



Student Handbook

Alzheimer's WA Australia Ltd
Registered Training Organisation 4755

alzheimer's wa
the dementia care experts

This handbook provides essential information for students of Alzheimer's WA Australia Ltd (RTO 4755). It outlines key policies, procedures, and support services to help you succeed in your studies and navigate your learning journey. From enrolment details to assessment information and your rights and responsibilities, this handbook is designed to be a comprehensive guide to your time with us.

Disclaimer

The information in this Student Handbook is current at the time of revision. While all care has been taken to ensure that the information contained in this handbook is accurate Alzheimer's WA does not give a warranty nor accept any liability in relation to the content contained herein.

Revision History

Review Date	Revision Summary	Revision Number	Revised By
Nov 2016	Created for Cert IV Dementia Practice	Version 1	
Aug 2017	Reviewed and updated for inclusive model for skills set	Version 2	
Sep 2018	Reviewed and updated for inclusive model for all accredited courses	Version 3	
Aug /2019	Reviewed for Cert IV Dementia Practice	Version 1.2	
May 2023	Reviewed for compliance audit and updated to address gaps identified and new information.	Version 1.3	Susan Hodges
May 2024	Reviewed for new Accredited course	Version 1.4	Merinda Smith
Aug 2024	Added Axcelerate, added blended delivery made minor changes	Version 2	Sara Reddy
Feb 2025	Updated to reflect RTO and draft new RTO standards. Added further details about Axcelerate. Reformatted document for easy reading and updated branding.	Version 2.1	Samantha Bowen



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About Alzheimer's WA

Established in 1982, Alzheimer's WA provides direct care, support, education and information to assist people living with dementia as well as their families and carers.

Alzheimer's WA advocates, educates, supports and engages the 48,000 Western Australians living with all types of dementia. As the dementia care experts, we work with people living with dementia and the organisations that care and support them, to have the greatest beneficial impact on their dementia journey.

Alzheimer's WA service delivery stretches from the Kimberley through to the Great Southern in hospitals, primary care settings, aged care providers, and in the homes of many of the 48,000 Western Australians living with dementia.

Our Philosophy

That dementia is a lived human experience rather than just a biological condition. We therefore embrace and support a holistic, person-centred approach that respects the individuality and the experience of those living with dementia.

Our Purpose

To improve the lived experience of those on the dementia journey through our advocacy,

leadership, innovation, education, partnerships and holistic, person-centred care and support, and to support the pursuit of risk reduction, treatment and cure for dementia.

Alzheimer's WA's unique role as both a community service provider of direct dementia care and as a capacity builder in the sector means it has adopted a practice-informed approach to transforming care, both in service delivery and in working with service providers and community.

Our Vision

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



About the Alzheimer's WA Training College

Welcome to Alzheimer's WA, a leading organisation dedicated to supporting individuals and families living with dementia in Western Australia.

Our Training College is an integral part of our mission, providing high-quality education and training to equip individuals with the knowledge and skills necessary to make a positive impact in the lives of those living with dementia. 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.

As a Registered Training Organisation (RTO 4755), we adhere to the rigorous standards set by the Australian Skills Quality Authority (ASQA). This ensures that our training programs are nationally recognised, relevant to industry needs, and delivered by qualified and experienced trainers.

Our commitment extends beyond simply delivering training; we strive to create a supportive and inclusive learning environment where students feel valued, respected, and empowered to achieve their full potential. We are passionate about fostering a culture of excellence, innovation, and continuous

improvement in all aspects of our training delivery.

Whether you are a healthcare professional, a family caregiver, or an individual seeking to enhance your understanding of dementia, we offer a range of courses to meet your specific learning needs. Our training programs cover a wide range of topics, including dementia awareness, person-centred care, communication strategies, and advanced dementia care practices.

We encourage you to explore the opportunities available at our Training College and join us in our commitment to improving the lives of people living with dementia and their families.

