

Student Handbook

Registered Training Organisation (RTO 4755)





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About Alzheimer's WA

Alzheimer's WA is a leading dementia learning service in Australia

Our highly skilled team have extensive experience in a wide range of areas, facilitating learning experiences which touch, move and inspire students to transform their practice.

Informed by current research and contemporary practice, our comprehensive suite of education offerings forms part of an integrated learning pathway incorporating both accredited and non-accredited courses as well as online.

Our approach builds highly skilled dementia practitioners across a broad range of professions. We also facilitate organisational transformations through our consultancy work with providers. This work can help to achieve better outcomes for consumers and promote a positive work culture that can reduce staff turnover.

We provide tailored education for care partners and families that supports adjusting to changes and promotes meaningful engagement and confidence.

Our work with community groups and organisations seeks to create an inclusive community where there is no longer a stigma associated with living with dementia.

Our highly professional educators are all qualified and have vast and varied experience in providing support to people living with dementia and their families in either community, hospital or residential settings.

Our Vision

A world where people with dementia and their families are supported and valued on their dementia journey.

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Selection and induction

For some Alzheimer's WA accredited training, applicants are required to be employed in dementia care. Application can be made by completion of the enrolment form. Learners will be made aware of the contents of the program, any special conditions and the assessment requirements prior to, or during the introductory session.

Unique Student Identifier

All students who undertake nationally recognised vocational education and training **MUST hold a Unique Student Identifier (USI)**. The USI is a part of the way the Australian Government is improving the training sector, and means that you will be able to keep track of your enrolments and achievements from a single online source.

If you don't have a USI, Alzheimer's WA cannot, by law, issue a Certificate, Statement of Attainment or transcript for your completed training. This means that without your USI you will not be able to receive formal recognition for your studies. If you are currently involved in a course of study or are returning to study you will need to apply for a USI. Once you have obtained your USI this needs to be made available to your training body.

You can create your own USI by going online to www.usi.gov.au. On the first page, the first item on the left will say 'Create a USI'. Click on the link and go through the steps. On the right side of this page is a help link should you require assistance.

You will need to have some ID with you when you sign up such as a Drivers License, Medicare Card, Australian Passport, Visa or Australian Birth Certificate.

Please keep your USI safe. When enrolling for training you can insert your USI number on the enrolment form. Alternatively you can bring the USI with you on your first day of training. Alzheimer's WA will need to verify your number.

Enrolment

Prospective students are required to complete a Student Enrolment Form, prior to the commencement of the course, and forward together with applicable course fees to Alzheimer's WA.

The enrolment form contains all the required information under the current AVETMISS standards and can also allow for collection of data required by the State Government Registered Body.

Payment options

- » Pay the full amount of fees and charges (if it below \$1,500.00)
- » Pay fee by installment
- » Present signed authority from the employer to invoice that employer for the course fees that relate to the student. The signed authority form will be supplied by Alzheimer's WA.

Fees and charges (tuition contributions)

1. Fees and charges are collected as per the terms and conditions signed and agreed to on enrolment.
2. Withdrawing from the course and/or not completing training and assessment does not exclude a student from paying the full course fees as agreed to.
3. Students suffering from hardship may, at the discretion of the Education & Training Manager, apply in writing for their payment plan to be amended.
4. Individual payment plan options are available on request and approval from the Education and Training Manager.
5. Enrolment is not complete and you cannot commence training until the initial fees and charges have been paid.

Payment by installments

1. Students who opt to pay by payment plan will be required to complete the payment plan forms and commence the payment plan prior to commencement date of the course.
2. Students who have fallen behind in their payments will not be enrolled in additional units unless appropriate arrangements, agreed to by both the students and Alzheimer's WA, have been put in place to pay the outstanding amount.
3. Payment by instalments may be arranged through our AWA Accounts Department.

