



**EQUINOX TRAINING
STUDENT HANDBOOK
(Healthcare Program)**

2019



the **learning**
collaborative

INTRODUCTION

Welcome to Equinox Training!

Thank you for choosing Equinox Training, one of Australia's newest training organisations, specialising in training for the Australian aged care and disability sector.

You are embarking on a fantastic journey which will equip you with the knowledge, skills and capabilities to operate as a professional care worker or as a manager or supervisor working in the healthcare sector.

This Student Handbook outlines the rights and responsibilities of students undertaking training with Equinox Training. It is the responsibility of all prospective students to read the Student Handbook and ensure they understand their rights and responsibilities.

Please contact us any time you have any queries or concerns regarding the information in this Student Handbook or if you have feedback (both positive and negative). We are here to help.

We hope you enjoy this exciting new aspect of your career in aged care and look forward to welcoming you to the Student Alumni upon your successful completion.

Equinox Training has proudly partnered with The Learning Collaborative Pty Ltd (TLC) -RTO No. 32350 and Allen's Training Pty Ltd RTO No. 90909 to deliver nationally recognised training.

This Student Handbook is to be read in conjunction with TLC's Student Handbook, found at:

<http://tlc.training/blog/2017/11/tlc-student-handbook/> as it provides information regarding the responsibilities and requirements of Equinox Training as a training partner with TLC, but also the requirements of Equinox Training.

The Allen's Training Student Handbook can be found at: <https://www.allenstraining.com.au/f.ashx/downloads/Student-Agreement-13OCT17.pdf>

Please read and complete the back-page declaration regarding your placement requirements and hand it in to your trainer on the first day of class.

Kind Regards

Jessica McLean and Zac Hitchcock

Directors

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OUR TEAM

Jessica McLean – Director of Care

Bodie Conway – Operations Manager

Zac Hitchcock – Director of Training

Melanie Mills – Administration Officer

OFFICE LOCATION:

5-9/20 King Street, Caboolture, QLD 4510

PO Box 474, Caboolture, QLD 4510

P: 07 31063859 E: admin@equinoxsg.com.au

OUR TRAINERS

You will be introduced to your trainer at the commencement of your course. Our trainers are highly respected and knowledgeable individuals within the Practical education and within their industries.

OUR BUSINESS

Equinox Training is a part of the Equinox Services Group, formed in 2017 with a goal of providing responsive and quality services to support the local aged care, disability and healthcare industry. We do that by offering training, NDIS and soon to be aged care home care services

OUR VISION:

Provide responsive and quality services to our clients, students and members of the community.

MISSION STATEMENT:

ENRICH – We aim to enrich the lives of all people whom we come in to contact with, our client, our students and our community members

EMPOWER – We aim to empower our clients to meet their goals by providing quality staff, exceptional new-recruits, and to select the best aged care services for their needs

EXCEED – We aim to exceed our stakeholder’s expectations in all our dealings.

OUR PHILOSOPHY:

Equinox Services Group recognise that –

- Our clients have a right to accountable and responsive services;
- Our clients have a right to easy and equitable access to services.

Equinox Service Group also recognise –

- It is our obligation to clients and industry partners to maintain a high standard of services;
- It is our responsibility to provide support that respect the dignity, rights, privacy and confidentiality of all stakeholders; and
- It is our privilege to do so.

OUR BUSINESSES



OUR PROGRAMS

We have entered into a training partnership with TLC (RTO 32350) to deliver the following nationally recognised courses:

- FSK20113 – Certificate II in Foundation Skills for Work and Practical Pathways
- CHC32015 – Certificate III in Community Services
- BSB30115 - Certificate III in Business
- CHC33015 – Certificate III in Individual Support, and
- CHC43015 – Certificate IV in Ageing Support

We have entered into a training partnership with Allen’s Training Pty Ltd (RTO 90909) to deliver the following nationally recognised courses:

- HLTAID001 – Provide cardiopulmonary resuscitation
- HLTAID003 – Provide First Aid



CODE OF PRACTICE

As an auspicing partner of Registered Training Organisations, Equinox Training is bound to operate within the Standards for RTOs 2015 set down by the VET National Regulator (Australian Skills Quality Authority ASQA).

Equinox Training has policies and management practices which maintain high professional standards in the marketing and delivery of education services, and which safeguard the educational interests and welfare of students.

