

# **Learner Information Handbook for CHC33015 – Certificate III in Individual Support (Ageing and Home and Community)**

*'This Training is subsidised by the NSW Government'*



**Casey College**

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## A message from Mary Casey, CEO

My dream to establish Casey College came about from operating our nursing service, Nursing Group. There became a desperate need for highly trained and skilled carers both in the Aged Care Sector as well as the Community Sector.

With the continued shortage of Registered Nurses, the roles and duties of the Support Worker had to increase. This meant taking the profession of the Support worker to a much higher level.

The establishment of Casey College managed to achieve this and it has been a major contributing factor to up skilling and training Support Worker to a level of excellence, giving them a prestigious and sought after career which also enables them to pursue further studies and opportunities.

We've seen thousands of students through our doors over the years and we now have a reputation of excellence. We are very proud of our achievements and continue to always change in order to provide the best possible training.

*Mary Casey*  
**CEO**

## Why do your course with Casey College?

Casey College is a registered business of Nursing Group Pty Ltd. Nursing Group (established in 1993) is a community nursing service which employs hundreds of nurses throughout NSW. Casey College supplies qualified Support Workers to not only Nursing Group but too many employers throughout NSW. Casey College has been assisting people to **believe** in their dreams and goals, **discover** their potential through the best training and education in order to **become** whatever they desire to be.

### ***Our aim is to positively transform lives through education***

There is nothing more rewarding than providing good, kind and compassionate care to the elderly, terminally ill or people with a disability. It takes a certain kind of person to pursue this career and we make sure that you are the best you can be, by supporting you during the whole course, providing guidance with your studies if this is required. We ensure that you get plenty of practice in the class room so that you feel confident doing practical tasks such as personal care, transferring and feeding etc.

We will organise work experience for you, with one of many great facilities that are happy to take our students for the three-week placement. This gives you a perfect opportunity to practice and gain a comprehensive understanding of what you have learnt. While you are there, our trainers will assess your work and answer any questions you may have.

This is also an opportunity for you to impress recruiters from these facilities. Many of our students are offered employment by the facility they attend for work placement before they even finish the course! If you are interested in working in the community we are able to offer all successful graduates an opportunity to attend an interview with Nursing Group.

*Thank you for considering Casey College. We look forward to meeting with you and hopefully helping you to become a professional and start a wonderful new career.*

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## CHC33015 - Certificate III in Individual Support

### Course Information:

Our training is delivered by fully qualified Trainers and Assessors with many years of industry experience, in training rooms that fully cater for vital practical experience. Being able to practice on the right equipment for the job will enable you to be job ready when you graduate.

The estimated duration of the course is over 14 weeks. This consists of 11 weeks for theory, practical, study and assignments, with 2 days per week in the training room, and 3 weeks' (120 hours) mandatory fulltime work placement at an Aged Care Facility - **which we will arrange for you.**

The facilities we use will provide you with a great learning environment, where all of the skills and knowledge that you have learnt will come together in the work place. During work placements, you will be assessed by one of our Casey College trainers and assessors to determine your competence in these skills and knowledge areas (you can see the assessment outlined below).

Work placements are Monday – Friday and are usually morning shifts from 6.00am to 3.30pm. You may be required to attend to your work placement in two stages throughout your learning, depending on the facility that you will be attending. Your Training Consultant will discuss this with you at enrolment.

Casey College has a flexible learning approach which allows you, up to 12 months to complete this qualification. This means that you do not have to complete your qualification in the estimated timeframe of 14 weeks as stated above.

**Please speak with your Training Consultant should you require assistance.** Individual arrangements are available which will include an outline of completion deadlines and study activity requirements.

Upon successful completion of this course you will receive not only a CHC33015 – Certificate in Individual Support (Ageing and Home and Community) (which is a nationally recognised qualification), but also the statement of attainment for HLTAID003 – Provide first aid. This gives you peace of mind that you will be 'job ready' when you seek employment.