Payment process

1. Complete enrolment form as part of the training sign up process.
2. Fees may be paid by the employer or the students. This must be established during the sign up process. A signed authority from the employer to invoice that employer for the course fees (and other charges applicable) that relate to that student must be present.
3. Tax invoice forwarded to employer or student (whomever is responsible for paying the fees).
4. First due payment paid prior to the first class.

Additional fees and charges

- | | |
|--|---|
| 1. Replacement of award/qualification/ academic record: \$50 | 4. Re-issuing of course material on USB: \$20 |
| 2. Re-issue of academic statements
Results on computer network: \$20,
Results from archive: \$30 | 5. Recognition of Prior Learning Assessment:
To be negotiated (including balance
of payments) |
| 3. Posting for re-issue of documents: \$15 | |

Withdrawals and refunds

If individuals wish to withdraw from a course for good reason and make this request in writing, prior to the next scheduled unit delivery, they may be eligible for a refund or partial refund, which will be at the discretion of the Education and Training Manager.

Fees and charges will be refunded to students in the following circumstances:

- » Alzheimer's WA will refund course fees to students if a course is cancelled or discontinued for any reason.
- » Students may be eligible for a refund if they withdraw from the workshop/course for reasons of personal circumstance beyond their control. For example, serious illness resulting in extended absence or injury or disability that prevents the student from completing their program of study. In all cases, relevant documentary evidence (e.g. medical certificate) will be required.
- » Any approved withdrawals after the course has commenced will be subject to the deduction of:
 - » a non-refundable administration fee (\$260)
 - » any scheduled units already attended
 - » cost of any unreturned resources

How will training be delivered?

Off-the-job training (workshops)

We are able to offer group training in our fully equipped training rooms. Training schedules are different for each course. A calendar of training days will be provided upon enrolment.

It is a requirement of the course to attend all training days. Non-attendance will impact your ability to complete course requirements and/or assessments successfully. Exceptions may be given after discussion with the training coordinator. Students are obliged to notify their trainer if they are going to be absent from any session or work place visit at the earliest possible time. In the event of sickness or pre-arranged leave, the training coordinator will provide the student with any handouts or literature from that class.

Our facilities include well equipped training rooms, a comprehensive range of teaching resources and materials (charts, posters, visual aids etc) and a library to borrow resources and access to our website.

On-the-job training

Workplace visits

Some qualifications involve 'on-the-job' training activities. Ideally, students will be allocated a supervisor at their workplace, who will be responsible for mentoring/learning on the job. An Alzheimer's WA trainer/assessor will make periodic visits to your workplace as required, for each specific course. Students will be notified of requirements on enrolment.

Work placement

Workplace learning is an integral part of the students learning journey. It's an opportunity to develop and practice skills within a real workplace environment.

The amount of time required to complete work-placement is dependent on the course you are enrolled in. For example, the Certificate III in Individual Support (CHC33015) requires students to complete a minimum of 120 hours of work-placement.

The Training Team will organise suitable training locations for students.

Prior to placement students must provide:

- » Current Police Clearance (no older than six months)
- » Proof of current Influenza and COVID-19 vaccination (unless medically exempt)
- » NDIS Worker Orientation Module 1-4

Who are Workplace Mentors?

Workplace mentors apply to students completing work placement as a requirement of their course. Ideally, each student will have a workplace mentor appointed, to assist with training and assessment activities. The responsibilities of the Workplace Mentor include:

- » Supervising students in an encouraging manner.
- » Liaising with the workplace trainer/assessor.
- » Motivating and providing leadership.
- » Supporting students with their learning.
- » Observing the demonstration of competencies.
- » Allowing the student time to apply their new skills.
- » Being a partner in the learning process.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge and to have their existing skills recognised. It includes competencies gained through formal study, work experience and other 'life' experience. RPL will be discussed with you prior to commencement of the training and an application form will be issued if you wish to apply.