PRINCIPLES OF PRACTICE

We have agreed to operate within the Principles and Standards of the Practical Education & Training (VET) Quality Framework. We will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of Practical education and training services, and which safeguard the educational interests and welfare of course students.

We will maintain a learning environment that is conducive to the success of enrolled students. We will have the capacity to deliver the nominated courses,

provide adequate facilities and use appropriate methods and materials. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

LEGISLATIVE REQUIREMENTS

Equinox Training will meet all legislative requirements of the State and Federal Governments. Equal Employment Opportunity, Workplace Health and Safety, Workplace Relations and Practical Placement standards will always be met.

ACCESS AND EQUITY

Recruitment of students will always be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum or National Training Package. Recruitment decisions will rest on the assessment by Equinox Training of the extent to which the stated competency standards and learning outcomes of the program are likely to be achieved by the applicant given her or his qualifications, proficiency, experience and aspirations. We will ensure that student selection decisions comply with equal opportunity legislation.

QUALITY MANAGEMENT FOCUS

Equinox Training is committed to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and employers for incorporation into future programs. As part of continuous improvement, we have a systematic approach for gathering feedback and acting on it.

CLIENT SERVICE

Equinox Training has sound management practices that ensure effective client service. We have client service standards to ensure the timely issue of student results and qualifications. Qualifications are appropriate to competence achieved and are issued in accordance with national guidelines.

Our client service quality focus includes a Recognition of Prior Learning (RPL) and Credit Transfer Policy, a Refund Policy, Complaints and Appeal Policies, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those clients requiring literacy and numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our student information will ensure that all fees and charges are known to students before enrolment, that program content and assessment procedures are explained and that Practical outcomes are outlined.

MANAGEMENT AND ADMINISTRATION

Equinox Training has policies and management strategies that ensure sound financial and administrative practices.

STUDENT CODE OF CONDUCT

The fundamental principles that drive our actions at Equinox Training are listed below:

- Respect for others
- Commitment
- Self-discipline
- Accountability for learning needs
- Teamwork
- Transparent and courteous communication

Management guarantees the organisation's sound financial position and safeguards student's fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request. Equinox Training has adequate insurance policies.

MARKETING AND ADVERTISING

Equinox Training will market its educational products with integrity, accuracy and professionalism. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

TRAINING AND ASSESSMENT STANDARDS

Equinox Training has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the national assessment principles (including RPL and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

GUARANTEE

Equinox Training will honor all guarantees outlined in this Code of Practice.

OUR GUARANTEE TO YOU

If Equinox Training defaults on our ability to deliver a service, we will refund tuition fees for all services not delivered by us.

- Courage
- Honesty
- Service to others
- Respect for the environment

The Code of Conduct expected of our students is driven by the fundamental principles listed above. We promote everyone's right to learn with dignity. At all times students must respect the right of others to learn and must not in any way interfere with this right or behave in any way that would degrade another student's learning environment. The Student Code of

Conduct also always applies when in the workplace.

STUDENT OBLIGATIONS & RESPONSIBILITIES

The Student shall make every effort to achieve the standards of study specified in the Training Plan. The Student shall use every effort to successfully complete the qualification within the timeframe specified in the Schedule of Training.

ATTENDANCE AT TRAINING

Attendance at training is compulsory. If the Student is unable to attend a scheduled training session, he/she must contact the trainer, or our office, immediately.

Should the Student miss two (2) training sessions or more, will alert the Student's employer/Job Provider or the Community Organisation the program is being delivered in partnership with and the Student will be asked to show cause as to why his/her enrolment should not be terminated. The decision to terminate a student's enrolment will be made at the discretion of Equinox Training.

If the Student is absent from a training session, he/she will be required to collect the assessment workbook/s from the administration office (they will not be posted). The Student must contact the office to make arrangements for collection. If the Student does not make arrangements to collect the assessment workbook/s, the workbook/s will be provided to the Student at the next scheduled training session.

It may be possible to schedule remedial training arrangements, subject to existing training schedules. However, it is a basic understanding that if a student misses a scheduled training session, that student will be required to complete that unit or units, self-paced.