### What the Qualification will allow you to do.

After successfully completing this course you will have the opportunity to seek employment in the following roles:

- Care worker
- Personal care assistant
- Community support worker
- Accommodation support worker
- Food services worker (Aged Care)
- Personal Care Giver
- Respite care worker

Depending on where you work and the extent of your experience in the industry, you may be performing tasks such as; personal care (showering, dressing, grooming, toileting), assistance with nutrition and hydration, taking vital signs (blood pressure, pulse, temperature etc.), bed making, manual handling, care planning, liaise with other services, supervise other workers, participate in team meeting and much more.

### How we deliver our course

Casey College believes that a varied approach to learning is the way to accomplish great outcomes. During your learning experience you will have the opportunity to learn and practice using a number of different delivery modes including:

- Face to Face classes
- Practical Days
- Home Study

You will be able to practice all of the skills in our training rooms that are equipped with a full size training manikin, hospital beds and all other equipment that you will be using at work placement. This ensures that you will feel confident and competent before going out into the workplace.

Some of you may already have prior learning that you may be able to use towards RPL (Recognition of Prior Learning) to find out more information please contact the Casey College office.

### Units covered in Casey College's CHC33015 – Certificate III in Individual Support (*Ageing and Home and Community*)

To obtain this full qualification, you must achieve competency in all of the units listed below. These are 13 units in total, made up of 7 compulsory "core units" and 6 elective units to reach the specialisation of *Ageing and Home and Community*. The Elective units have been chosen after consideration and consultation with the industry and the needs identified from this process.

Please note that it is a compulsory requirement for your work placement and employment for you to hold a HLTAID003 – Provide first aid. This unit is not a part of the Casey College CHC33015 – Certificate III in Individual Support.

Casey College will be holding a HLTAID003 – Provide first aid course during your course for you to attend. Please speak to your Training Consultant about booking into this course or other options.

It is important to note that you will not be able to attend your 120 mandatory work placement hours without a first aid certificate.

CODE	TITLE	CORE/ELECTIVE
CHCCCS015	Provide individualised support	<b>CORE</b>
CHCCCS023	Support independence and wellbeing	
CHCCOM005	Communicate and work in health or community services	
CHCDIV001	Work with diverse people	
CHCLEG001	Work legally and ethically	
HLTAAP001	Recognise healthy body systems	
HLTWHS002	Follow safe work practices for direct client care	
CHCAGE001	Facilitate the empowerment of older people (common elective)	<b>ELECTIVES</b>
CHCAGE005	Provide support to people living with dementia	
CHCCCS011	Meet personal support needs (common elective)	
CHCCCS025	Support relationships with carers and families	
CHCHCS001	Provide home and community support services	
CHCPAL001	Deliver care services using a palliative approach	
HLTAID003	Provide first aid (additional unit of competency)	

### Assessments

At Casey College, we aim to assess you in ways that replicate true working conditions. Your assessments will be varied throughout the training, to incorporate different scenarios and conditions.

Off-the-job assessments will include a combination of verbal, written and practical activities, along with projects and case studies, some of these will be conducted on an individual level while others in a team situation.

Assessments are also conducted on-the-job and will be related to your work. Full information and instructions are provided with every assessment task.

We will also check Foundation Skills to ensure that you have the skills and knowledge that are most attractive to your future employer, Foundation Skills include: learning, reading, writing, oral communication and numeracy. We will also check your employability skills which include: Planning and organising, initiative and enterprise, problem solving, self-management, teamwork and technology. This is a continual process carried out during the course. Following are the assessments that must be attended for the CHC33015 – Certificate III in Individual Support

CODE	ASSESSMENTS	WEEK DUE /ATTENDED
IS01	01 - Written assessment	WEEK 7
	02 - Written assessment	WEEK 10
	03 – Written assessment	Week 4
IS02	Practical assessment in the classroom	WEEK 11
IS03	Workplace report: this is a checklist which will be completed by your workplace supervisor while you are on work placement	WEEK 18
IS04	Workplace assessment: a Casey College assessor will visit you in the workplace and observe you working as an Support Worker and will complete a checklist and ask you some verbal questions	DURING WORK PLACEMENT
PFA01	Provide first Aid pre-course workbook	WEEK 14
PFA02	First Aid practical assessment	WEEK 14

You must successfully complete the assessments as per the above schedule to meet the requirements for you to attend work placement. Please note you must successfully complete the assessments PFA01 and PFA002 to receive your HLTAID003 – Provide first aid Statement of Attainment.