The next step is to complete the application form with details of the experience and education that may be relevant to your qualification. You need to support this application with an evidence portfolio that is sufficient, reliable, valid and authentic to demonstrate you have the skills and knowledge required for that particular unit.

An interview with your assessor will be conducted to evaluate the validity of your application. Workplace observation and support from your supervisor may be the next steps in an RPL process. You will be notified of the success or otherwise of your application by your trainer/ assessor. Fees apply to any RPL request.

Credit transfer

Credit transfer applies to nationally endorsed training packages and Australian Qualification Framework (AQF) accredited courses. All RTO's nationally are required to recognise an identical module/competency that has been successfully completed at another educational institution or organisation.

This guarantees consistency throughout Australia of the AQF qualifications and Statements of Attainment. A credit transfer application form must be completed for each unit upon enrolment. The student submits the application form and documentary evidence including previously obtained certificates. If there is an appropriate Statement of Attainment from another RTO Credit Transfer will be automatically awarded.

Students may be required to provide written permission for Alzheimer's WA to verify certification that is not identified on their USI.

All students who wish to apply for credit, national recognition or RPL should discuss their enrolment with the training coordinator **prior** to enrolment.

Alzheimer's WA may require permission to view your USI file to verify completed units of competency.

Submitting written assessments

Your trainer will advise you of the correct method for submitting your written assessments. It is advisable that students always keep a copy of all work submitted.

All assessments must be submitted by the due date. Failure to do so may result in that submission attempt being deemed 'Not Yet Competent'.

Students have three opportunities to submit written assessments.

All assessment submissions are to be sent to students@alzheimerswa.org.au

Assessments must have:

- » Students name
- » Group number
- » Unit code and name

Assessment Methods

Assessment is the gathering and consideration of evidence in order to decide if a student has achieved competency standard. These standards are made up of relevant knowledge and applied skills in the workplace.

Each unit of competency has specific knowledge and performance evidence requirements, which the student must demonstrate to the required skill level to achieve a satisfactory result.

To demonstrate your knowledge evidence, each unit of competency has a written assessment element. Some units of competency may have assessment requirements which involve participation in simulation activities and/or practice in a workplace (work placement).

Simulation activities may be completed in the classroom in simulation training rooms located at the Training College.

Students will be notified on enrolment, the layout of each particular course and the assessment requirements and locations.

Alzheimer's WA endeavours to have a reasonable turn around with the marking of student assessments. During busy periods, students should allow up to three weeks for this process. If you haven't received a confirmation marking after that period, it is recommended you make contact with your trainer.

Assessment Grades

Students will be assessed as 'Competent' (C) or 'Not Yet Competent' (NYC) for each unit completed. Failure to achieve competency in any unit may require a student to re-submit an assignment or undertake another form of assessment designated by teaching staff responsible for the delivery of the particular unit at no extra charge. Students may be given extra tuition if required.

Units of Competency

Each course is made up of a number of units. A unit of competency describes what the student needs to know and do in order to be deemed 'Competent' in that unit. Once the student has demonstrated competency in all enrolled units, a qualification may be issued. If a student is only 'Competent' in a few units (not the full course), then a statement of attainment for those particular units will be issued.

After the assessment has been marked, the trainer will provide students with a feedback form outlining any required information to assist with understanding of requirements for that unit. Students will have a two-week period to have the required information sent back to the trainer for re-marking. There is a limit of three submissions of any assessment. If unsuccessful on the third attempt, a student will be deemed 'Not Yet Competent' for that unit.

If a student has been deemed 'Not Yet Competent', they may be deemed unsatisfactory for the course. The Trainer will ensure any concerns have been raised with the student prior to this occurring and supportive mechanisms have been implemented, if appropriate.

Students wishing to see what each unit of competency entails, go to: myskills.gov.au and enter the course number in courses and training provider section.

