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# STUDENT HANDBOOK

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## **ALZHEIMER'S ASSOCIATION OF QUEENSLAND**

Thank you for choosing to study with Dementia Australia part of Alzheimer's Association of Queensland AAQ.

Please take the time to review this handbook and keep it in a safe place in case you need to refer to it during your studies.

If you have any questions or comments during your course please feel free to contact us.

AAQ delivers the following accredited unit:  
Provide Support to People Living with Dementia

### **History**

AAQ formerly known as ADARDA (Alzheimer's Disease and Related Disorders Association) was formed on 23 November 1983 in Brisbane by an interest group of 130 people representing dementia carers and service providers. AAQ was formed to recognise and support the needs of people with dementia and their carers. Today, it is a statewide organization assisting people with dementia and their carers throughout Queensland.

### **Philosophy**

The AAQ is committed to enhancing the wellbeing and quality of life of people with dementia and their carers, ensuring services provided by AAQ support the prevention of dehumanisation and infantilisation and deter premature and inappropriate placement of people with dementia.

All services follow and advocate the principles and philosophy of Social Role Valorisation (SRV). SRV is a theory that is concerned with the way people with disabilities have been devalued by others in society. SRV specifically looks at assisting a person with a disability or dementia to attain and maintain valued social roles within their home, work and community for their own quality of life and self-esteem, and to ensure that they remain as an integrated and accepted member of their community.

### **Mission Statement**

AAQ aims to be an effective advocate on behalf of people with dementia and their carers to achieve an enriched quality of life.

### **Code of Practice**

AAQ is committed to the maintenance of high standards in the provision of vocational education and training and other client services.

### **Legislative Requirements**

AAQ will meet all legislative requirements of State and Federal Governments. The legislation adhered to includes (but is not limited to) the following:

- Equal Opportunity in Public Employment Act 1992
- Anti-Discrimination Act 1991
- Industrial Relations Act 1999
- National Education Vocational and Training Regulator Act 2012
- Work Health and Safety Act 2011
- Guardianship and Administration Act 2000
- Health Act 1937
- Mental Health Act 2000
- Aged Care Act 1997
- Copyright Act 1968
- Privacy Act 1988

Copies of all legislation pertaining to training are available for perusal, on request.

### **Quality Management Focus**

AAQ has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from Learners, staff and employers for incorporation into future programs.

### **Client Service**

AAQ has sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of Learner assessment results.

Our quality focus is documented in the following procedures:

- Access and Equity
- Recognition of Prior Learning
- National Recognition
- Refund
- Complaints
- Academic Appeals
- Learner Support
- Language, Literacy and Numeracy

### **Access and Equity**

AAQ is committed to meeting the needs of individuals and the community as a whole. With this in mind, AAQ will ensure the fair allocation of resources and the right to equality of opportunity without discrimination.

AAQ only provides Nationally Recognised training through distance education units allowing people with disabilities to have access to complete these units. AAQ endorses

the national equity strategy by incorporating the principles of equity into all programs and align with the *Anti-Discrimination Act 1991*.

### **Recognition of Prior Learning**

AAQ encourages applications for the Recognition of Prior Learning (RPL). RPL is a form of assessment that enables Learners to be given credit for what they already know and can do, in other words their competencies. If a Learner believes they have achieved competency in a particular learning outcome, they may apply for RPL.

For those wishing to apply for Recognition of Prior Learning, a RPL kit guiding the Learners through the process is available on request from AAQ.

### **National Recognition**

AAQ will recognise Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisations as required.

### **Refund Process**

No refund will be provided for any distance education units

### **Complaint Process**

AAQ strives to deal with issues as they emerge, in order to avoid further disruption or the need for a formal complaint. If Learners have a complaint with any aspect of their training, they are encouraged to speak immediately to the trainer and assessor in order to resolve the issue. A complaint may also arise if you believe that inappropriate behaviour such as harassment, bullying or discrimination has adversely affected your rights. AAQ is committed to upholding Queensland government legislation such as the *Anti-Discrimination Act 1991* and the *Work Health & Safety Act 2011*.