On completion of your assessment you will be deemed to be ‘Satisfactory’ or ‘Not Yet Satisfactory’. A “Not Yet Satisfactory” will mean that you will need to provide more information or evidence, or demonstrate the task or activity again. If it is again determined that you are ‘Not Yet Satisfactory’, or you fail to attend your assessment an additional fee may be applicable in order to attend to the reassessment. A meeting will be arranged with your Training Consultant to discuss what will be required and when it will be attended.

Casey College has a fair process in place if Learners wish to question any assessment results. You can appeal any decision made by the RTO; see the appeals process below.

If you are found satisfactory in all of the assessments that are outlined above, you will receive:

**CHC33015 – Certificate III in Individual Support (*Ageing and Home and Community*) qualification and transcript**  
**HLTAID003 – Provide first aid Statement of Attainment.**

## Eligibility

There are no formal entry requirements for this course, however, you must meet the below criteria to be eligible to enrol.

1. You must be at least 17 years old.
2. You must be physically fit as you will be required to attend to manual handling tasks.
3. You must have a clear criminal record that will be verified through a National Crime Check.
4. You must be able to satisfactorily pass a literacy and numeracy assessment.



## Course costs and payment options

This training is subsidised by the NSW Government please contact us on (02) 8778-777 for a quote or go to:

<https://smartandskilled.nsw.gov.au/are-you-eligible>

Payment schedules maybe available and must be adhered to, to be eligible to receive any Statement of Attainments that may be applicable. Please speak with your Training consultant.

## Course Materials

All course materials will be supplied by Casey College and are included in your course fee unless specifically stated. Most of our materials have been developed in-house by industry specialists and are updated on a regular basis. They cover and exceed the requirements that your current or future employers are looking for. Our materials are clear and easy to follow. You can ask to see them when you come in for your enrolment.

If you need a replacement of any course material including workbooks and assessment packages, a charge will apply of \$30.00 per folder and \$10.00 per assessment.

## National Crime Checks

All Learners who wish to attend a nursing qualification must undertake a National Crime Check (NCC). As per the Aged Care Principles, restrictions apply to people who have convictions on these checks. Nursing Homes who are offering work placements for Casey College students have the right to refuse access to a student because of criminal charges.

To allow the Training Consultant to assess your situation, Applicants are required to declare any convictions on their criminal record prior to enrolment.

If the facility partnering with Casey College, refuses to provide the Learner with a placement, Casey College will not seek placements with other facilities due to the administrative costs and compliance issues.

All work experience facilities require a copy of the NCC Record and Learners must ensure the facility received a copy prior to work placement.

Failing to abide by any of these requirements may result in withdrawal from the course, and please note that fees will not be refundable.

## Unique Student Identifier or USI

As of the 1st January 2015 anyone studying Nationally Recognised training in Australia will be required to have a Unique Student Identifier (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.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. You will need to apply for a USI and supply Casey College with this in order for us to issue your certificate/s at the end of your course. For further information, please go to:

<http://usi.gov.au/Students/Pages/default.aspx>.

Once you have your USI number please log in to your account; go to manage permissions and select Casey College, this will allow us; with your permission; to view your personal and contact details as well as update information on your behalf.

## Immunisation for Nursing Courses

If you are attending a nursing course, Casey College strongly recommend that you see your doctor for advice on getting vaccinations prior to work placement.

NSW Health has provided a list of immunisations that students should undertake prior to clinical placements:

- Diphtheria, Tetanus, Pertussis (whooping cough)
- Measles, Mumps, Rubella (German Measles)
- Hepatitis B (HBV)

- Varicella (chicken pox)
- Tuberculosis (TB)
- Seasonal influenza (Flu)

Please be advised that some facilities may not accept Learners who do not have these immunisations or may ask that you sign a waiver form.