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Using Axcelerate: Your Guide to Our Online Learning Platform

Axcelerate is our comprehensive online learning platform, designed to provide you with a seamless and engaging learning experience. This platform will be your primary source for course materials, assessments, communication, and support throughout your training. Here's a guide to navigating and utilising Axcelerate effectively:

Accessing Axcelerate

You will receive login details and instructions on how to access Axcelerate upon successful enrolment. Use a compatible web browser (e.g., Chrome, Firefox, Safari) to access the platform.

Key Features

- **Course Materials:** Access all course content, including readings, videos, presentations, and interactive resources.
- **Assessments:** Submit assignments, quizzes, and other assessments online. View feedback and grades provided by your trainers.
- **Communication Tools:** Participate in discussion forums, communicate with your trainers and fellow students, and receive important announcements and updates.
- **Calendar and Notifications:** Stay informed about upcoming deadlines, events, and important announcements.
- **Support Resources:** Access FAQs, tutorials, and contact information for technical support and academic assistance.

Tips for Success

- Familiarise yourself with the platform's features and navigation.
- Check Axcelerate regularly for new content, announcements, and assessment deadlines.
- Participate actively in discussion forums and communicate with your trainers and fellow students.
- Utilise the available support resources if you encounter any technical or academic challenges.

The logo for Axcelerate features the word "axcelerate" in a dark blue, lowercase sans-serif font. The letter "x" is stylized with a green checkmark shape integrated into its upper right portion.

Dementia Change Champions

The Dementia Change Champions Program is a professional development initiative designed to equip aged care workers with the knowledge and leadership skills to drive positive change in dementia care.

The program is available to selected scholarship recipients and provides a structured learning experience through online modules, interactive workshops, and ongoing mentoring support.

This comprehensive program combines theoretical knowledge with practical application, ensuring participants develop both expertise in dementia care and the leadership capabilities needed to implement positive changes in their workplaces. The curriculum is structured into four key phases: foundation learning, skill development, practical application, and leadership emergence.

Upon completion of their course, graduates become part of a growing network of Dementia Change Champions, leading innovation and excellence in dementia care. This program supports students in applying their learning in real-world settings, fostering a culture of continuous improvement within aged care services.

The impact of the program extends beyond individual participants, creating lasting positive changes in aged care organisations. Champions become catalysts for improvement, sharing their knowledge and inspiring colleagues to adopt best practices in dementia care. They play a crucial role in elevating the standard of care across the sector, ultimately enhancing the quality of life for people living with dementia and their families.

Dementia Change Champions receive:

- Quarterly face-to-face workshops for intensive skill development and networking
- Complementary tickets to the Alzheimer's WA Dementia Symposium
- Access to mentoring and support from experienced industry professionals
- Access to a comprehensive resource library and online learning platform

This program is supported by



Australian Government

**Department of Health
and Aged Care**

Key Policies and Procedures

Unique Student Identifier

All students undertaking nationally recognised Vocational Education and Training (VET) **MUST** have a Unique Student Identifier (USI) or seek an exemption. The USI allows you to track your training achievements in a single online source.

Without a USI or exemption, Alzheimer's WA cannot issue any AQF certification, including test amurs, statements of attainment or transcripts. You also may not be able to access government funding and subsidies for your course. If you don't have a USI, you can obtain one online at www.usi.gov.au. You'll need to provide ID like a driver's license or passport.

When you enroll, Alzheimer's WA Training College must validate your USI electronically through our Student Management System. By enrolling, you consent to this USI validation process. For more information, see the *Obtaining Unique Student Identifiers Procedure (2.2.10)* on the Alzheimer's WA Training College website.

Enrolment

Alzheimer's WA (AWA) accredited training, applicants are required to meet certain eligibility criteria related to course and funding requirements. This includes having access to, or being currently employed in, dementia care services.

Those interested in studying with Alzheimer's WA Training College can complete an online expression of interest or contact the Training College for more information. Candidates who meet the eligibility criteria will be added to a wait list for the next available course intake. Prior to course commencement they will be guided through the enrolment process by a Program Support Officer, who will provide them with the necessary course information and documentation. Potential students will be required to complete LLN assessments and interviews to determine their suitability to undertake study.

