



Administration of Education for National Recognised units and courses

Handbook

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Introduction

The **Alzheimer's Association of Queensland Inc (AAQ)** is a Registered Training Organisation. Its registration is managed by the Australian Skills Quality Authority (ASQA). Accredited and non-accredited courses are provided by The Association. **Dementia Australia** is the trading name of the Association under which Statements of Attainment for *competency based training* programs are issued.

The AAQ delivers two distance education modules

Please refer to policy and procedure manual as necessary.

Overview of Role Requirements

Trainer and Assessor:

- First contact education enquiries.

Quality Co-coordinator (QC):

- Maintaining Version Control Register

Admin:

- Distance education: enquiries and enrolment procedures
- Advertising of courses
- Preparing enrolment
- Printing of notes and handouts
- Registering assessments received, and forwarding to appropriate assessor.
- Recording and storage of assessment results.
- Filing evaluations
- Issuing Statements of Attainment and non-accredited course testamurs
- Course brochure
- Ensuring all accredited trainee information is entered into AVETMISS
- Collating statistical information for reporting against quality indicators

Training Materials: Version Control

Training materials are regularly revised and updated.

To ensure participants receive the most up to date material, a version control system is in place and is aligned with AAQ ISO accreditation ISO 9001:2008.

The Version Control Register is to be kept with the QC. The QC is responsible for updating and removing of superseded procedures and forms from the staff intranet.

Whenever changes to the training materials occur, it is the responsibility of the trainer and assessor to inform the QC of the changes. The QC is then to:

- Record updated versions on the **master copies** of training materials. (Version numbers and review dates are found at the bottom of the pages of notes and assessments.)
- Record changes in the Version Control Register.

The version control register is a required document for Training Registration and audit purposes.

Training

Education Enquiries

The following questions must be asked and information provided:

1. When requesting distance education modules the following costs of course materials must be supplied to the trainee:
 - Provide support to people living with dementia- \$200
 - Respond Effectively to behaviors of concern- \$77
2. Advise the potential trainee they will need a USI number prior to being registered for the course. This can be obtained through <https://www.usi.gov.au/students/create-your-usi>
3. If recognition of prior learning (RPL) is requested the trainee is to follow the RPL procedure EDU P3. An RPL kit can be sent on request, however processing will only occur upon payment of \$200 per unit has been received.
4. Registration form and LLN form to be emailed or posted to the trainee. All information must be completed on the registration including LLN form.
5. Registration form to be emailed or posted to administration@alzheimeronline.org
or
47 Tryon Street
Upper Mt Gravatt, 4122
6. Distance education modules will not be emailed without registration and LLN form completed

Enquiries and Enrolment Procedures

1. On enquiry, if required a distant education flyer and registration form (includes learning support information) can be sent via email or post.
2. Upon receiving of application payment details (cheque, money order, and credit card) will be given to accounts. Invoice will be processed and a copy to be kept in trainee file.
3. Payment details will be entered into attaché' an invoice will be generated. Receipt and invoice (if required) will be posted to trainees or service providers. A copy will be placed in the trainee's file. Receipt number will also be recorded on registration form.
4. Administration will enter the trainee information into the AVETMISS database, stored on the administration computer desktop. Instructions for AVETMISS data entry is on the administration computer in reception folder/vetrak.
5. The trainee number generated in AVETMISS will be recorded on the trainee paper file. One file per trainee. If completing more than 1 unit this is to be kept under the one trainee number.
6. Administration to make up trainee file using folders with purple tab. First 3 letters of trainees last name to be stuck on tab; copy of relevant letter, registration form and copy of receipt to be placed in trainee file.
7. Generate trainee letter (EDU 35) that welcomes them to the course; request that distant education modules be completed within 3months of receipt of modules.
8. Send letter with associated learning:
 - a. Course Notes
 - b. Assessment questions and journal assessments
 - c. Trainee Handbook
 - d. Acknowledgement of receipt of assessment work cards
 - e. Privacy Brochure
 - f. Survey to be sent