STUDY PERFORMANCE (REASONABLE PROGRESS)

The Student will be expected to maintain 'reasonable progress' for the duration of the course. The student must submit all assignments by the due dates (as documented in

the Schedule of Training). If the Student is experiencing difficulties, or requires additional support, he/she must contact the trainer immediately.

Equinox Training will maintain regular contact with the Student's employer/Job Provider or the Community organisation the program is being delivered in partnership with, advising them of Student progress in monthly reports. Should the Student fail to progress, he/she will be asked to show cause as to why his/her enrolment should not be terminated. The decision to terminate a student's enrolment will be made at the discretion of Equinox Training.

If the Student is experiencing personal or health issues that impact their ability to maintain reasonable progress, he/she must advise the trainer or the office, immediately. It is important that communication is maintained; if possible, we will work with the student to revise the Schedule of Training where extenuating circumstances apply.

RESPONSIBILITIES OF STUDENTS

- Reading the Student Handbook and ensuring you understand your rights and responsibilities
- Complying with all Equinox Training policies and procedures including those relating to placement
- Reading all relevant course and training information
- Advising Equinox Training if you have previous skills and knowledge and seeking recognition for this prior learning
- Attending all training sessions as required
- Being punctual to training sessions
- Submitting all assignments by the due date
- Meeting with your trainer to review progress
- Ensuring all work is students own
- Discussing any concerns regarding the training course, session activities and your ability to learn with your trainer
- Advising Equinox Training if you require any special adaptive equipment or support for the training course

TRAINING AND DELIVERY

FACE-TO-FACE DELIVERY

We believe the best way to learning about ‘the caring’ trade is to provide interactive classroom-based training. We provide access to the latest equipment and work-practices to ensure that our learners receive a relevant and comparable experience in order to be ready for the workforce.

BLENDED DELIVERY

For learners who are currently employed within the healthcare industry, we provide a flexible mode of delivery to maximise participation and balance study with work commitments. We provide electronic resources combined with paper-based resources to ensure that our learners have all the material at their fingertips. Our learners are provided with phone and email support as well as the opportunity to attend our training room to complete practical assessments in addition to work-based assessments.

GUIDELINES ON ASSESSMENT

Equinox Training must ensure that you have acquired the supporting knowledge and skills to enable you to apply that knowledge and skill to industry standards and to new situations and workplaces.

Assessment of all students must be fair and non-discriminatory and follow all the principles of assessment. How a student will be assessed and what the assessor will be looking for must be made clear to the student at the beginning of each unit of competency.

It is essential (as applicable):

- to attend phone link ups and scheduled training sessions/workshops
- for the student to monitor his or her progress on the range of tasks undertaken
- for Equinox Training to ensure that the student has learned the supporting theory behind the task
- for Equinox Training to validate the employer’s / supervisor’s observations of your work

Competence will involve:

Knowledge	the necessary underpinning theory for the task to be successfully completed
Skill	the student's performance of the task
Attitude	the approach the student has towards work and the people being cared for

PRINCIPLES OF ASSESSMENT

This program aims to address all the principles of assessment under the competency-based system, being validity, reliability, fairness, flexibility.

ASSESSMENT STRATEGIES

Our programs adopt a holistic (whole approach) model of assessment. Holistic assessment techniques check the way a range of skills, knowledge and understanding are combined to successfully complete workplace tasks. This model of assessment is ideally suited to work with aged persons and the role of managers in the healthcare sector, as work tasks are not always straightforward, and require the combination of knowledge, understanding, problem solving, practical skills, attitudes and ethics in order to respond to work situations.

Holistic assessment involves:

- actual practice and workplace tasks
- tasks that require the integration of a range of competencies and associated underpinning knowledge and understanding
- the use of analytical abilities to solve problems associated with the tasks
- a combination of theory and practice

Assessment may include: written or oral questions, practical field exercises, written assignments, workplace tasks with observation checklists, work placements, role plays and project work. The expected completion date for the unit of competencies will be recorded on the assessment

plan. Final assessment items are marked “C” (Competent) or “NYC” (Not Yet Competent). If your assessment is marked as NYC, you can resubmit work within a given timeframe until the assessment is deemed to be Competent.

OTHER POINTS TO NOTE REGARDING ASSESSMENTS:

Your submission can be hand written or computer processed but must be of a high standard. If it is illegible, it will be returned to you for rework prior to assessment.