Course information and RTO policies, procedures and documentation are available on the Alzheimer's WA Training College website

<https://www.alzheimerswa.org.au/training-college/> and candidates are advised to review all information prior to enrolling into their chosen course. Any special conditions and the assessment requirements will be provided prior to, or during the course induction session.



Fees & Payments

Alzheimer's WA offers accredited and non-accredited training through Fee for Service, subsidised fees and scholarship arrangements.

Where fees are applicable, this is clearly outlined on our website and course brochures. We offer various payment options to make our training accessible to a wide range of students. As a government-funded RTO, we are committed to providing value for money and ensuring that our fees are competitive and reasonable.

Some programs delivered by Alzheimer's WA Training College have entry and eligibility criteria. Contact the Training College for more information about the programs we offer and fees assistance available. Refer to the 'Accredited Training Fees and Charges' document on the Training College website for all fees and charges associated with accredited training courses.

Key Fee Policies

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 hardship may, at the discretion of the Senior Manager - Education & Consulting, 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 deemed complete, and you cannot commence training until the initial fees and charges have been paid.

Payment Options

Payment options may vary depending on the program and fee options.

These include:

- Pay the full amount of fees and charges (if below \$1,500.00)
- Pay fees by instalment
- Payment on commencement of each unit or cluster of units
- Present signed authority from an employer to invoice them for the course fees that relate to the student. The signed authority form will be supplied by Alzheimer's WA Training College.

Additional Fees

All additional charges are published on the Alzheimer's WA Training College website in the Accredited Training Fees and Charges document.

Payment by Instalments

1. Students who elect the 'payment plan' will be required to complete appropriate forms to initiate the plan prior to the course commencement date.
2. Students who fall behind in their payments will not be enrolled in additional units unless appropriate arrangements, agreed to by both the students and Alzheimer's WA Training College, have been negotiated to pay the outstanding amount.
3. Payment by instalments may be arranged through the Alzheimer's WA Accounts Department.

Refunds

Our refund policy is fair and transparent. If you withdraw from a course before the commencement date, you may be eligible for a full or partial refund, depending on the timing of your withdrawal. If you withdraw after the

Payment Process

1. Once the enrolment form has been submitted, the Admin will issue an invoice for payment of fees.
2. Fees may be paid by an employer or the student. This must be established during the sign-up process. A signed authority from the employer to invoice their company for course fees (and other applicable charges) relating to that student must be presented on application.
3. A tax invoice will be forwarded to the employer or student (whomever is responsible for paying the fees).
4. First due payment must be paid prior to the first class.

course has commenced, a refund may be granted under certain circumstances, such as illness or unforeseen personal circumstances. All refund requests must be submitted in writing, along with supporting documentation.

Employer-Paid Fees

When enrolment has been paid by an employer, the fee agreement is between the student and the employer. Students are advised that where an employer has paid your course fees, ceasing employment may affect your enrolment into some programs.

Your enrolment into accredited training with Alzheimer's WA Training College (RTO 4755) will be still valid, subject to any outstanding fees being paid and the student being able to meet any requirements for workplace training and/or assessment. You should discuss your situation with the Education Support Staff or your trainer, if your employment situation will or has change/d, you can discuss assistance for support to continue your studies.

When participating in any non-accredited training, organised by your employer, you should discuss your options to continue training, with your employer, prior to leaving your place of employment.

Refer to the Student Withdrawal Procedure (2.2.0) for more information on withdrawing from courses.

Experience-Led Training

Our qualified and experienced trainers are ready to guide you through a dynamic learning journey through a variety of engaging formats - from interactive face-to-face workshops to online modules. Dive into our comprehensive course units. We'll be right by your side, with dedicated workplace visits to support you every step of the way as you conquer your assessments.

Off-The-Job Training (workshops)

Experience tailored group training sessions at Alzheimer's WA Training College's fully equipped facilities. Our facilities include well equipped training rooms, a comprehensive range of teaching resources and materials and a library to borrow resources or access to our website.

Each course has a unique schedule to cater to student learning needs.

Stay connected throughout the course by attending all scheduled sessions. Should unforeseen circumstances arise, reach out to your trainer to discuss any exceptions.

Remember, timely communication is key to ensuring a smooth learning experience.