If the Learner is not satisfied the issue has been resolved, they are advised to put their complaint in writing. Once a formal complaint is lodged, the manager of the service will investigate the matter and notify the Chief Executive Officer at that time. The manager will consult with all parties. The complainant will receive written acknowledgment of receipt of the complaint within 24 hours.

Where Alzheimers's Association of Queensland (AAQ) considers more than 60 calendar days are required to process and finalise the complaint it will:

- i. Inform the complainant in writing, including reasons why more than 60 calendar days are required; and
- ii. Regularly update the complainant on the progress of the matter.

If the complaint remains unresolved, the manager shall refer the complaint to the Chief Executive Officer, who will consult with all parties involved. If the complaint is still

unresolved, the Chief Executive Officer may engage the services of a professional mediator.

Where a complaint is upheld, the recommendations of the professional mediator will be implemented promptly to prevent further complaints of a similar nature.

At all stages of the complaint process, the complainant has the right to consult and be accompanied or represented by an advocate of their choice. The complainant will be informed in writing of the outcome of the investigation of their complaint. If the complaint is still unresolved, the CEO may engage the services of a professional mediator. If the complainant is unhappy with the decision by the professional mediator they can access ASQA's website (<http://www.asqa.gov.au>) and complete the ASQA complaints procedure that is accessible from the home page.

General feedback can also be provided through the quality indicator surveys or AAQ surveys. All records of complaints will be kept on your Learner file. If the decision of the complaint supports you then the RTO will immediately implement the decision and advise you of the outcome.

At the completion of the process potential causes of complaints and their outcomes are identified to eliminate or mitigate the likelihood of recurrence.

Records of all complaint correspondence and reports and their outcomes are securely maintained.

### **Workplace Health & Safety**

Learners on work placement have both rights and responsibilities under the *Work Health & Safety Act 2011*. Learners have the right to undertake clinical placement in a safe working environment. Learners also have the responsibility to work in accordance with health and safety, equal opportunity and other workplace requirements.

### **Academic Appeals Process**

AAQ recognises that disputes may arise in regard to assessment results and therefore provides a procedure where these issues may be addressed and resolved.

#### *Assessment dispute process*

1. Assessment report is sent to the Learner to view and appeal.
2. Learner has 3 opportunities to submit work prior to being marked incomplete.
3. Assessment is retained by AAQ for 10 weeks pending an appeal.
4. The Learner who perceives an issue with the assessment, submits in writing, within 14 days of receiving notification, their issues to the assessor for

- discussion. The Learner will receive written acknowledgment of the receipt of their appeal within 24 hours.
5. Where AAQ considers more than 60 calendar days are required to process and finalise the appeal it will
    - Inform the Learner in writing, including reasons why more than 60 calendar days are required; and
    - Regularly update the Learner on the progress of the matter.
  6. A meeting between the Learners, an advocate or independent person of their choice (if desired) and the assessor and/or education manager, will be scheduled, at which the Learner will be able to present their case.
  7. After discussion, if the issue is resolved the process is complete. If the issue is not resolved, the following step is put in place.
  8. The assessor refers the issue to another independent assessor(s) and if resolved, the process is complete.
  9. The Learner will be informed of the outcome of the appeal in writing, within 3 working days of appeal process completion.
  10. If the appellant feels the issue is still unresolved, the appellant initiates the complaint procedure (refer to AAQ-P-22.0 Non Staff Grievances) at the relevant stage. If the appeal is still unresolved the Learner can access ASQA's website at <http://www.asqa.gov.au/complaints/making-a-complaint.html> and complete the ASQA complaints procedure.
  11. All appeals are recorded and reviewed through the continuous improvement process to identify and eliminate or mitigate the likelihood of reoccurrence.
  12. If you are concerned about the RTO as a training provider then you may approach the Regulatory Authority. This authority has the power to suspend or cancel the RTO's institutional registration or any course registration if a breach of the requirements of registration provision is proved.

### **Learner Support**

AAQ is committed to furthering relevant education to all workers providing care to people with dementia. Participants undertaking courses at AAQ are able to access a full range of guidance services. These services may be accessed at any time during your training with the AAQ through the free advice line number.