### **Additional Items**

You will be required to wear a white collared shirt, black smart pants and flat fully enclosed shoes with a non-slip sole for work placement.

### **Who you can go to for information.**

Your main point of contact will be your Training Consultant. Training Consultants manage all administrative aspects of your enrolment and are there to support you. You will also be able to ask your trainer for advice and assistance during the course.

During work placement, you will be provided with a workplace buddy, however, your Training Consultant will remain your main contact point for all matters.



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## Important Learner Information

### Nationally Recognised Training/Qualifications

A Nationally Recognised Qualification is a formal qualification, issued by an approved body (such as The Casey College) that recognises a person has achieved learning outcomes relevant to industry or community needs and which meet nationally agreed standards. People receiving nationally recognised training can be confident that the skills and knowledge they attain are recognised and valued across Australia.

If you complete individual units of competency from an accredited course you will receive a Statement of Attainment for the unit/s successfully completed. If you complete an entire course, you will receive a full qualification certificate and transcript of units.

Skill Sets are nationally recognised units of competency that are a combination of units from a training package. They are designed to build on an existing qualification to broaden a candidate's ability to undertake required or additional job roles.

These statements and awards (certificates) that are issued from a Nationally Recognised Training Organisation are recognised by all other Registered Training Organisations and by employers in Australia.

### Non-accredited courses

Casey College offers a wide range of non-accredited courses that are of the highest quality and contain best practice information. We offer a comprehensive range of nursing courses to help you stay on top of your game. From the basic topics, to the very technical ones. These nursing courses can be undertaken in small groups on our site or off site, some can even be attended online. Our face-to-face courses are highly practical. They will leave you feeling truly confident with the new skills you have gained, and you will have fun in the process!

Please contact one of our Training Consultants or check out our website for further details or access.

Casey College endeavours to clearly distinguish between non-accredited and accredited courses. If you are still unsure, check whether there is a nationally recognised qualification or unit code and ask your consultant whether the course is accredited.

### Learner's Rights

As a Learner in one of our courses, you are entitled to:

- Be treated fairly and with respect
- Learn in an environment free of discrimination or harassment
- Pursue educational goals in a supportive and stimulating environment
- Privacy concerning assessment records and confidential information
- Access assessment procedures and progressive results

### Learner's Responsibilities

You must also agree to:

- Treat other people with respect, fairness and courtesy and refrain from discrimination or harassment
- Not engage in plagiarism, collusion or cheating in any assessment event (see page 13)
- Be punctual and regular in attendance and follow housekeeping rules
- Submit assessment events by the agreed date or seek approval for an extension of time
- Observe the Workplace Health and Safety requirements of Casey College and other partnering facilities
- Avoid any behaviour which may offend, embarrass or threaten others
- Provide adequate notice of any changes to your enrolment status
- Pay fees that are due in a timely manner

## Access and Equity

Casey College is committed to complying with Commonwealth and State legislation and policies regarding access, equity and cultural diversity. This legislation includes the Disability Discrimination Act 1992 and the Anti-discrimination Act 1977.

Casey College also maintains compliance with the Disability Standards for Education 2005 including processes relating to:

- Enrolment
- Participation
- Curriculum development
- Accreditation and delivery
- Learner support services
- Elimination of harassment and victimisation

Casey College promotes access and equity. This includes ensuring access to programs by groups who require special consideration including:

- People of Aboriginal and Torres Strait Islander descent.
- People with disabilities.
- People from ethnic minorities who are recognised as experiencing a disadvantage in career development

Casey College strives to maximise opportunities for access, participation and outcomes for all Learners within the vocational education, training and employment system. Casey College will ensure the provision of access and equity services to Learners as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent people from accessing and participating in our services. Casey College is committed to treating all prospective and actual learners on the same basis.