When online modes of facilitation are used, these sessions will be recorded and accessible to students for 20 days.

On-The-Job Training

Workplace Visits

Some units 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 a largely integral part of student learning. 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. You will be advised of any mandatory work placements or workplace requirements, prior to course enrolment.

Prior to the training team organising suitable training locations for students, the following must be provided:

- Current Nation Police Certificate (no older than six months) *
- Proof of current Influenza and COVID-19 vaccination (when required and unless medically exempt)
- NDIS Worker Orientation Module 1-4
- NDIS Worker Screening Check**

Workplace Mentors

Workplace mentors appointed to students completing work placement is a requirement of the 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.



Assessment and Training Information

Our assessment methods are designed to be fair, valid, and reliable, and to accurately measure your competence in the required skills and knowledge. Assessment methods may include written assignments, practical demonstrations, case studies, and oral presentations. Your trainers will provide you with clear guidelines and feedback on all assessments.

Assessment Methods

Each course is made up of several units (and/or modules). See the specific course Information sheet to view the units. A Unit of Competency (UoC), or module, describes what the student needs to know and do to demonstrate competent performance.

Assessment is the gathering and consideration of evidence to declare if a student has achieved a competency standard. Standards consist of relevant knowledge and applied skills in the workplace.

Each UoC 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 competence, each UoC has a written assessment element, simulation activities and/or workplace practice.

Simulation activities such as role plays may be completed in simulation training classrooms located at the Shenton Park Training College.

Students will be notified about the layout of each course, all assessment requirements and training locations, upon enrolment.

Alzheimer's WA Training College endeavours to commit to a 'reasonable' turn around in 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 contact your trainer.

Assessment Submissions

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 via Axcelerate (Learning Management System). Failure to do so may result in that submission attempt being deemed 'Not Yet Competent'. Students have three opportunities to submit assessments.

Assessments must have:

- Student name
- Group number
- Student signature
- Unit code and name

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the acknowledgement and recognition of the full range of an individual's skills and knowledge. It includes competencies gained through formal study, work experience and other 'life' experiences. Those completing a unit of competency, through RPL, must demonstrate the same skills and knowledge as those undertaking a training and assessment pathway. RPL shall be managed in accordance with the *Recognition of Prior Learning Procedure (2.2.16)*.

In recognizing the existing skills, knowledge and experience of training participants, a

minimum of six (6) months of relevant experience is required and the experience cited as evidence must be from the last five (5) years.

RPL will be discussed prior to commencement of training and an application form will be issued to suitable applicants. Once the application form is completed with details of experiences and education, relevant to your qualification, you must support the application with an evidence portfolio. It must be sufficient, reliable, valid and authentic to demonstrate your skills and knowledge required for that unit.

When an RPL application form is completed, you will be contacted by an Assessor. An interview with your assessor will be conducted to evaluate the validity of your application. Following the interview, and once verified you are suitable for RPL, a Portfolio of evidence will be issued. Direct observation of skills, workplace visits 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 RTOs 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.

Credit Transfers will be processed and approved in accordance with the *Credit Transfer Application Procedure (2.2.1E)*. Those wanting to apply for credit transfer must complete and submit a *Credit Transfer Application Form (2.2.1F)*.

Evidence of previous attainment of units of competency or modules may be supplied through original copies of AQF certification or

through USI transcripts. Authority must be given by the applicant for Alzheimer's WA Training College to verify any original certification and/or access/view the USI transcript online.

All students who wish to apply for credit transfer should discuss it with their trainer prior to enrolment.

Assessment Results

All assessments are marked in accordance with the Marking of Assessments and Issuing Certificate of Attainment or Testamur Procedure (2.2.8).

Each individual assessment will be marked as 'Satisfactory' or 'Not Yet Satisfactory' based on whether the student has demonstrated the knowledge or performance to the required standard.

After the assessment has been marked, the trainer will provide students with a feedback form providing the assessment result and any additional information required where a "Not Yet Satisfactory" result has been given.

