

Dress Code

The MHS T&E Dress Code requires that students dress appropriately and professionally and maintain a presentation that promotes a positive image to all associated with MHS T&E. There are dress codes that must be adhered to when completing vocational placement. Details can be sourced from the T&E Manager.

Study Resources

Whilst studying for your Certificate or Diploma, you are required to access all available resources.

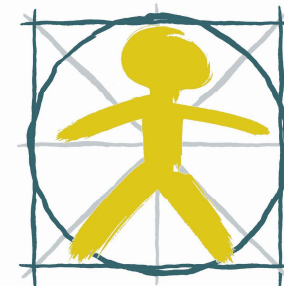
Available resources include:

- **Learner guides and assessment tools.**
- **your Trainer and assessor : .**
- **Murray Human Services Inc:**
- **Workshops**
- **Internet:**
- **Murray Human Services Website**
- **E-mail**
- **Learning circles and Study Groups:**
- **Co-Students**

Contact Details

If you wish to discuss any of the information contained in this brochure, please contact:

The Manager , Training & Education
P.O Box 1 Echuca VIC 3564
Phone: (03) 54806611



M U R R A Y H U M A N
S E R V I C E S I N C

Registered Training Organisation No. 21080

TRAINING & EDUCATION

2011 STUDENT HANDBOOK

This booklet contains basic information about Murray Human Services (MHS) Inc Training and Education and aims to provide you with the information necessary to participate in our training programs.

This handbook should be read in conjunction with the Murray Human Services Training & Education 2011 Study Guide.

You should read through the information and clarify any issues with the Training & Education Manager, who can assist you further.



Murray Human Services Inc is a **Registered Training Organisation** (RTO) that is committed to delivering quality nationally accredited and pre-accredited training. This is achieved by offering innovative and creative training programs that are flexible to suit the needs of training participants, employers and industries associated with Murray Human Services Inc.

This training is a partnership between you, MHS Training and Education and, if you are a trainee, your employer/sponsor and workplace supervisor. The trainers and assessors will guide you through the training process and will liaise with you along the way.

Our training and education services are tailored to suit the needs of each training participant to comply with the requirements of the accredited training program. MHS Training and Education incorporates adult learning principles throughout the delivery of its training programs which means you are encouraged to take responsibility for your learning and be active in the training and assessment process.

MHS Training and Education encourages all training participants to:

- Participate actively in all training and assessment activities
- Undertake all assessment requirements within negotiated deadlines
- Discuss any problems you are experiencing with your trainer or the Training Manager
- Participate in evaluation activities and offer constructive advice relevant to course delivery

You can be expected to be treated with politeness and respect and we expect you to treat your fellow training participants

General Information

Attendance

The trainer/assessor will pre-arrange monitoring and assessment activities at a time that is mutually convenient. These activities might include one to one meetings, workshops, observation in the workplace, assessment reviews and/or small group tasks.

Certificates & Statements of Attainment

Participants who successfully complete all the requirements of their training program will receive a Transcript indicating they have achieved a nationally accredited qualification. This will outline all the Units of Competency achieved and results per unit.

In cases where a participant does not complete the full requirements of a qualification, the Statement of Attainment outlining the individual Units of Competency successfully completed will be issued.

Certificates will be issued at the MHS Training and Education's Annual Graduation Night.

ACE students only will be awarded a Statement of Attainment at the ACE Graduation ceremony held annually in December.

Training Participant Support Services

Murray Human Services will provide counseling and support to trainees experiencing difficulties with their training activities.

In circumstances where training participants require specialised assistance outside the experience of the Murray Human Services staff, we shall provide referral to agencies that can support your specific

Policies and Procedures

Murray Human Services Inc. (MHS) is committed to continuously improving the quality of the services it provides. All staff, volunteers and Board members have a responsibility to monitor and review work practices in order to seek opportunities to improve, and to be involved in all elements of the continuous quality improvement program and all external audit processes relevant to their area of work. MHS will ensure that a sustainable continuous quality improvement program is in place to facilitate this process.

MHS has a range of processes in place to ensure that its quality management system, services and programs are monitored and evaluated in the pursuit of continuous quality improvement.