Casey College embraces the responsibility of ensuring that all RTO Personnel acquire the knowledge and skills to relate to Learners without direct or indirect discrimination. All RTO Personnel are aware of and know how to use available company or external resources or be able to confidently refer Learners to appropriate tutoring and community support services.

The Casey College is committed to addressing any additional support arrangement requests within reason that are made by potential accredited course Learners.

In the Casey College Application and Agreement pack for an accredited course there is an option for "Other Special Needs". This can be checked as either YES or NO, and details of the special needs stated.

All complaints of discrimination or harassment must be reported immediately to the appropriate person. Any reported/identified discrimination or harassment allegations will be investigated and acted upon in an appropriate manner, as to protect the rights and well-being of the individual. If you want to report an issue, please follow the Complaints Procedure.

## Complaints Procedure

Casey College ensure that complaints and appeals are dealt with and resolved in a fair, confidential, constructive and timely manner and that positive outcomes are achieved. Procedures are in place to ensure that the rights of the person making the complaint and the respondent are protected and that there are no repercussions.

Complaints are recorded and measured for the continuous improvement of RTO operations and validation of assessment and training strategies.

We always try to encourage people to resolve any issue(s) with the person(s) involved directly. If this is not an option, Learners and other stakeholders can report a complaint via the following options:

- Verbally: to the Trainer, the Training Consultant or Manager.
- In writing: to the Training Consultant, or Manager.
- Via the Course Evaluation Form.

Complaints may be made anonymously, however if the issue(s) are impossible to resolve, Learners may be requested to come forward in order to come to a resolution.

#### Timelines for action:

- A formal investigation of the complaint will be initiated within 48 hours (or two working/business days) of receiving the information.
- Feedback regarding the progress of the investigation or resolution outcomes will be provided at intervals of no more than five working days, until the issue is resolved.
- Once an outcome has been achieved all stakeholders will be advised verbally or in writing of the outcome. If feedback is verbal a record of the conversation will be created by the person handling the complaint.

If necessary, an independent mediator may be asked to assist in the resolution of the grievance. Mediators can be sourced through: [Leader Association of Dispute Resolution](#) or Free call: 1800 651 650

If all of the above are unsuccessful then, an external agency may be required to assist in resolving the grievance. Persons may seek advice or lodge their complaint with one of the external agencies listed below:

<b>Australian Skills Quality Authority - ASQA</b>	<a href="http://www.asqa.gov.au">www.asqa.gov.au</a>
<b>Anti-Discrimination Board of NSW</b>	<a href="http://www.antidiscrimination.justice.nsw.gov.au">www.antidiscrimination.justice.nsw.gov.au</a>
<b>Australian Human Rights Commission</b>	<a href="http://www.hreoc.gov.au">www.hreoc.gov.au</a>
<b>Commonwealth Ombudsman</b>	<a href="http://www.ombudsman.gov.au">www.ombudsman.gov.au</a>
<b>Ethnic Communities' Council of NSW</b>	<a href="http://www.eccnsw.org.au">www.eccnsw.org.au</a>
<b>Independent Commission Against Corruption</b>	<a href="http://www.icac.nsw.gov.au">www.icac.nsw.gov.au</a>
<b>Information and Privacy Commission NSW</b>	<a href="http://www.ipc.nsw.au">www.ipc.nsw.au</a>
<b>NSW Civil and Administrative Tribunal</b>	<a href="http://www.ncat.nsw.gov.au">www.ncat.nsw.gov.au</a>
<b>NSW Fair Trading</b>	<a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
<b>NSW Ombudsman</b>	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
<b>NSW Police</b>	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>
<b>Office of the Australian Information</b>	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
<b>People with Disability Australia Inc.</b>	<a href="http://www.pwd.org.au">www.pwd.org.au</a>
<b>State Industry Training Centre</b>	<a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
<b>Workcover NSW</b>	<a href="http://www.workcover.nsw.gov.au">www.workcover.nsw.gov.au</a>
<b>Smart and Skilled</b>	<a href="https://smartandskilled.nsw.gov.au/home">https://smartandskilled.nsw.gov.au/home</a>

### Appeals procedure

Definition: an appeal: an expression of disagreement with any type of decision made by the RTO.