Not Yet Satisfactory results require re-submission of assessment requirements, or

they may be asked to undertake another form of assessment designated by teaching staff, responsible for delivery of the unit, at no extra charge. Students may be given extra tuition if required

Students are given a two-week period to send back required information to the trainer for re-marking. There is a limit of three submissions for any assessment. After all attempts of all assessments has been completed, the trainer/assessor will review the outcomes of all assessment results to make a final judgement of competency. Final outcomes will be assessed as 'Competent' (C) or 'Not Competent' (NYC) for each unit completed.

To achieve competency student must be deemed 'Satisfactory' in all assessments required for that unit. If a student is "Not Yet Satisfactory" after 3 attempts at the same assessment, they will be deemed 'Not Competent' for that unit, if at least one attempt at all other assessments has been completed, otherwise they will be withdrawn from the unit.

If a student has been deemed 'Not Competent' in any unit, they will not meet the full course for any qualifications or skill sets. The trainer will ensure that all concerns have been raised with the student during prior submissions and supportive mechanisms have been implemented where necessary.

Extensions

If a student cannot complete an assessment by its due date, extensions may be granted if students apply in writing directly 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 (NYS) mark to the assessment. This will count as one submission opportunity. Continuing delay may result in a NYS result for the unit of competency.

Course: If students require an extension for completion of the course, a written submission must be forwarded to the trainer. Students will need to authenticate or provide validation 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 Competent' for any uncompleted units.

Rules of Evidence

All evidence submitted and used to determine successful completion of individual assessments and a satisfactory competency outcome for each UoC, must meet all the rules of evidence listed below:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes 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.

Principles of Assessment

All assessments will be conducted in accordance with the Principles of Assessment outlined below:

Fairness	<p>The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment to 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	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Cheating and Plagiarism

Whilst it is acknowledged that most students will approach their assessment tasks in an honest and professional manner, Alzheimer's WA Training College (RTO 4577) 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, speak directly with the trainer.

There are strict enforceable rules 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. Repeated incidents will result in expulsion from the program. Appeals against decisions can be referred to the Complaints and Appeals process for an independent review.

Support Services Available

We are committed to providing a comprehensive range of support services to help you succeed in your studies and achieve your career goals. Our support services are designed to address your academic, personal, and career needs.



Academic Support

Students will be given access to various training materials to complete their course requirements via Axcelerate (Learning Management System). These resources contain information and activities that supplement workshop learning and facilitate learning in the workplace. In addition, students

have access to the Alzheimer's WA Training College library.

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

Where possible, students will be provided with resources in electronic format to minimise

resource fees associated with enrolment. If students wish to have electronic copies of resources printed, they may request this for a fee. Resource fees, printing and reprinting costs are outlined in the *Accredited Training Fees and Charges* document, available on the Alzheimer's WA Training College website.

Student Support Services

When completing enrolment forms, applicants are encouraged to disclose any disabilities or ongoing health issues that may impact their ability to undertake or complete studies.

Trainers will review the enrolment forms to discuss any identified support requirements, then implement an individual learning plan for the student. Reasonable adjustment can be made by the trainer/assessor, to learner materials or assessments, where a student requires additional or modified support for successful completion of each UoC. The requirements of the training product are still required to be met. A training product may include a qualification, accredited course, skill set, UoC or module that is nationally recognised.

Alzheimer's WA Training College supports students during their training by way of:

- Additional assistance from trainers where required.
- Individual learning plans.
- 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 reasons, they should direct their concerns to their trainer, where appropriate, or directly to the Senior Manager Education and Consulting. Where study related issues are involved, the trainer will assess the situation to provide support and guidance. Where the matter is beyond the scope of our organisation, we may recommend an external counselling service.

Additional support and resources are available to students when attending the Training College, which include:

- Library facilities
- Computer and laptop access
- Free WIFI



Language, Literacy and Numeracy (LLN) Support

LLN Support is provided to those enrolled in programs delivered by Alzheimer's WA Training College in accordance with the *Language, Literacy and Numeracy Support Procedure (2.2.3B)*.

Those applying to undertake study with Alzheimer's WA Training College, will be required to complete an online LLN assessment prior to enrolment. This identifies a person's capability to undertake study in their desired program, noting additional support they may need, to successfully complete the course requirements.