MHS will comply with all requirements to ensure that the organization remains accredited under AQTF 2010 and that it remains a quality funded stakeholder with ACFE Loddon Mallee Region and Skills Victoria .

Murray Human Services Inc. (MHS) has a large range of policies and procedures pertaining to the organisation as a whole and a number to the RTO in particular.

These consist of , but are not limited to:

- Access and Equity
- Assessment Appeals
- Enrolment
- Fees and Charges , Refunds and Eligibility.
- Issue Resolution
- Staff Management , Recruitment and Professional Development
- Skills Recognition
- Validation and Moderation

All Polices and Procedures can made available at any time by contacting the Manager Training and Education.

Flexible Delivery

Flexible learning expands choice about what, when, where and how people learn. It is a learner-centred approach to education and training that covers a range of delivery modes, including e-learning, distance education, mixed-mode delivery, online learning, self-paced and self-directed learning.

The MHS Training and Education flexible learning model offers benefits to learners and employers and recognises:

- **Students** learn in different ways, and flexible learning gives them access to training that best suits their learning styles. MHS Inc Training and Education will ensure students are assisted to develop education and training pathways that help them balance their work, life and education commitments whilst completing their chosen qualification or course. Flexible learning also opens up a range of learning options and increases accessibility, helping to make training more equitable.

- **Employers** benefit from flexible learning as they are able to integrate training into their workplace in a way that suits their operations. MHS Inc Training and Education acknowledges flexibility is a fundamental concept in the national training system and shall ensure employers and industry will have access to training that suits their business environment.

Training programs at MHS Training and Education are delivered via a number of training strategies. The flexibility in training delivery incorporates options that best suit your needs, including:

- | | |
|-----------------------|--|
| - Workplace Delivery | - Workplace Mentoring |
| - Research Projects | - Self Paced Instruction |
| - Supervised Learning | - Practical Demonstration |
| - Observation | - Learning Circles and critical thinking |

2011 Training Programs

Training level classifications as follows:

- **Skills Deepening** - Diploma and Advanced Diploma level. For people who wish to progress to a higher level within their industry.
- **Skills Building** - Certificates III and IV. For people who wish to enter a skilled trade or practice an occupation that requires skills beyond the basic level.
- **Skills Creation** - Certificates I and II. For people who wish to undertake basic industry training.
- **Pre-accredited.** For people to develop skills in Job search skills ,literacy, numeracy and language.

This training is delivered with Victorian and Commonwealth funding

Skills Deepening

These programs are specifically designed for employees within the Community Services sector who already hold a Certificate IV level qualification in any vocation.

CHC50108- Diploma of Disability Work

Is designed to provide existing workers in the disability sector with the underpinning skills and knowledge required for the successful coordination and management of services for people with disabilities.

CHC52008- Diploma of Community Services (Case Management).

This program is designed specifically to acknowledge the competencies of existing workers in the community services or education sector in Case management roles and to enhance their capacity to operate within a Case management framework..

Competency Based Training

All Murray Human Services training programs are based upon competency-based training principles. Some of the common terms that may be used are:

Competency Based Training is aimed at providing learners with the skills, knowledge and understanding to demonstrate competence against standards, usually nationally industry endorsed competency standards.

Competency Based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Workplace Training is training that is undertaken in the workplace and may include structured training and/or assessment, observation or work practices, case studies and/or completion of work tasks.

Murray Human Services Training & Education applies four basic principles to the assessments we undertake, including the need to be:

valid, reliable, fair and flexible

Our trainers and assessors will work with you to find the best methods in which you can demonstrate your competence.

Should you not achieve competence at any stage, you will be given the opportunity to be re-assessed.

Skills Recognition

MHS Training and Education acknowledges and supports Skills Recognition as one of the most important features of the Australian Quality Training Framework 2010 . The recognition of skills and knowledge will be acknowledged regardless of where, how or when they were achieved. The skills of an individual will be assessed against the relevant standards established by industry.