Extensions

Assessments: If a student cannot complete an assessment by its due date, extensions may be granted if students apply in writing and forward to the trainer. Students are to include a date they expect to finish. The extension period for assessments is usually no longer than two weeks. In exceptional circumstances, this may be extended after consultation with the trainer.

If a student does not submit their assessment by the due date and has not requested an extension in writing, the trainer may assign a not yet satisfactory mark to the assessment. This will count as one submission opportunity. Continuing delay may result in a Not Yet Satisfactory result for the unit of competency.

Course: If students require an extension for completion of the course, this is to be put in writing and forwarded to the trainer. Students will need to show good reason for the extension to be granted. Extension will be **no longer** than three months.

Extensions do not in any way change the pre-arranged payment plan. Students must adhere to the original plan, dates and conditions. If students do not adhere to the agreed Individual Training Plan Extension schedule and do not complete assessments within that time frame, they will be deemed 'Not Yet Competent' for any uncompleted units.

Cheating and plagiarism

Whilst it is acknowledged that the majority of students will approach their assessment tasks in an honest and professional manner, Alzheimer's WA takes the issue of cheating and plagiarism very seriously. All students are expected to adhere to high standards of academic integrity and honesty.

Plagiarism is the intentional use of another person's work as your own. Collusion is when two or more students work together to complete an assessment which should be completed individually. If students are unsure and require clarification, they can speak directly with their trainer.

There are strict rules that will be enforced in the event of such incidents. In the first instance, students will be required to re-attend the entire unit and repeat assessment tasks. The incident will be recorded in the student's file. Any second incident will result in expulsion from the program. Appeals against decisions can be referred to the Complaints and Appeals process for an independent review.

Resources

Training materials will be supplied, which contain information and activities that supplement the workshop learning and facilitate workplace learning. In addition students have access to the Alzheimer's WA library.

If any unit of competency has specific resource requirements outside of what is provided, students will be informed prior to enrolment.

Student Support Services

On completing the enrolment forms, the trainer will discuss with students any identified support requirements and implement an individual learning plan for the student. Reasonable adjustment can be made by the trainer/assessor to learner material or assessments where a student requires additional or modified support to be successful in their learning plan. The requirements of the training package are still required to be met. A training package is a document issued by the government that outlines what is required of a student to be granted a nationally recognised unit of competency.

We support you during the time of your training by way of:

- » Additional assistance from trainers where required.
- » Individual learning plan.
- » Adaptation of materials, training and assessment to meet individual needs.
- » Additional time to complete assessments.
- » Allowing students to demonstrate competency in various ways.

If a student is experiencing difficulties for personal or study related reasons, they should in the first instance, direct their concerns to the trainer, where appropriate, or directly to the Course Coordinator. Where study related issues are involved the trainer will assess the situation and provide support and guidance. Where the matter is beyond the scope of our organisation, we may recommend an external counselling service.

Language, Literacy and Numeracy (LLN) Support

Students who may require assistance or support with language, literacy and numeracy should contact the trainer immediately. All discussions are strictly confidential. It is vital that the trainer is aware of any LLN issues so as best to support the student and put the most appropriate strategies in place.

Our staff can discuss the different methods of conducting training and assessment to assist the student. We can also assist in accessing further support in language, literacy and numeracy.

A pre-training language, literacy and numeracy review is conducted to ensure students have sufficient skills to meet the requirements of each unit of competency. The assessors will use a combination of assessments depending on the need of the student. These could include:

- » Workbook exercises and case studies.
- » Demonstration.
- » Workplace research/Role plays.
- » Work samples.
- » Short answer questions.
- » Oral presentations.
- » Ongoing journal entries/Observation.

If the student has not met the required LLN level for the unit entry requirements, or the additional support needs are financially onerous to Alzheimer's WA or beyond the scope of the trainer, Alzheimer's WA may negotiate in good faith to withdraw the student from the course or postpone enrolment until the student has developed the skills required to meet the foundation skill requirements of the units. Alzheimer's WA will provide information and contact details of where support can be obtained.