All workbook assessment pieces must have an Assessment Cover Sheet (included with the Learning Materials). The Cover Sheet must include student details, unit of competency and the signed privacy and plagiarism statement. Work submitted without this cover sheet will not be assessed.

Workbook assessment pieces are to be lodged personally or by email. *Assessments will be returned to students only if rework is required.* Please keep a copy of the assessment in case of loss or damage in transit. Equinox will take no responsibility for damage or loss in transit.

Students who have enrolled for online learning must complete their assessment online, unless alternate arrangements have been approved by their assigned trainer. Completed assessment pieces are to be uploaded by the student to the Learning Management System (LMS), and correspondence between trainer and student will be through the LMS unless advised otherwise.

Students must not submit materials or documents that belong to the workplace as their own work. Any reports, charts, tables, policy documents, etc. which have been developed by the workplace must not be submitted as evidence of your competency. These documents belong to the workplace and students may

be in breach of copyright and/or employment conditions if they pass off such materials as their own.

PLAGIARISM

Plagiarism is the reproduction without acknowledgement of another person’s/ student’s words, work or thoughts from any source. This also covers diagrams, drawings, sketches, pictures, objects, text, artistic works and other such expressions of ideas. Internet downloading and using it uncredited into one’s own work is plagiarism. Plagiarism is forbidden. Any work containing plagiarised material will be assessed as “Not Yet Competent” and will be subject to disciplinary action including possible exclusion from Equinox.

NATIONAL RECOGNITION

Equinox Training recognises the AQF qualifications and Statements of Attainment issued by any other RTO and gives credit for these towards an award, where applicable. The credential may be a Statement of Attainment for specific units of competencies or it may be a complete qualification such as a certificate or diploma. The body issuing the credential must be a registered training organisation with a State/Territory Recognition Authority and Equinox Training has the right to check and verify the organisation’s status.

Students wishing to apply for credit transfer must supply Equinox Training with original certificates/result of assessment and statements of attainment or JP-certified copies of these. A JP-certified copy means a document has been certified to be a true and correct copy of the original document which has been sighted by a Justice of the Peace. A copy of the original certificates/result of assessment and/or statements of attainment or the JP-certified copy will be retained as part of Equinox Training’s records of assessment.

To apply for credit transfer, contact our office.

COMPLETING YOUR COURSE

PARTIAL COMPLETION – ISSUE OF STATEMENTS OF ATTAINMENT

Statements of Attainment are issued for partial completion of a qualification within 30 days of withdrawal from the course, provided all outstanding fees are paid. The exception is for trainees who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

FULL COMPLETION - ISSUE OF QUALIFICATION AND STATEMENTS OF COMPLETED UNIT

The Qualification parchment and a Statement of Results will be sent within 30 days of course completion, providing all relevant fees are paid.

QUALIFICATION REPRINT REQUEST

All qualifications will be provided in hard-copy only, and will be posted to the student, or upon agreement collected from our training centre. Students may request a re-issue of a previously issued Qualification parchment, Statement of Results or Statement of Attainment by making a request in writing with the following information:

- Student Name
- Course Name and Course Code enrolled in
- Date started, and date completed the course
- Mailing Address
- Contact telephone number and email address
- Cheque, money order or credit card details.

A service fee of \$55 exclusive of GST will be charged. Please allow 30 days for processing.

FEES AND CHARGES

Replace certificate and/or statement	\$55
Replace course materials	\$10 per unit
Enrolment extension	\$350
Extra Placement Facilitation	\$150
RPL Assessment Fee	Fee's may apply. Price on application Administration Fee to copy
student records for student	\$25 per hour (staff labor fee) <u>plus</u> 5 cents per page

** All fees are quoted Excluding GST. GST will be added where applicable.*

POLICIES AND PROCEDURES

ACCESS

In an education environment access relates to entry into a course and includes ensuring a student is not discriminated against by Equinox Training selection criteria. It also includes working within State and Federal government eligibility criteria, Equinox seeks to make its Training and Assessment Services available to everyone, free from any form of discrimination and irrespective of a person's age, gender, disability, country of birth, language, race, creed, religion, culture or other background.

EQUITY

Training and Assessment services will be delivered on the basis of fair treatment for all our students. Equity is not about treating everyone the same, it's about ensuring that all students having an opportunity to reach their potential and gain their qualification no matter which pathway they take or the assistance that they require.