AQTF 2010 identifies that skills may have been gained through:

- Formal or informal training and education
- Work experience
- General life experience
- Any combination of the above

Although the benchmarks for assessment are the same as those used in training, the assessment processes can be quite different. The evidence of competence is still assessed in relation to specific units of competency, but it can be done in a number of ways, including: work samples, practical demonstrations in the workplace references and/or interviews with supervisors, certificates, performance reviews, other documented evidence (such as photos of work samples and testimonials).

In all assessments presented, MHS Training and Education will ensure that it is the evidence that is presented by the applicant that is assessed, not the applicant themselves.

Assessment only and National Recognition. Diploma level qualifications.

Diploma of Disability(CHC50108) and Diploma of Community Services (Case Management) (CHC52008)

Gain a qualification by recognising your existing experience and skills in the CHC08 Community Services Training Package. Individually tailored programs with in-house interviews and full assessment tools provided. (Gap training provided if required.)

This program has been specifically developed by MHS Training and Education for employees within the Community Services sector who already hold a Certificate IV level qualification in any vocation.

Further information on how to apply for Skills Recognition can be obtained from the Manager , Training and Education

Skills Building

CHC40308—Certificate IV in Disability Work

This training program is for people who are currently working, volunteering or for those wishing to develop a career path in the Community Services sector.

The qualification addresses work in residential group homes, training resource centres, day respite centres and open employment services, other community settings and clients' homes.

CHC30408—Certificate III in Disability Work

This qualification addresses work in the community and/or residential facilities under director regular supervision within clearly defined organisation guidelines and service plans.

Double Certificate IV Qualification

(Students will complete a total of only 18 units of competency to gain the double qualification)

CHC40408- Certificate IV in Alcohol and other drugs

This qualification covers workers who provide a range of services and interventions to clients with alcohol and other drugs issues and/or implement health promotion and community interventions. Work may take place in a range of contexts such as community based organisations, residential rehabilitation services and outreach services.

CHC40508- Certificate IV in Mental Health (non clinical)

This qualification refers to specific knowledge of mental health issues and appropriate intervention processes applied in residential and community based settings.

Skills Creation

CHC20108- Certificate II in Community Services

This qualification may provide an appropriate pathway into higher level qualifications, such as those in aged care, disability and home and community care.

Skills Sets

Skill sets are defined as single units of competency, or combinations of units of competency from an endorsed Training Package, which link to a defined industry need. Skill sets do not replace qualifications as the foundation for undertaking work in the community sector. They enable a qualified worker to move laterally into work areas addressed by the skill set or to broaden their skill base in relation to the services they provide.

Murray Human Services Training and Education is committed to assisting professionals within the sector to build on their existing qualification by offering training and a assessment in the following skills sets.

Individual client support skill sets

Disability work – active support of clients with a disability

Disability work – behaviour support

Disability work – disability advocacy

Disability work – disability support in employment

Disability work – people with a disability who are older

High support and complex care – aged care

High support and complex care – disability work

Dementia support – service delivery

Dementia support – planning and coordination

Mental health – including respond to risk of suicide

Mental health – including recognise individuals at risk

Alcohol and other drugs

Case management

Management and leadership skill sets

Community sector team leadership skill set

Orientation skill set for managers new to the community sector

Evaluation of your training needs.

All training participants are appointed a trainer/assessor who is responsible for the delivery and monitoring of training. Participants who feel that they may be disadvantaged in the learning environment as a result of a disability, language, culture, gender, age or other issues should discuss this with their individual trainer/assessor or the Training Manager.

MHS Training and Educations' Trainers and Assessors identify the language, literacy and numeracy, information in the Training Packages to ensure appropriate training is delivered and assessments are fair, valid and reliable.

Each newly enrolled CHC08 student will be assisted to complete the Pre-training Review Parts 1 and 2 as part of our on going commitment to identifying and supporting those students who may present and be facing difficulties with Language Literacy and Numeracy.

Should you experience any difficulty that may be affecting your training, it is advised that you discuss this with your trainer/assessor or arrange to make an appointment to meet with the Training Manager.

Review and evaluation processes will occur at scheduled intervals over the duration of the training program. You are encouraged to provide feedback to assist Murray Human Services in our quality assurance process by way of the Murray Human services Training and Education survey. A number of other survey may be implemented at any given time during the time of your enrolment.