### **Language, Literacy and Numeracy**

Should it be ascertained that a Learner requires assistance with their literacy and/or numeracy, they will be guided to the nearest TAFE or equivalent literacy and numeracy support program for assistance. Should a Learner of a non-English speaking background (NESB) so prefer, AAQ will conduct a verbal assessment will be offered as a form of reasonable adjustment as long as the outcomes of the unit of competency are not compromised through this approach.



### **External Review**

AAQ has agreed to participate in external monitoring and audit processes required by the regulatory authority. This covers random audits, audits following complaint, and audit for the purpose of re-registration.

### **Management Administration**

AAQ has procedures which maintain high professional standards in marketing and promotion, and delivery of vocational education and training services which safeguard the interests and welfare of Learners. Its management strategies ensure sound financial and administration practices.

AAQ will maintain a learning environment that is conducive to the success of Learners. AAQ has the capacity to deliver the courses, use appropriate methods and materials and ensure adequate facilities are provided. AAQ does not guarantee a Learner will successfully complete a training product on its scope of registration or obtain a particular employment outcome where this is outside of the control of AAQ.

Learner records are managed to ensure confidentiality and security of all Learner information is maintained. All Learner records are stored and archived in accordance with the requirements of the VET Quality Framework standards.

AAQ has a Privacy Procedure which outlines that all information collected is private and confidential and is aligned with the *Privacy Act 1988*.

### **Marketing and Advertising**

AAQ markets its vocational education and training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information no false or misleading comparisons are drawn with any other provider or course. The Nationally Recognised Training (NRT) logo is employed only in accordance with its conditions of use and is only used for accredited courses, nationally recognised qualifications or units of competency.

### **Training and Assessment Standards**

AAQ has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training offered.

Assessment will meet the requirements the relevant VET Quality Framework Standards. Adequate facilities, equipment and training materials will be utilized to ensure the learning environment is conducive to the success of the Learners.

## **Assessment Method**

Learning outcomes may be assessed through:

- Case studies
- Journals
- Short answer/ multiple choice
- Worksheets
- Simulation/ skill plays
- Practical observations

Reasonable adjustment of assessment processes will be carried out using any of the assessment methods above and will ensure that the requirements of the unit of competency are met

## **TRAINING**

Foundation Skills are embedded in training and assessment. Information on the Foundation Skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://training.gov.au>

## **Prerequisites for Training Programs**

All Learners will need to be able to read, comprehend and discuss familiar English and write simple statements.

## **Learner Responsibility for Nationally Recognised Training**

- Make the time commitment to undertake and complete the training.
- Access student support if and when necessary.
- Complete competency based assessment for each of the required units.
- Be assessed on-the-job through assessment tasks provided in self paced workbooks and journals.
- Be working in an aged care setting prior to commencing the units

## **Assessment**

Assessment varies from competency to competency and will take place as written and workplace assessment. The trainers and assessors will give clear guidance for all assessments and the method of assessment to be used. During the course you will have the opportunity to both practice the skills and, if necessary, repeat an assessment.

One or more of the following methods of assessment may be used: Case studies, Journals, Short answer/ multiple choice, Worksheets, Simulation/ skill plays, Practical observations.

### **Learner Progress**

The date of issue and completion of each module is recorded in your personal file. These Learner records are reviewed after each completion date of a module, to note progress. If there has been limited progress or contact noted, follow up will be made asking the Learner to indicate progress or difficulties. Extensions may be granted or an offer of tutoring given to assist Learners to maintain progress and successful completion of work modules.

### **Learner Conduct**

AAQ ensures equity and fairness for all Learners and wants to ensure that Learners do not gain unfair advantage by plagiarising, colluding or cheating at any time during their learning and assessment.

Conduct Requirements:

1. AAQ requires Learners to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.
2. Trainers and assessors:
  - a. are responsible for explaining referencing, and for identifying and reporting plagiarism, cheating and collusion.
  - b. must not engage in any activity whereby they knowingly collude with Learner for the purposes of plagiarism and/or cheating on a set assessment task or during an examination or test.
  - c. must report suspected plagiarism to the Education Manager AAQ
3. The Learner must:
  - a. avoid plagiarism by clearly referencing the use of words or ideas or other materials of other people in an acceptable format
  - b. not present work done in collusion with another person or persons as solely their own work.
  - c. Copies of formal documentation regarding plagiarism, collusion and cheating investigations, findings, outcomes and letters of communication between AAQ and the Learner will be kept for a period of 7 years or at the discretion of the CEO.