CONFIDENTIALITY OF RECORDS

In the course of its business Equinox may collect information from Learners or potential Learners, either electronically or in hard copy format, including information that personally identifies individual users. Equinox may also record various communications that Learners or potential Learners have with us.

This policy provides the framework and explains how in collecting personal information Equinox will comply with the Australian Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Equinox will only collect personal information by fair and lawful means which is necessary for the functions of business and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to Equinox will only be used to provide information about study opportunities, course administration, academic information and to maintain accurate records.

If an individual chooses not to give Equinox certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Equinox will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Equinox will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

Individuals have the right to access or obtain a copy of the personal information that Equinox holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Equinox holds about them; however, we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by Equinox should be sent to:

The Director

Equinox Services Group

PO Box 474, Caboolture QLD 4510

DISCIPLINARY PROCEDURES

Students are required to attend all scheduled training sessions and phone tutorials and to undertake specified on-the-job activities. They will also be required to carry out specified off-the-job activities and assessment activities. Where a student consistently fails to meet her/his obligations, the student may be subject to disciplinary procedures, ranging from a warning to removal from the program.

STUDENT REFERENCES

It is the organisations policy to provide verbal references, where practical in respect to our current or past students. Written references will not be provided. Verbal reference will only be provided to students who completed their qualification within the last six months of the request being received or who are currently in training with us. Providing a reference for a student will be at the total discretion of the staff member asked to be a referee.

HEALTH AND SAFETY

Equinox is committed to providing and maintaining a safe and healthy environment for the benefit of all students, staff and visitors.

We shall provide and maintain as far as is practicable, an environment that is safe and without risks to health.

Our staff will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so.

Students must take care of their own health and safety and that of their fellow students and workers to the extent of their ability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during your day to day training and assessment activities.

It is essential students report all safety incidents, hazards and near misses immediately to their Trainer or workplace supervisor who is responsible for assisting the completion

of an Incident Report Form. If students have any concerns or notice a condition or practice that seems unsafe, it is important to report this to your Trainer.

REMEMBER THAT HEALTH AND SAFETY IS EVERYBODYS BUSINESS

COMPLAINTS AND APPEALS PROCEDURES

Equinox is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

The policy aims to resolve any issues identified by students internally and provides the best outcome of the complaints and appeals lodged by the students.

If a Student chooses to access this policy and procedure, Equinox will maintain the Student's enrolment while the grievance and appeals process is ongoing.

HOW TO MAKE A COMPLAINT

1.	Informal grievance
1.1	<p>Students who are dissatisfied in any way with the services offered by Equinox which includes but are not limited to:</p> <ul style="list-style-type: none"> • Enrolment process; • Orientation process; • Assessment decision; • Suspension or Cancellation of studies process; • Facilities provided by Equinox e.g. toilets, kitchen facilities, resources etc. • Staff member including Trainer/Assessor. <p>Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem within 10 days of the incident occurring or assessment result being issued. This step is not mandatory, and a Student may proceed directly to the Formal Grievance stages.</p>
2	Formal Grievance: RTO Escalation
2.1	In the event that you are not satisfied that the complaint or appeal has been considered and/or resolved to your satisfaction, you may wish to escalate the matter in writing to The Learning Collaborative. Please refer to the relevant RTO's website for contact details.
3.	Referral to ASQA or QLD Training Ombudsman
3.1	<p>If you are still not satisfied from the review undertaken by the RTO Management, you may raise your concerns with: ASQA: the Australian Skills Authority is responsible for overseeing and governing all operations of Australia's Registered Training Organisations. You may choose to lodge a written complaint via the link below:</p> <p>https://rms.asqa.gov.au/registration/newcomplaint.aspx</p> <p>If you are unable to use the form, you may contact the ASQA Infoline on 1300 701 801.</p>

STUDENT PRACTICAL PLACEMENT PROGRAM

To successfully complete your qualification there must be written evidence of your competence for each of the units. Units of competency are assessed by off/on the job assessment of knowledge and through skills demonstrated whilst on Work Placement

During your studies in Individual Support, Disability or Ageing support, you are required to complete a minimum of 120 hours of direct support work in a Healthcare facility (Host Organisation) – this is called your Practical Placement.

