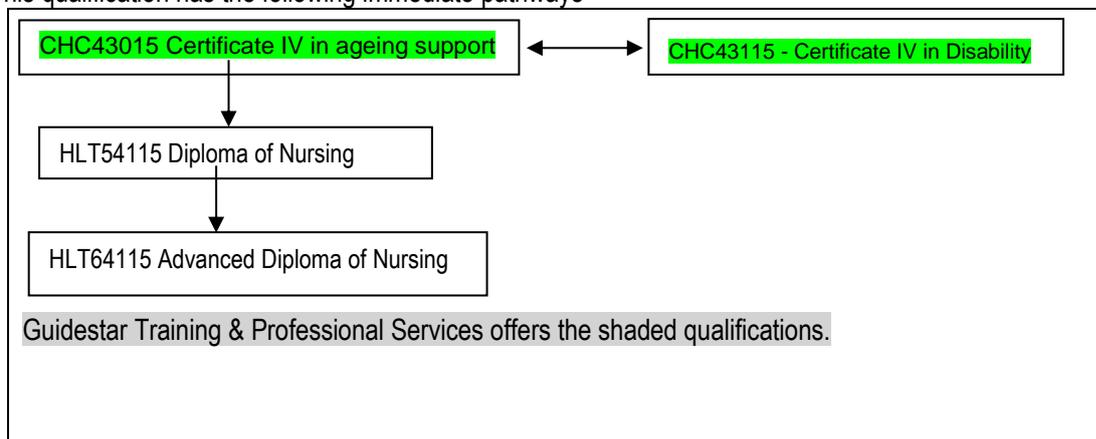
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 120 hours of supervised practical placement in an Aged Care Facility or demonstrate evidence that you have the work skills required if you are already in the industry.

## 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

This 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](mailto:contact@guidestartraining.com.au)

**Ph:** (03) 93564646

**Mob:** 0414376163

### **FEES AND CHARGES:**

Refer to the Fees and Refund Policy and specifically to the statement of fees for the current year on page 11 of this document.

### **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:**

<b>GRADE</b>	<b>DESCRIPTION</b>
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:

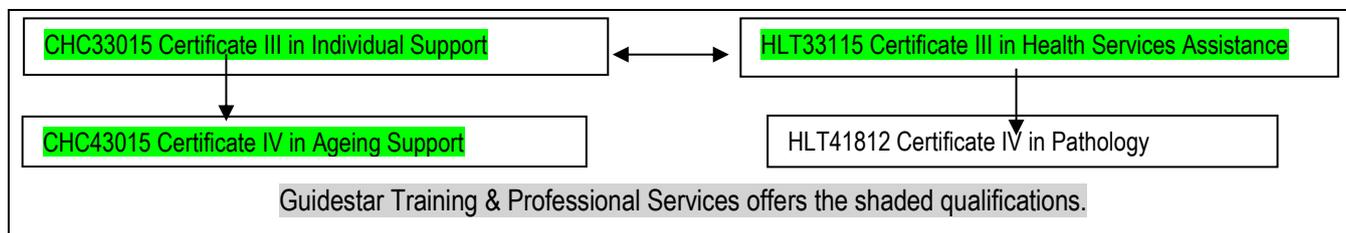
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 80 hours of supervised practical placement or demonstrate evidence that you have the work skills required if you are already in the industry.

## 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. HLTFS001 Follow basic food safety practices
7. CHCCCS010 Maintain a high standard of service
8. CHCLEG001 Work legally and ethically

## Course Duration & Study Options

This 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](mailto:contact@guidestartraining.com.au)

**Ph:** (03) 93564646

**Mob:** 0414376163

## FEES AND CHARGES:

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## 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:

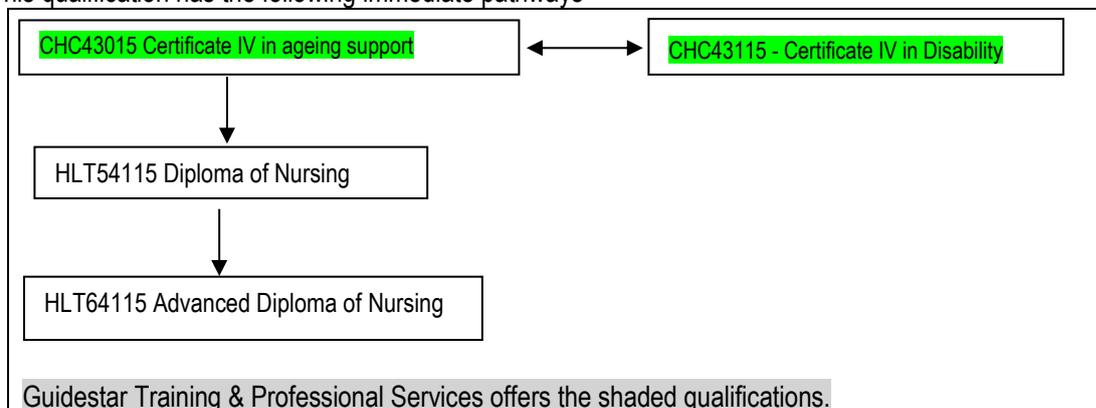
To achieve this qualification, you must, besides completing the theory part of the qualification, complete 120 hours of supervised practical placement in a Disability Organisation or demonstrate evidence that you have the work skills required if you are already in the industry.

## 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

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

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### **ASSESSMENTS INSTRUMENTS**

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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:**

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