### ***If suspected***

1. A Trainer and Assessor who suspects plagiarism should report this to the Education Manager of AAQ.

2. The Education Manager must decide whether the plagiarism amounts to cheating, with the intention of gaining an unfair advantage. The Learner will be given opportunity to respond.
3. The Education Manager decides there was no Plagiarism and Cheating and if that it is a case of unsatisfactory assessment and not cheating, will then mark the work appropriately.
4. If after giving the student an opportunity to respond, the Education Manager decides that the Learner has acted with an intention to obtain an unfair advantage, they will either:
  - a. disallow a Competency for that unit of Competence; or
  - b. inform the Learner that the marks have been disallowed and advise the Learner that he/she has a right to appeal as per our Complaints and Appeals procedure; and
  - c. place a copy of the letter on the Learner's personal file.

### **Library Resources**

AAQ Library consists of a range of dementia and aged care specific books, videos and journals. To become a registered user, complete the Library registration form at [www.alzheimersonline.org/library/index.php](http://www.alzheimersonline.org/library/index.php) or contact (07) 3422 3000.

### **ADDITIONAL COURSES**

AAQ is a Registered Training Organisation, offering a range of education and training products and services to meet the varying needs of all those involved in the care of people with dementia, from family carers through to professional service providers. Our courses are **fee for service**.

### **On Demand Seminars and Workshops**

AAQ offers an 'on-demand' training service. When an aged care facility or organization indicate they would like to undertake certain training AAQ will work with them to arrange this. All aspects of on-demand training are negotiable and are not structured in the same way as our scheduled training programs. On an individual training session basis the topic or combination of topics, venue and catering, minimum participant number and costs will be negotiated between AAQ and the requesting organization.

Topics may be selected from our scheduled training programs. Please contact AAQ for details.

## **OTHER USEFUL INFORMATION**

### **New Learners**

All Learners who are enrolling in Nationally Recognised Training and who have not previously studied with the AAQ, are requested to complete and submit an Education Registration Form prior to the registering for the unit of competency.

### **Certificates**

All participants enrolling in and achieving competence in Nationally Recognised Training will receive a relevant Statement of Attainment, listing the units of competency achieved.

The Alzheimer's Association of Queensland will issue a replacement statement of attainment, however a \$10.00 processing fee applies and is payable prior to issuing the replacement certificate. A formal written request must be made for a replacement statement of attainment.

## **OTHER SERVICES OF THE ALZHEIMER'S ASSOCIATION QUEENSLAND**

- 24 hour Advice line
- Resource centre
- Library
- 3 residential facilities
- Private Allied Health and nursing services
- 4 Respite services: centre based; in home; mobile; emergency overnight care.
- Support groups
- Research support
- Consultancy service: Providing individualised solutions to care delivery issues.

For a more *extensive and detailed list of services* offered visit our interactive website at: **[www.alzheimersonline.org](http://www.alzheimersonline.org)**

## **Study Skills & Time Management**

You can prepare yourself to succeed in your studies. Time management is a key element to successful studying. To make best use of your time, you need to have an effective and efficient strategy. Planning ahead will help you to maximise the use of your time

### **Planning ahead**

Step 1 – Prepare a calendar at the beginning of the module

Write down work and family responsibilities  
List dates for completion of assignments

Step 2 – Prepare a weekly schedule

Write down your weekly schedule  
Set aside time each week to work on your assignments

The most difficult part of distance education is staying motivated. Learners need to take the initiative to complete their courses completely on their own without the physical presence of trainer and assessors or other Learners.

### **Staying motivated**

1. Connect with other Learners – there may be other work colleagues that are studying. Create your own support group to keep on track
2. Discuss what you are learning –the opportunity to make positive changes in your work environment will help you to stay motivated.
3. Chart your progress and reward yourself
4. Make time for fun, set aside some time each week to do something that you enjoy.