Your placement is an essential component of your study and needs to take priority over other activities i.e. employment and social life.

Remember! Your placement is only for a limited time and is essential to achieve your qualification.

Your placement **WILL NOT** be confirmed if you have not met the following placement pre-requisites:

- Up to date with your course fees,
- Satisfactory academic progress,
- Satisfactory class attendance and participation
- A clear police clearance certificate
- 100% attendance and competence during the compulsory Skills Labs

If you miss a placement due to any of the above reasons you risk waiting up to several months for another placement, and possibly incurring additional fees. It cannot be emphasized enough that:

YOU MUST KEEP UP TO DATE WITH ALL COURSE REQUIREMENTS!

Read this guide carefully and keep it in a handy place.

Equinox Training Placement Program Contact Details

Phone:	07 3106 3859
Student Absentee Line:	0478 563 859
Email:	studentplacement@equinoxsg.com.au
Address:	5-7-20 King Street Caboolture QLD 4510 PO Box 474, Caboolture QLD 4510

If contacting by telephone, please leave a message, stating your name, class location and contact details so our staff can return the call.

Placement FAQs

DO I NEED A POLICE CLEARANCE?

All students on placement are required to have a clear police clearance (National Clearance). A student/volunteer police certificate will be provided to you as a part of your course co-contribution fees. You will be provided a link to complete your police certificate application upon receipt of your course fees. If you would like to purchase a 'full' police certificate, this can be purchased for \$45. Please see administration for the details. It is the responsibility of the student to ensure that applications for clearances are completed, submitted in adequate time for them to be processed in time for placement (14 days prior to placement start date).

The average time for students to receive their police check is normally within a day, however some checks can take up to 2 weeks to return from the Crime Check agency.

DO I HAVE TO FIND MY OWN PLACEMENT?

No, Equinox Training source you a placement at a local service, however you MUST be prepared to travel up to an hour to attend placement, as placements are contingent on availability within our Host Organisations. Equinox Training will aim to organise placement immediately following classroom theory, however, on occasions this is not possible. In these instances, there may be a delay to the commencement, we will do all we can to keep these delays to a minimum.

CAN I ORGANISE MY OWN PLACEMENT?

Placements require an extensive set of criteria to be met, including evidence of minimum training, evidence of insurance cover and assessment of the suitability of the host organisation. Students who choose to source their own placements must provide Equinox Training with the following information and should request a 'Letter of introduction-VP' from the administration team.

- Name of Organisation
- Contact within Organisation (Name, position, phone and email address)
- Dates negotiated with the organisation. (note: this cannot occur prior to completion of Manual Handling)

The facilitation that Equinox Training can provide students

who source their own placement, is subject to assessor availability.

Please note, that the organisation MUST be suitable and able to provide you with the practical experience as required by the qualification you are studying. If you have any questions regarding this, please contact Equinox Training prior to arranging placement.

Practical Placement hours will not be valid if there is no current Student Placement Agreement in place.

WHAT ARE THE HOURS THAT I WILL BE REQUIRED TO WORK?

You will be required to work 8-hour shifts at the service with usually a half an hour lunch break to ensure you meet the requirements of 120 hours of placement. You are not permitted to work shifts longer than 8hours. this is to ensure that we meet our insurance obligations. Your lunch break will be included in your time and you must have a lunch break. As well as shifts being verified on the day of attendance in your placement logbook, you are required to sign in at the beginning and sign out at the end of the shift in the organisation's visitor book at reception.

If offered by the Host Organisation it is recommended that you complete a combination of 'early' and 'late' shifts (between the hours of approx. 6.00am and 10.00pm) so you can observe and participate in a range of routines and transitions. This offer is always at the discretion of the host organisation and is not automatically assumed.

WHAT ARE THE TYPES OF TASKS I WILL BE REQUIRED TO DO WHILST ON PLACEMENT?

A typical day in a Healthcare organisation will involve assisting with care such as:

- Reading resident's care plans to become familiar with their needs
- Assisting your buddy with personal care for residents, such as toileting, showering, dressing, hygiene management to assist residents to maintain independence and dignity with respect to activities of daily living and lifestyle
- Ensuring resident looks neat and tidy, hair is well groomed, glasses cleaned, food stains removed from face and clothes
- Providing residents with nutrition and hydration

- Following the bed making procedure and keep resident's room free of hazards
- Documenting progress notes on the support provided to residents (if required by the service)
- Providing handover information to the next support staff coming on their shift if required by the organisation
- Reporting any hazards or risks identified to your buddy or supervisor
- Reporting any changes in resident's condition to your buddy or supervisor
- What are the tasks that I cannot perform whilst on placement?