If the appeal is not related to training and assessment outcomes, then the complaints procedure is to be followed.

For appeals regarding assessment or course outcomes, the process below must be followed.

If you are dissatisfied with the result you can, within 6 months from the date of the result, appeal the decision by:

- Contacting the Training Consultant to discuss your concerns. You will be required to provide documentation to support your appeal
- If you are not happy with this outcome you can lodge your appeal with the CEO
- If you are still not satisfied with the result, you have the right to a third party review. Please note that additional cost may be involved in this process

#### Timelines for action:

- The process will commence within 48 business hours of the appeal being lodged
- Feedback regarding the progress of the investigation or resolution outcomes will be given at intervals of no more than five working days, until the issue is resolved

Once an outcome has been achieved all Learners will be advised in writing of the outcome.

### Confidentiality and your training records

Training Records cover all documentation and information relating to training and assessment activities. It includes, but is not limited to: enrolment information, commencement and completion dates for

individuals of all competency units, individual assessment information for each unit of competency, information on awards issued (award, date, certificate number), individual participation data (assignments/assessments where practicable, attendance), documentation/records of grievances, complaints, appeals and recognition process documents (application and results).

Casey College is committed to maintaining and safeguarding the confidentiality and privacy of all individual Learner information. It will document and implement procedures to ensure the integrity, accuracy and currency of records.

Casey College follows the Privacy Principles below:

1. Collection - We will collect only the information necessary for our functions.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - Learners will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.
8. Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.
11. All information given to Casey College for the sole purpose of creating or verifying a Unique Student Identifier (USI) will be destroyed immediately after creating or verifying a USI.

#### **How we manage your details:**

Individual Learner records are stored in a secure area and with safeguards in place to minimise loss, unauthorised access and use and/or modification or misuse.

Learner results are kept for a period of no less than 30 years.

Training records will be collected and stored to meet the requirements of external reporting requirements

Access to individual Learner training records will comply with the Australian Privacy legislation and will be limited to:

- Individuals wishing to access their own personal records. Requests to access records must be in writing to the Training Consultant.
- Individuals authorising the release of specific information to third parties. Requests to access records must be in writing to the Training Consultant.
- RTO staff who require the information for their role.
- Office of Training and Tertiary Education or their representative for activities under the Standards for Registered Training Organisations, for example ASQA or DET.
- Legal requirements (e.g. subpoena, search warrants, social service benefits, evidence act).

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## Change of Details

If you move or change your name, you need to notify Casey College of the changes. It is crucial to keep your address details up-to-date so that your Training Consultant is able to contact you. This can be done via email or letter to your Training Consultant, failure to advise us of changes may result in additional charges for re-printing of certificates.

In the case of a name change, a certified copy of documentation (for example, Marriage Certificate or Registry of Births, Deaths and Marriages or Change of Name Form) must be submitted with the change of details form.

## Course Fees

This course is subsidised by the NSW Government, any fees and charges will be made clear prior to finalising your enrolment. The course fee is usually all inclusive; however, if there are any additional costs, these will be clearly explained.

Remember to clarify any costs with the Training Consultant prior to enrolment if you are not sure.

Some course fees may be paid by instalments. When a Learner elects to pay the course fees by instalments they must ensure each instalment is paid on or before the due date specified. Failure to make these payments may result in assessments not being able to be marked and therefore affect your eligibility to attend work placement. Learners will not be able to obtain their qualification until all monies owed are paid to Casey College.

## Disciplinary action

If a Learner breaches any of the responsibilities or conditions outlined with Casey College framework provided, we will commence investigating and counselling to try to resolve the issues using our disciplinary processes.

HOWEVER any of the following will result in termination of your participation in the course, and legal action may be taken: stealing, victimisation, discrimination, harassment, assault, the use of alcohol or drugs prior to or during training.