Access and Equity

All training services delivered by Alzheimer's WA Training College will be compliant with the *Equal Opportunities to Education Sessions Procedure (2.2.1C)*.

Alzheimer's WA Training College 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 Training College will ensure that no student is disadvantaged by conditions which cannot be shown to be relevant to

If the student has not met the required LLN level for the unit entry requirements, or additional support needs are financially onerous to Alzheimer's WA Training College, or beyond the scope of the trainer, it will be recommended that enrolment into the course is postponed until the student has developed the skills required to meet the foundation requirements of the units Alzheimer's WA Training College will provide information and contact details of where support can be obtained to assist in accessing further support in LLN training and courses.

performance or receive less favourable treatment because of any such conditions. This includes matters of perceived discrimination against sex, marital status, career status, age, impairment, parental status or people with certain disabilities.

Alzheimer's WA will:

- Recognise its legal obligations under the *Equal Opportunity Act 1995*, the Disability Standards for Education

Those who may require assistance or support with LLN, should contact the trainer or the Program Support Officer immediately. All discussions are strictly confidential. It is vital that the trainer is aware of any LLN issues so they can 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 students.

Where it is determined that a student is unable to continue the course, due to LLN difficulties, Alzheimer's WA Training College may negotiate, in good faith, to withdraw the student from the course.

2005, and other state and federal legislation and standards.

- 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 provision of training and development, with available resources, to assist students to successfully complete their training.

Student Responsibilities

Alzheimer's WA Training College expects student behaviour towards others to be respectful and courteous 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 surrounding discussion content, students must be reminded that conversations are to remain confidential and not discussed outside the classroom or with others not enrolled in the course. This is deemed a breach of confidentiality and disciplinary intervention may occur.

Alzheimer's WA Training College 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.

When enrolling into any training provided by Alzheimer's WA Training College students agree to:

- Be punctual.
- Dress appropriately.
- Fulfil the requirements of the course within the timeframes provided at enrolment.
- Attend workplace observation sessions (when your trainer/assessor visits you in the workplace).
- Work under instruction at agreed working times.
- Follow all workplace health and safety requirements during training and in the workplace.
- 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.
- Follow all reasonable instructions given by Alzheimer's WA Training College staff and representatives



Workplace Health and Safety

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

Each instructor is empowered to ensure that venues, at which they are conducting course training, are appropriate and safe. All students participating in studies have a duty of care to work in a manner that ensures their own safety and the safety of others. When undertaking training with Alzheimer's WA Training College (RTO 4755), students must follow all safety

directions given by Alzheimer's WA Training College staff and their representatives.

You must report all hazards, near misses, incidents and accidents as soon as practicable. If you have concerns over safety, please speak to your trainer and provide feedback.

Disciplinary Procedures

Students are expected to be involved in the learning program, be respectful of others, adhere to Work Health and Safety requirements (WHS) and show consideration for all, regardless of race, colour, religion, gender or physical ability. If there are grounds for disciplinary intervention, this will be managed by the trainer and then, if necessary, by the Education Lead. A record of the interview may be put in the training file.

Termination of Enrolment

Enrolment may be terminated by students or Alzheimer's WA Training College. Students may initiate a withdrawal in accordance with the *Student Withdrawal Procedure (2.2.0)*.

Alzheimer's WA Training College may terminate enrolment due to:

- Inactivity
- Failure to make payment of course fees as agreed
- Inability to meet course requirements or eligibility criteria (including having access a to suitable workplace)
- Severe misconduct

Cases of severe misconduct, whilst rare, will result in instant termination of enrolment. This may include but is not limited to:

- Assault upon staff or fellow students
- Theft of Alzheimer's WA Training College 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 Training College staff or fellow students.

For more information on termination of enrolment refer to the *Student Withdrawal Procedure (2.2.0)* available on the Training College website.

COVID-19

Alzheimer's WA Training College 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 the Department of Health and Aged Care and/or Alzheimer's WA Training College.

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 Training College reserves the right to alter delivery methods while 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 continued SARS COVID-19 presence. Alzheimer's WA Training College will provide adequate support to work online where necessary.