What happens at the end of the training?

Qualifications are issued in accordance with the rules and regulations Alzheimer's WA are required to follow (The Standards for Registered Training Organisations, 2015). When you successfully complete your training, a certificate is awarded detailing the qualification and the units of competency achieved. If the training is not completed, a Statement of Attainment is awarded which outlines the units where competency has been attained.

A Certificate or Statement of Attainment is forwarded to the student's enrolling address given on successful completion of the training. It is important that we have your current contact details so that certificates and correspondence are correctly forwarded. It is the student's responsibility to ensure all information is current including phone number and address.

Re-issuing documents incurs a fee. See fees and charges. Qualifications are only issued when all fees and charges have been paid in full.

Access and Equity

Alzheimer's WA is committed to the principle of equal opportunity and it is their policy to ensure that the talents of all students are utilised fully. Alzheimer's WA will ensure that no student is disadvantaged by conditions which cannot be shown to be relevant to performance, or receive less favourable treatment because of any such conditions – including on the grounds of sex, marital status, career status, age, impairment, parental status. People with disabilities are encouraged to apply.

Alzheimer's WA will:

- » Recognise its legal obligations under the *Equal Opportunity Act 1995* and other state and federal legislation;
- » Distribute and publicise this policy statement throughout the organisation and elsewhere as appropriate;
- » Promote an understanding of equal opportunity principles among all staff; and
- » Encourage, and if resources are available, provide training and development to assist the student to successfully complete their training.

What are my responsibilities as a student?

Alzheimer's WA expects student behaviour to be respectful and courteous to others within the learning environment. All students are encouraged to participate in class discussions and offer input to topics of conversation. This enables students to have verbal exposure to different working environments and job roles. Given the sensitivity to some discussions and content, all students must be reminded that said conversations are to remain confidential and not to be discussed outside the classroom or with others not enrolled in the course. This will be deemed as a breach of confidentiality and disciplinary intervention may occur.

Alzheimer's WA reserves the right to cancel enrolment of any student whose behaviour or attitude is deemed inappropriate. In such cases, the withdrawal or refund terms will apply.

You must:

- » Be punctual.
- » Dress appropriately.
- » Fulfil the requirements of the course within the timeframe.
- » Attend workplace observation sessions (when your trainer/assessor visits you in the workplace).
- » Work under instruction at agreed working times.
- » Follow your employer's rules on health and safety.
- » Complete any training activities set by your educator.
- » Develop your skills through practice in the workplace.
- » Liaise with your trainer/assessor if you have any concerns.
- » Demonstrate a commitment to the training outcomes.

Occupational Health and Safety

Alzheimer's WA is committed to providing a healthy and safe environment for our students. This includes providing training venues which are equipped with the appropriate amenities and equipment for the learning requirement.

Each instructor is empowered to ensure that the venue at which they are conducting the course is appropriate and safe.

If you have concerns over the venue, please contact your instructor and provide feedback.

Disciplinary Procedures

The student is expected to be involved in the learning program, be respectful of others, adhere to Occupational Health and Safety requirements and show consideration for all regardless of race, colour, religion, gender or physical ability. In the event that there are grounds for disciplinary intervention then this will be handled in the first instance by the trainer and then if necessary, by the Head of Education and Consultancy. A record of the interview may be put in the training file.

Termination of Enrolment

Some transgressions may be so severe that instant termination of enrolment may be required - severe misconduct, this may include but not be limited to:

- » Assault upon staff or fellow students
- » Theft of Alzheimer's WA or other student property
- » Illegal drug possession or use
- » Attending class whilst under the influence of drugs or alcohol
- » Actions which may severely adversely affect the health and wellbeing of Alzheimer's WA staff or fellow students.