AS A STUDENT OF EQUINOX TRAINING YOU CANNOT PERFORM ANY OF THE FOLLOWING DUTIES:

- Administration of any medication (even under supervision)
- Providing meals to residents in their rooms without the explicit consent of a senior clinical staff member
- Manual handling tasks or assisting with ADLS without supervision
- Assisting residents on outings, unsupervised
- Technical procedures are at the discretion of the senior clinical supervisor and if completed MUST be done under direct supervision

WHAT ABOUT CONFIDENTIALITY?

Any information that you hear or read about a resident at the organisation or their family must be kept confidential. This is extremely important and part of the services policies and the relevant standards.

DO NOT disclose any information about a resident or their family to anyone outside the service.

Any discussions around staff residents or fellow students and trainers on social media i.e. Facebook will be viewed as a serious breach of confidentiality which WILL result in cancellation of your placement and enrolment with Equinox Training.

WHAT SHOULD I DO IF I AM GOING TO BE ABSENT FROM PLACEMENT?

If you are sick or are unable to attend your placement you must call:

- The Host Organisation – keep their phone number handy and speak to the Supervisor.

- You **MUST** text **0478 563 859** –send an SMS ASAP and a follow up phone call later to confirm and discuss options to proceed on placement.
- You are required to supply a medical certificate if you are absent for more than one day.
- If your absence requires an Equinox Trainer to attend facilitation at a date other than the pre-organised block, you will be required to pay a facilitation fee of \$150. This fee is required to be paid in full prior to receiving your qualification.

The facilities in consultation with Equinox Training, will try to allocate all students their hours, however, sometimes this is beyond their control and students may need to complete placement at another organisation or later time.

IMPORTANT: Regular attendance on the agreed placement days is essential to enable an on-going development of confidence, knowledge and skills. Practical Placement has a compulsory requirement of a minimum of 120 hours.

WILL ANYONE FROM EQUINOX TRAINING VISIT ME DURING PLACEMENT?

Yes. During Practical placement each student will be visited on several occasions by an Equinox Assessor, Trainer or Supervisor, support, supervise and to assess the skills and knowledge of the student in the workplace. The Assessor will make an appointment with the organisation and will review the students' progress and assist with skills development as required.

WHAT SHOULD I DO IF I AM HAVING PROBLEMS ON PLACEMENT?

Please contact your trainer or Equinox Training Director to discuss.

CAN I BE ASKED TO LEAVE PLACEMENT?

Yes. Students are reminded that any unprofessional or unsafe conduct may warrant removal from placement. Students are required to be familiar with the organisation's guidelines for student placements and conditions. Students may also be removed from placement if their mental, emotional or physical health may affect patient, client or resident care, safety or placement performance.

Removal from placement does not guarantee that another placement can or will be secured for you. In certain

circumstances you may be dismissed from the program and not permitted to complete your qualification with Equinox Training. Removal for reasons of a criminal nature will prevent you from obtaining your certificate and may result in the police being contacted.

PROFESSIONAL ATTITUDES AND REQUIREMENTS

PUNCTUALITY

This is very important with any employment and shows a level of respect for the organisation and the staff and residents that you are working with. You should ensure that you arrive at the organisation at least 10 minutes prior and be ready to start at the required time. Please be on time every day! Take only the allocated time for tea breaks and lunch breaks and return promptly.

MOBILE PHONES

NO mobile phones are to be carried on you whilst working at ANY TIME! If you need to be contacted, give the workplace's contact phone number to people that might need to contact you in an emergency.

SMOKING

Always refer to the host organisations Smoking Policy.

EQUINOX TRAINING DRESS CODE

You will be required to wear a uniform for the duration of your placement.