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

Vaccination Requirements

Alzheimer's WA Training College requires provision of student evidence that they are fully vaccinated upon enrolment, considering requirements to attend work placement within a disability or aged care service provider.

In line with Government standards, up to date COVID-19 and Influenza vaccinations are required for compliance in these instances.



Student Rights and Responsibilities

As a student of Alzheimer's WA Training College, you have certain rights and responsibilities that are outlined in our Student Code of Conduct. These rights and responsibilities are designed to ensure a fair, respectful, and productive learning environment for all students.

Your Rights

- To receive high-quality training and assessment services.
- To be treated with respect and dignity.
- To learn in a safe and supportive environment.
- To have your privacy protected.
- To access information about your course and assessment requirements.
- To appeal assessment decisions or other matters that affect your training.

Feedback

Those who participate in training services and employers are encouraged to provide feedback formally and informally. Informal feedback can be provided any time during the delivery of a program.

Formal feedback is gathered through the process of student and employer surveys.

Your Responsibilities

- To attend classes and participate actively in learning activities.
- To complete assessments honestly and to the best of your ability.
- To treat trainers and fellow students with respect.
- To abide by the Student Code of Conduct and other policies of the RTO.
- To communicate any concerns or issues to the RTO in a timely manner.

Students and employers are encouraged to provide feedback on training quality to ensure that Alzheimer's WA Training College continues to provide training that is engaging and relevant to students and meets industry needs.

Complaints and Appeals

Alzheimer's WA Training College continuously seeks feedback to maintain a quality improvement process. All complaints and appeals are managed in accordance with the *RTO Complaints Procedure (2.2.1G)* and the *Appealing Assessment Result Procedure (2.2.1H)*.

We have a fair and equitable process for dealing with feedback, complaints and appeals that are associated with the training services provided by Alzheimer's WA Training College, where informal and formal processes are available.

Education staff will follow any applicable continuous improvement processes required to address any issues raised through both formal and informal feedback.

Complaints

If a student or employer wishes to make a complaint, Alzheimer's WA Training College has a robust complaints resolution process outlined in our *RTO Complaints Procedure (2.2.1G)*.

In the first instance the person(s) making the complaint are encouraged to, wherever

possible, resolve concerns or difficulties informally with the other party(s) concerned. Where a resolution is not possible through informal processes, a formal complaint may be lodged in writing.

Alzheimer's WA Training College will investigate any matter raised in a timely

fashion according to our Code of Practice and the *RTO Complaints Procedure (2.2.1G)*. If the matter is not settled between Alzheimer's WA Training College and the complainant, the person lodging the complaint has the right to have the complaint reviewed by an independent party.

Appeals

If students disagree with an assessment result or decision, they have the right to appeal. Students must first discuss the issue with their trainer. If this matter is not resolved, the student should then take the matter up with Student Services.

If after consultation with Student Services the matter is still unresolved, the student has the right to apply in writing to the Education Lead who will initiate the appeals process. This requires the submission of all appropriate assignments and assessments with the basis

of the appeal clearly stated in a letter or submission format.

All appeals shall be managed in accordance with the *Appealing Assessment Result Procedure (2.2.1H)* available on the Training College website.

Formal Notice in Writing

Formal feedback, complaints, compliments and appeals can be lodged in writing by:

- Completing the online 'Get in touch' form on the Training College website
- Students, via email at students@alzheimerswa.org.au
- Other stakeholder, via email at education@alzheimerswa.org.au



Privacy and Confidentiality

Alzheimer's WA Training College respects and supports the student's right to privacy, confidentiality and access to personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles.

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

Collection of Personal Information

As an RTO, we collect your personal information so we can process and manage your enrolment in a Vocation Education and Training (VET) course.