Covid-19

Alzheimer's WA mandates that all staff, volunteers, other providers, clients and visitors must comply with WA Health Department and/or Federal Government directives relating to COVID-19 community infection management in operation at any time, and any associated operational policies implemented by Alzheimer's WA.

In order to comply with COVID-19 Government directed social distancing guidelines, some courses may include a mix of online, virtual classrooms (live conferencing with your trainer class) and face-to-face training, as well as practical and work experience placements.

Alzheimer's WA reserves the right to alter the delivery method but the content and key learning outcomes of the course will remain the same. The time, place and delivery method may also vary across the course to ensure social distancing and safe training delivery for staff and students during the COVID-19 pandemic. Alzheimer's WA will provide adequate support to work online where necessary.

Vaccination Requirements

In line with Government standards, up to date Covid-19 and Influenza vaccinations are required to be completed.

Alzheimer's WA acknowledges the State Government has mandated compulsory COVID-19 vaccinations for all workers within the aged disability sector as announced in October of 2021. Students will be required to provide Alzheimer's WA with evidence that they are fully vaccinated on enrolment.

Where a student is symptomatic or has a positive RAT or PCR test, they are required to refrain from attending class until testing negative. Students are required to liaise with their trainers to rebook any missed classes.

Complaints and Appeals Process

Alzheimer's WA continuously seeks feedback to maintain a quality improvement process. We have a fair and equitable process for dealing with student grievances/appeals that are associated with the training. Students are encouraged to, wherever possible, resolve concerns or difficulties informally with the person concerned. All issues are kept confidential. Details will not be shown to a third party without the student's permission.

Informally

- » Students can discuss any concern directly with the trainer to ensure a speedy resolution. The trainer will ensure feedback is given to the complainant to ensure understanding of outcomes.

Formally

- » Complaints should be submitted in writing to:
Head of Education and Consulting, PO Box 1509, Subiaco WA 6904
- » On receipt of formal complaint or appeal, it will be acknowledged in two working days either by the address or email, whichever is provided.
- » The Head of Education and Consulting will assess the complaint/appeal, determine the outcome and advise you in writing within 14 working days. If a complaint/appeal cannot be resolved within this time period, you will be informed in writing why this is the case and be kept up-to-date of the progress of your complaint/appeal.
- » If a complaint/appeal review will require more than 60 days to process and finalise the complaint/appeal, Alzheimer's WA will:
 - » Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - » Regularly update the complainant or appellant on the progress of the matter.

If you are unsatisfied with the outcome, then you may contact the National Training and Complaints Hotline on 13 38 73, Monday - Friday from 8.00am to 6.00pm

Please note: Your call will be directed to Skilling Australia which covers vocational education and training matters. For concerns and complaints regarding vocational education and training, select option 4.

Appeals

Students appealing results must first discuss the issue with their trainer. If this matter is not resolved, the student should then take the matter up with the coordinator. If after consultation with the coordinator the matter is still unresolved, the student has the right to apply in writing to the Education and Training Manager, who will refer the matter to the independent Appeals Process. This will require the submission of all appropriate assignments and assessments with the basis of the appeal clearly stated in letter or submission format.

Privacy and Confidentiality

Alzheimer's WA Training College respects and supports the student's right to privacy, confidentiality and access to personal information. Alzheimer's WA Training College staff will collect only the minimum of information that is necessary for delivering its services or for the purposes that are clearly and directly related to the delivery of these services and to meet governance requirements and regulation. Information will only be disclosed for the primary purpose for which it was collected.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocation education and training (VET) course.