Recognition of Prior Learning

1. Participant makes enquiry/ request.
2. RPL kit sent.
3. Applicant pays fees
4. Documents processed as per RPL procedure: EDU-P-3

RPL kit is located on the intranet

9. Prior to June 30th each year the quality indicator statistics are to be collated, reviewed by education manager and submitted to ASQA.
 - Ensure learner and employer (if required) questionnaires have been returned. Complete form off ASQA website and email to ASQA to Qidata@asqa.gov.au . Ensure a confirmation email has been received.
 - To submit quality indicator 3, competency completion. Log onto <http://rto.ncver.edu.au/home/html> . This involves totalling all trainees who have enrolled in each accredited unit and those completed during the previous January-December period. Email generated report through to ASQA Qidata@asqa.gov.au . Ensure a confirmation email has been received once submitted.

Advertising and Promotions

AAQ is ultimately responsible for ensuring accurate and transparent information about its services and performance is made available to prospective and current learners and clients. This information enables prospective and current learners and clients to make informed decisions regarding their training and/or assessment needs.

The process to ensure the above responsibility is carried out is contained in the EDU-P13.0 Marketing and Promotions Procedure.

Notes, Handouts and Assessment Folders

Distance Education

Course notes are to be provided to trainees. Master, version-controlled copies are maintained on computer under the education drive. An **evaluation survey** should be included with all units of competency

Evaluations and Feedback

ASQA and Alzheimers Queensland survey forms are to be provided with all nationally accredited units.

This information will be collated on an annual basis in February each year for reporting and continuous improvements of units.

Assessments

(Processing , Marking, Records & Storage, Appeals)

Distance Learning Packages:

1. Assessments returned to AAQ Inc.
2. Assessment is stamped with received date
3. The assessment is then forwarded to the appropriate assessor, who completes the Assessment record at the back of the assessment booklets.
4. The assessor returns the marked assessments to the Administration Officer.
5. The assessment is then kept by AAQ in the trainee file for 6 months. Trainees can request for the assessment to be returned to them after the 6 month period. Also included should be a record of the Statement of Attainment issued. Assessment RESULTS refers to: competent or not yet competent rating.
6. A copy of the certificate is kept on the administration computer.
7. Certificate to be sent to trainee or if further attempts are required for competency, the full assessment, with a letter outlining re-submission required to be sent to trainee.
8. Records of assessment results are to be kept for 30 years.

'Not Yet Competent'

When a trainee is deemed 'not yet competent' in any area of assessment, the assessment is to be in the first instance, reviewed by a second assessor, prior to result being formally issued. If on second assessment the rating remains the same, consultation with the trainee is to be made within 48 hours (of reviewed assessment), to make arrangement for re-assessment.

If there is only one assessor for the course assessments, they can be re-assessed by using an assessor from another course and a person who has industry knowledge, skills, and experience in the area being assessed.

The process for submitting an Appeal is covered in the EDU-P-2 Academic Appeals Procedure.

Assessments deemed 'Not Yet Competent' may be subject to an appeal. Complete copies of these assessments are to be held for a period of 6 months from date of issue of results. However, after 14days, the right to appeal lapses.

Issuing Certificates

1. For all Distance education courses, on successful completion, that is where the trainee is deemed to be "competent", a Statement of Attainment is awarded, listing the competencies achieved.
2. The format of the Statement of Attainment is dictated by ASQA. 'Shell' certificates are provided and stored on computer for the Administration Officer. All Statements of Attainment will contain
 - The name, national RTO code and logo of Alzheimers Queensland
 - Code and title of the awarded AQF unit of competency
 - NRT logo
 - Trainee's Unique Student Identifier (USI) will not be included as per the student identifiers Act 2014
 - Authorised signature of CEO and Education Manager
 - The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'.
3. Before issuing Statements of Attainment, check with that the competency codes listed are correct and up to date.
4. Ensure the Unique Student Identifier (USI) and statement of attainment number is listed on the spreadsheet. The spreadsheet with USI is located on the administration officer computer.
5. Statements of Attainment are issued under the name of 'Dementia Australia'.
6. Certificates will be maintained on record for 30 years as well as electronic records of students results.