## Issuing the Qualifications

Once you have successfully completed your qualification or units of competency, you will receive a transcript of your results setting out the competencies that make up the Certificate or Statement of Attainment.

Your Certificate (s) will name Nursing Group Pty Ltd trading as Casey College as the Registered Training Provider.

Certificates are only issued once. In the event of loss or destruction a copy can be requested for a cost of \$40.00. Your application to obtain a copy of your certificate must be in writing and you must provide proof of your identity. This is to avoid identity theft or fraud.

You can access your results at any time by talking to your Training Consultant. We keep a register of these for 30 years after course completion.

## Language, Literacy and Numeracy

Some recognised qualifications require a learner to have a certain level of English literacy and Numeracy skills. This is in reference to verbal, written and comprehension skills. The level required is determined by the training package set for the relevant qualification.

Casey College must comply with these requirements, and as a result part of the enrolment process can include (but not be limited to) a literacy and numeracy assessment prior to being enrolled.

Applicants who experience some degree of difficulty with the Literacy and Numeracy assessment will be provided support to help develop these skills to the required level. This support may include a referral to participate in an English Language class. Details of local providers can be obtained from the Training Consultant.

## Learning Support Services

In addition to the Language, Literacy and Numeracy support, Casey College provides support to learners who experience difficulties through their studies. This support may include (but not be limited to):

- Tutorials

- One on one trainer support
- Reasonable adjustment
- Verbal re-assessing
- Gap training

In some circumstance additional fees may be applicable, please speak with your training consultant.

## Plagiarism

When a student/s submits an assessment package that is the same as another student's work this will be considered as plagiarism (copying). The student/s will receive an assessment result of Not Satisfactory. The students may not be given a second chance to complete the assessment package and may be dismissed from the course.

## Credit Transfer

Students whom have previously completed a qualification or unit of, may be awarded a Credit Transfer for units already assessed as competent. This means that any superseded/equivalent unit of competency listed on a statement of attainment can be Credit Transferred to your current studies.

What this means for you:

This means that if you are eligible for a Credit Transfer, you will not be required to repeat that unit.

Casey College will honour all mutual recognition requirements as specified by the standards. Casey College is not required to re-issue a qualification or Statement of Attainment awarded by other providers for an equivalent qualification, or the same units of competence.

Please speak with your Training Consultant if you think you may be eligible.

## Recognition of Prior Learning (RPL)

All enrollees are offered Recognition of Prior Learning, this may include skills gained over time through formal studies, professional work or life experience.

What this means for you:

This means that if you have skills relevant to the qualification being studied, that you may be able to gain RPL (Recognition of Prior Learning) through an assessment process.

The assessment process will involve showing evidence of the skills or knowledge gained over time or through previous study. RPL does attract additional fees to your course cost.

To obtain further information or to ascertain if you would be eligible for RPL please speak with your Training Consultant.

## Refunds and cancellations

Course dates are subject to change and Casey College will endeavour to provide notice wherever possible.

Courses will be run subject to adequate numbers of enrolments. If a course is cancelled by Casey College, a refund of all monies will be given in the form it was paid. Casey College will not be held liable for other costs incurred due to course cancellation or re-scheduling.

It is the policy of the Casey College to provide a framework and guidelines for a timely and adequate refund of Learner fees where applicable. Instead of requesting a refund, Learners may at any stage, apply to defer to a future identical course (provided it is attended within twelve (12) months of enrolment). A course can only be postponed once and if you cancel the postponed course the money paid will be forfeited regardless of the amount of notice given.

## Cancellations before commencement

Enrolments cancelled more than fourteen (14) business days (excluding weekends and public holidays) prior to commencement of the course can either be transferred, or a cancellation fee of \$100 applies (or full course cost if under \$100)



Enrolments cancelled within fourteen (14) business days (excluding weekends and public holidays) prior to commencement of the course can either be transferred, or a cancellation fee of \$400 applies (or full course cost if under \$400)

When no notice is given for non-attendance, no refund is applicable.

### **Cancellations after commencement**

Cancellations during the course will result in forfeiting of all monies paid.