Both paper and electronic data and records will be collected and stored correctly and safely to ensure they are protected from unauthorised access, alteration or loss. Alzheimer's WA Training College recognises that students have the right to access their own information.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Educational and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The VCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- » Administration of VET, including program administration, regulation, monitoring and evaluation
- » Facilitation of statistics and research relating to education, including surveys and data linkage
- » Understanding how the VET market operates, for policy, workforce planning and consumer information

Privacy and Confidentiality

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

DESE is authorised by law, including the Privacy Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DESE will handle your personal information, please refer to the DESE VET Privacy Notice at www.dese.gov.au/national-vet-data/vet-privacy-notice

Surveys

You may receive a student survey with may be run by a government department

Contact information

At any time, you may contact Alzheimer's WA Training College to:

- » Request access to your personal information
- » Correct your personal information
- » Make a complaint about how your personal information has been handled
- » Ask a question about this privacy notice

Privacy and Confidentiality

A request for access to personal information by a student should be made in writing stating the student's name and address, specifically what information is being sought and how it should be accessed.

There are 3 ways to have access:

1. Viewing/reading the information or a printout;
2. Receiving a copy of the information, or if the trainee agrees, an accurate summary of it; or
3. Viewing the information and having it explained through a consultation process.

If the request is made orally, Alzheimer's WA may seek a written request. Alzheimer's WA may request proof of identity for a request before responding.

Releasing information to other agents

Alzheimer's WA Training College may receive requests for information for the purposes of verification eg credit transfers.

To release this information, Alzheimer's WA Training College must:

- » Obtain the consent of the student to release any information for a purpose other than the primary purpose for which it was collected
- » Obtain verbal or written consent if releasing information to another agency or person
- » Release only that information that is directly relevant to the needs of the student

A request for access to personal information by a student, should be made in writing; stating the student's name and address, specifically what information is being sought and how it should be accessed.

Career path for a Dementia Specialist

Certificate II CHC22015	Certificate III CHC33015	Skill Set CHCSS00095	Certificate IV 10719NAT
Certificate II in Community Services	Certificate III in Individual Support	Dementia Support— Service Delivery Skillset	Certificate IV in Leadership and Innovation in Dementia Services
Workers operate under clear guidance	Generally seen as entry level to the industry for client or community work	Skilled care worker or more autonomous worker	Skilled workers who demonstrate leadership and limited responsibility

Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">» Reflecting the learner's needs;» Assessing competencies held by the learner no matter how or where they have been acquired; and» Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:</p> <ul style="list-style-type: none">» Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;» Assessment of knowledge and skills is integrated with their practical application;» Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and» Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Where can I get further information?

If you require further information in regards to the information provided in this handbook or the training, please contact below:

Efficacy Quality and Compliance Lead

Education and Training Team

Alzheimer's WA

**9 Bedbrook Place,
Shenton Park, WA**

PO Box 1509

Subiaco WA 6904

Phone: 1300 66 77 88

Fax: (08) 9388 2739

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Declaration Form

Please read the following, sign, date and hand back to the Education Support team at your earliest convenience. Please ensure you have this form signed and returned to Alzheimer's WA Training College before commencement of the course.

I, _____, have read and understood the information provided to me in the Student Handbook. I agree to the terms and conditions outlined within the Student Handbook.

I declare that I have been provided with the following information:

- » Student Handbook
- » USI information and permission forms
- » Vaccination requirement information
- » Email Privacy form
- » Police Clearance and Working with Children Check information

Work placement

Workplace learning is an integral part of the students learning journey. It's an opportunity to develop and practice skills within a real workplace environment.

The amount of time required to complete work-placement is dependent on the course you are enrolled in. For example, the Certificate III in Individual Support (CHC33015) requires students to complete a minimum of 120 hours of work-placement.

The Training Team will organise suitable training locations for students.

Prior to placement students must provide:

- » Current Police Clearance (no older than six months)
- » Proof of current Influenza and COVID-19 vaccination (unless medically exempt)
- » NDIS Worker Orientation Module 1-4

Signed: _____

Date: _____

Forms can be passed on to the trainer in person or mailed to:

Education Team
Alzheimer's WA
PO Box 1509
Subiaco WA 6904

If you have any queries about the terms and conditions, please phone Alzheimer's WA on **1300 66 77 88** or email **students@alzheimerswa.org.au**