Use of personal information

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

We are required by law (under the National Vocational Educational and Training Regulator Act 2011 (C'wealth)) (NVETR Act), to disclose the personal information we collect to the National Centre for Vocational

to 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, unless otherwise authorised by the student or required by law. All personal information collected shall be managed in accordance with the following RTO policies and procedures:

- Obtaining Unique Student Identifiers Procedure (2.2.10)
- Records Management Procedure (2.2.17)
- Credit Transfer Application Procedure (2.2.1E)
- Reporting Training Statistics Procedure (2.2.12)

Hard copy and electronic data records will be collected and stored appropriately and safely to ensure they are protected from unauthorised access, alteration or loss.

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, under the NVETR Act, to disclose your personal information to the relevant State or Territory training authority,

Alzheimer's WA Training College recognises that students have the right to access their own information.

including where state or commonwealth subsidies places are used for enrolment.

Your information, including your results, is reported for the purpose of maintaining the USI register records of your training.

NCVER & Government Agencies

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (C'wealth) (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 NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than RTO's) dealing with matters relating to VET and VET regulators for the purposes of those bodies 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

The NCVER may also disclose personal information to persons engaged to conduct research on their behalf. 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

The Department of Training and Workplace Development (DTWD) is the WA state government body who provide fee subsidy places to eligible students in approved training programs. Where students enrol into courses using a DTWD subsidised place, their details and results will be provided as part of the monthly reporting process. DTWD will provide these details to NCVER as part of the mandatory reporting requirements and USI register provisions.

How DTWD manage your information can be viewed at their website, using the following links:

<https://www.dtwd.wa.gov.au/training#statistics-and-the-wa-data-standard>

<https://www.dtwd.wa.gov.au/sites/default/files/uploads/dtwd-ppr-waveds-v8.0.c13-oct2022.pdf>

Accessing Your Personal 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 the privacy notice

A request for access to personal information by a student should be made in writing, stating the student's name and address and specifically, what information is being sought and 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 Training College may seek a written request with presentation of proof of identity before responding.

Information release to other agents, from Alzheimer's WA Training College, occurs only when requests for information, for the purposes of verification, are received e.g. 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

RTO Privacy Notice

Prior to enrolling, candidates must read the RTO Privacy Notice, available at the training college website:

<https://www.alzheimerswa.org.au/training-college/>

Surveys

At the conclusion of any course, students and employers will be asked to provide feedback through formal Surveys. Periodically students may also receive student surveys run by a government department, regarding the training they have received from Alzheimer's WA Training College.

Students may request to view copies of completed assessment records but are not entitled to be given copies of assessments once they have been submitted and marked. This is to ensure that answers to assessments are not available to other students who may be required to complete the assessments in the future.

Important Contacts and Resources

We encourage you to utilise these contacts and resources to enhance your learning experience and obtain ongoing access to support. Our team is always available to provide guidance and support as you navigate your training journey with Alzheimer's WA and beyond.

Dementia Support Australia

DSA is a nationwide service offering free support to people living with dementia and their carers. They provide 24/7 assistance through various programs:

- *Dementia Behaviour Management Advisory Service (DBMAS)*: Offers assessment, clinical support, care planning, and mentoring to carers and professionals managing behavioural and psychological symptoms of dementia.
- *Severe Behaviour Response Teams (SBRT)*: Provides mobile, 24/7 support for individuals exhibiting severe behavioural or psychological symptoms of dementia.
- *Specialist Dementia Care Program (SDCP)*: Funds specialist dementia care units within residential aged care homes, designed for individuals with very severe behavioural and psychological symptoms of dementia.

Alzheimer's WA Training College

General Enquiries: 1300 66 77 88

Student Support Services: student@alzheimerswa.org.au

Website: alzheimerswa.org.au

Alzheimer's WA Consultancy Services

Alzheimer's WA provides expert consultancy services to support organisations in delivering high-quality dementia care. Our consultancy team works with aged care providers, community organisations, and health professionals to integrate dementia-friendly practices into their services.

Services include:

- Dementia service and environmental design consultancy.
- Training and capacity-building for staff and leadership teams.
- Tailored strategies to improve dementia care models in various settings.
- Support for workforce development and policy integration.

By working with our consultancy team, organisations can enhance their care practices, ensuring a person-centred approach that aligns with the latest dementia research and best-practice guidelines.

For more information,
visit alzheimerswa.org.au or
email consulting@alzheimerswa.org.au