### **Refunds for special circumstances**

Learners may apply to the Training Consultant for a refund of the fees for special circumstances, please call us to discuss this further. If the Learner is not eligible for a refund, the Training Consultant will advise them in writing with the reason/s for refusal.

### **Social Media**

Social Media should not be used in a way that can be perceived as bullying, discriminating, as sexual harassment or defamatory towards the company or any associate of the company (this includes trainers, students past and present). This includes all multi-media, social networking websites, and blogs both in professional and personal use. Disciplinary action will be taken if this policy is breached.

### **Withdrawing or Postponing to another Course**

If you wish to withdraw or postpone from your enrolled program, a unit of competency or module you must notify your Training Consultant in writing. Withdrawal is a serious consideration, and you are encouraged to discuss your choice with your supervisor/manager and Training Consultant before taking this step. Fees may be associated with withdrawing from a unit, module or program. See refunds section.

### **Work Health and Safety**

Casey College will ensure that training will only be conducted in work-safe conditions and in comfortable surroundings suitable for training. If you see a hazard, no matter how small, please advise the Trainer or Training Consultant immediately. Remember: WHS is everybody's responsibility.

### **How to enrol**

Once you have chosen your course and have read the relevant Learner Handbook, and you believe you meet the eligibility criteria, please complete the learner application and agreement pack.

Once complete (or should you have any questions) you should call the office to book an interview.

When attending this interview please ensure that you have the required 100 points of identification, payment/deposit and your USI.

### **Additional E-learning and Short Courses (non-accredited):**

As you know, in the workplace and especially when you are applying for a job, it pays to stand out from the crowd. The additional non-accredited courses that we offer are not compulsory; however, these courses have been designed following feedback from employers on additional skills that they highly regard when choosing the right staff. Attending these courses may also offer you more opportunities to work in various fields and roles.

Sample courses on offer:

- Bowel Care Workshop
- Diabetes Workshop
- Dementia Workshop
- Assist with Medications Workshop
- Wound Care Workshop

You can also choose to expand your skills and knowledge by attending an additional non-accredited short course at a very low cost with Casey College. These short courses were designed in consultation with employers, and will give you an edge compared to other applicants when you are applying for jobs because of the extra skills you will have.

You will receive a separate certificate of attendance for each short course you attend.....AND .....it looks great in your resume.

### Casey College's Code of Practice

Casey College's code of practice is there to protect you. Casey College's Registered Training Organisation (RTO) will conduct all training with honesty, integrity and professionalism.

Our quality system strives for the following goals:

- The ethical and **responsible** recruitment of learners. All learners will be given the best opportunity to attend training programs, which are suitable for their learning needs and goals.
- Provide training services that are flexible and designed to suit the needs of Learners. All assessments will be valid, reliable, flexible and fair.
- Provide all Learners with opportunities for Recognition of Prior Learning and current competencies.
- Staff delivering training and assessment will meet all qualifications and experience requirements.
- Casey College will adopt policies and practices that maintain high professional standards for the management and delivery of training and assessment, and will only deliver courses or competencies where the capability of delivering a quality assured service is guaranteed
- At the commencement of the course, each Learner will be issued with the necessary course information to clarify learning outcomes and expectations for assessment.
- Enable Learners to access a fair and equitable process for appeals and grievances on any issues concerning training and assessment.

### Governing Legislation

Registered Training Organisations are subject to a variety of legislations related to training and assessment, as well as general business practices. These legislations that Casey College abides to include:

- National VET Regulator Act 2011
- Work Health and Safety Act 2011
- NSW Workplace Injury Management and Worker's Compensation Act 1998
- Anti-Discrimination Act 1977
- Workplace Relations Act 1996
- Human Rights and Equal Opportunity Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy and Personal Information Act 1998
- Privacy Amendment (Private Sector) Act 2000
- The Commonwealth Copyright Act 1968
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeship Regulation 2010
- Student Identifiers Act 2014,
- Standards for Registered Training Organisations (RTOs) 2015

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#### Contact

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