UNIFORM

- An Equinox Training polo shirt, washed daily (Equinox Training supplies 1 polo shirt as part of student fees, additional new polo shirts are available for \$25, we have limited stock of second-hand shirts available for \$10)
- Black or navy pants/skirt/knee-length shorts
- Enclosed non-slip shoes (dark colour)
- Due to infection control long sleeves are unacceptable, even if it is to cover visible tattoos
- Hair must be kept neat and clean and tidy at all times
- Long hair must be tied in a ponytail or plait or fastened in such a manner so as not to hang below the collar

- Fingernails must be kept neat, clean and well-manicured (no acrylic/false nails or nail varnish of any type)
- Jewellery – only a flat band ring is acceptable
- Facial or other visible body piercing will be at the discretion of the host organization, although we do not recommend wearing it

ROLES AND RESPONSIBILITIES

THE HOST ORGANISATION

The responsibilities of the Host Organisation as outlined below, list the obligations required to fulfil the practical placement:

Provide the student with an appropriate 'Induction' including:

- Work health and safety procedures e.g. Evacuation & emergency, job risks or hazards, incident reporting
- Code of ethics, conduct, staff policies and procedures
- Location of staff facilities and dress code
- Days of placement
- Start, finishing and break times
- Who the student's mentor and supervisor are each shift

EQUINOX TRAINING

The responsibilities of Equinox Training are outlined below and lists the obligations required to fulfil the practical placement:

- Ensure all students undertaking practical placement have a current Police Check
- Ensure the organisation and Student have a copy of the signed 'Student Placement Agreement'
- Provide the Host Organisation with a 'Host Organisation Guide to Placement' outlining roles, responsibilities and insurance arrangements
- Provide students with a 'Student Work Placement Handbook', outlining placement expectations, code of conduct, dress code, roles and responsibilities, insurance arrangements
- Provide student with the 'Placement Attendance Record' to be completed on placement

- Deliver training that meets industry practices and standards
- Monitor and provide feedback to the student and Host Organisation on progress
- Conduct 'Workplace Visits' for each student, to assess competency
- Follow the Client Feedback and Complaints Handling process
- Follow the Legislative and Regulatory requirements

- Abide by the host organisations code of ethics, conduct, policies and procedures and relevant legislation
- Attend placement on the agreed days and times and maintain the Placement Attendance Record
- Ensure that they meet the required minimum 120hours of practical placement
- Inform the host organisation immediately of any absences and record these on the Placement Attendance Record
- Wear the uniform and follow the dress code as outlined by Equinox Training

STUDENTS

The responsibilities of Equinox Training Students are outlined below and lists the obligations required to fulfil the practical placement:

- Agree to the Terms and Conditions of the 'Student Placement Agreement'
- Follow the Placement Program processes as outlined in this book and submit the require documentation by the due dates
- Provide the original Police Check for sighting and copying to Equinox Training and the Host Organisation
- Participate in the host organisations induction process
- Adhere to work health and safety procedures
- Report any injuries or incidents to the Workplace Supervisor and fill in relevant reports

INSURANCE, LEGISLATION AND FEEDBACK

INSURANCE ARRANGEMENTS

Equinox Training has Professional Liability and Public Indemnity insurance policy, the insurance is designed to cover employers (Host Organisation) providing work placements in the event of a student sustaining a serious injury or death only, whilst on work placement.

A written Student Placement Agreement is a mandatory component of any practical placement. Additionally, students will be required to complete an Incident and Hazard report for Equinox Training and possible the Host Organisation.



STUDENT PLACEMENT TERMS AND CONDITIONS

I, _____, have read the document 'Student Handbook' and watched the Placement Video (*link in Welcome Email*). I understand and accept the processes, conditions and requirements regarding preparing for, commencing and completing Practical placement. In particular that:

- I am able to provide Equinox Training and the Host Organisation with a 'clear' National Police Certificate.
- I am physically and mentally able to undertake the duties as required of a Professional Care Worker
- I accept that, due to no fault of Equinox Training, placement may be delayed at the discretion of the Host Organisation.
- Equinox Training will organise Practical Placement once for the dates listed in your schedule of training. Failure to complete your placement as arranged may result in failure to complete the requirements of the course and gain your qualification.
- I accept there may be fees (\$150) applied to my enrolment if I require facilitation outside the planned Practical Placement, as organised by Equinox Training.

Student Name			
Student Signature		Date	

In the presence of,

Staff Name			
Signature		Date	

Administration: Please provide the student with a copy of this declaration and file original in student file.