Following consultation with the T&E Manager, those wishing too, can enrol in any Flexible Delivery Program as individual circumstances permit, rather than wait for a traditional start date (does not apply to Short, Pre-Accredited or Foundation Course (CGEA)).

Training Methods

While completing your qualification with MHS Training and Education, you have two options for completing your study:

Conventional Workbook Training

You may choose to receive your study resources in hard copy. All units will be printed and placed into a folder with easily identified tabs for your convenience. Studying with workbooks has many benefits, including:

- Resources are in an easy-to-read book format
- You can take your resources with you anywhere
- Questions and some assignments can be neatly hand-written

E-Learning

You may choose to study your course online (option not available for Foundation Courses or Certificate I in General Education for Adults). MHS T&E can offer you the flexibility to study a single unit or a whole qualification from any internet connection. Studying online has many benefits, including:

- Resources can be accessed at any time where an Internet connection is available
- Learning activities, materials and submissions are all conveniently located in the one place
- Easy to use website
- Assignments can be completed electronically

You will still be required to attend monitoring and assessment visits with your Trainer as requested. You are also still free to use the Study Room and other resources as you wish.

Individual Skills sets can be studied online also.

Please note—If no preference is stated, conventional workbook training will be applied.

Pre-Accredited Training

These programs are funded by Adult Community and Further Education (ACFE)



Murray Human Services Inc is a major resource for people with support needs. We ensure that our services provide all clients with maximum opportunities and support to enable them to achieve a lifestyle equivalent to other community members and to be included on an equal basis in all activities of their choice.

Murray Human Services Training and Education has over 100 students a year participating in popular ACFE funded courses such as Language, Literacy and Numeracy, The Perfect Career and Skills Passports (specialist Job Search Training program), Financial Matters, Learners Permit, Cooking and Basic Food Handling, Speciality Art Courses and Auslan/Makaton.

Our program calendar including delivery location is published in December and January. All exiting students receive the invitation to enrol by mail.

Fee for Service Training

MHS Training and Education offers Fee for Service Training for Existing Workers in Community Services in the following areas: Negotiation for delivery are normally conducted with an employer and the T&E Manager.

Maps and Paths - to Support Community Integration and ensure staff planning practices are consistent with 'Individual Planning Practices' outlined within DHS Planning Policy under the Disability Services Act 2006.

BSaM (Behaviour Support and Management) - For direct care staff to be competent in identifying behaviours of concern, developing and implementing support strategies, and applying physical intervention whilst ensuring duty of care to the client and the Occupational Health and Safety of staff .

Basic Introductory to the sector and industry sectors.

Work effectively in the community services sectors together with a range of other introductory units ie; Work effectively with people with a disability/mental health/aged care/alcohol another drugs.

Individual Units of Competency

For people wanting to work in transporting people with disabilities, those working in the Taxi industry and/or drivers of Courtesy Buses.

The following units are available:

- TLIB407C Carry Out A Vehicle Inspection
- TLIC1107C Transport Passengers with Disabilities
- TLIF107C Follow OH&S Procedures

Short Courses

Mental Health First Aid

Mindful Supervision and Management.

Medication and Infection control

Manual Handling

Vocational Education Placement **Please see study guide for full details.**

Facilities and Training Venues.

Murray Human Services Inc ensures all facilities and training venues are multi-functional and available for use by all educators and trainers working at Murray Human Services Inc.

Details of all education and training programs to be offered either to existing workers, new trainees and/or specific client groups will include details of the venue and location. 2011 Venue details , times and dates per qualification will be made available to enrolled students per region at the time of completing their enrolment.

Murray Human Services Training and Education will:

- Comply with all laws relevant to the operation of training premises including Occupational Health and Safety and Fire Safety Regulations
- Ensure that the training premises are of adequate size and have adequate heating, cooling, lighting and ventilation
- Ensure that the training facilities, equipment and other resource materials are relevant and adequate for each specific training program

If you experience any issues or problems with the training premises, facilities, equipment or resources, please raise these with the trainer/assessor or the Manager as soon as possible so that the issue can be resolved.