

CERTIFICATE IV in Mental Health Peer Work

CHC43515



Acknowledgements

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Dear Mental Health Peer Worker,

The Mental Health Coordinating Council (MHCC) is pleased to be supporting workers in the community mental health sector to gain recognition of skills and experience through training and workplace assessment.

This flexible learning model seeks to achieve effective delivery and assessment for mental health peer workers. The skills you bring to your role are formally recognised and further developed as required.

The competencies you will achieve are nationally recognised and provide future opportunities to complete Certificate IV and Diploma level qualifications.

Congratulations on starting the process of gaining recognition for your skills.

Jenna Bateman
Chief Executive Officer

Introduction

The Mental Health Coordinating Council (MHCC) is the peak body for the community mental health sector in NSW. MHCC's membership includes both mental health specific and generalist community organisations and other bodies interested in mental health.

As the peak body for NSW, MHCC aims to provide leadership and an independent public voice on mental health issues. MHCC facilitate effective linkages between the government, non-government and private sectors acting as the liaison body representing the view of our membership.

The MHCC is directly funded by the NSW Health Department. It also receives project grants from other sources as well as raising revenue from membership fees and other activities. As part of our key objectives MHCC is a Registered Training Organisation (RTO), and able to train and assess the Certificate IV in Mental Health Peer Work CHC43515 which is part of the Community Services Training Package in 2015.

The competencies offered by MHCC are nationally recognised within the Australian Qualifications Framework (AQF) and are part of the Certificate IV in Mental Health Peer Work. Any statement of attainment or qualifications received will be recognised by other RTOs throughout Australia. MHCC also recognises AQF qualifications and/or statements of attainment issued by any other RTO in Australia.

The Participant Handbook is an **information guide** only and not part of the assessment process. This Handbook is designed to provide workers with any additional information they may require while completing the assessment process.

If you require further details, please contact Learning and Development (02) 9555-8388 x 106.

Throughout this Handbook, a worker who participates in workplace and training and assessment is called '**the participant**'.

Essential Participant Checklist

To ensure you understand the requirements of the course you are undertaking we have provided a checklist to assist you in the process of becoming a student with MHCC. Once you have read this handbook, please go through the checklist before applying.

	I have read the section on Costs, Refunds and Timelines , have checked the current qualification price on the website and understand the financial commitment involved.
	I have read the Course Pathway Delivery Structure section and understand the attendance requirements of the qualification.
	I have read the Assessment Requirements section and understand the assessment commitments of the course.
	I am aware that workplace evidence is used for all assessments and I am able to collect evidence from and complete projects in the workplace
	My workplace is supporting me to collect evidence and conduct workplace projects as part of the assessment process
	I may need student support and have ticked Yes on the Enrolment Form
	I am aware that when I enrol into my course I can access information and resources online (See Online Student Portal)
	I am aware of who to contact within MHCC if I need assistance (See Contacts page)

The following items are optional:

	I am applying for Full Recognition (See Pathways to Completing the Qualification) If you answer Yes to this question you must tick Full Recognition Pathway on your application form to apply.
	I am applying for credit transfer or Partial Recognition (See Previous Study Completed) If you answer Yes to this question you must tick Blended Pathway on your application form to apply and submit certified copies of relevant transcripts.

Contacts

General Course and Enrolment Enquiries for Future Students

All questions regarding when courses are starting, what they cover and how you apply, contact LD Reception at:

Email: training@mhcc.org.au

Phone: 02 9555-8388 x 106

Existing Students

It is the responsibility of participants to inform MHCC if any personal details change from the information provided on the enrolment form. Please contact our Senior Admin Officer to update your information.

If you have any questions regarding your enrolment, completion plans, assessments, student support needs or if you would like to access your records, please contact our Senior Admin Officer at:

Email: joanne@mhcc.org.au

Phone: 02 9555-8388 x 126

Costs, Refunds and Timelines

Please check the MHCC website for current qualification costs. Go to www.mhcc.org.au

Beyond qualification fees, there are no additional costs for participants if they successfully complete all requirements within the set timeframes.

Payment Terms		
Courses that cost up to \$1000	Full amount due prior to start date	
Courses costing over \$1000	\$1500 due before start date Remainder is due at the mid-point of training	
Refund Amounts and Timelines		
Refund minus 25% administration fee – Full fee paying	Within 1 month of the qualification start date	
Refund minus 25% administration fee – Trainees and funded places	Within 2 weeks of the qualification start date	
Refund Details		
<p>Refunds incur an administration fee, except where a course has been cancelled by MHCC. All fee-paying participants are given the opportunity to transfer to another qualification date on 1 occasion, pending availability, and MHCC needs to be notified in writing 7 days before the qualification starts.</p> <p>Qualifications Refunds</p> <p>Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first month from the qualification start date, unless a traineeship or other funding attached. All withdrawals must be in writing. After that point payments for training and assessment will only be refunded in exceptional circumstances. Participants in exceptional circumstances can make application for special consideration to the LD Manager/Training Services Team Leader.</p> <p>Where Funding or a Traineeship is Attached to a Qualification</p> <p>Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first 2 weeks after the qualification starts. All withdrawals must be in writing. After that point payments for training and assessment will only be refunded in exceptional circumstances. Participants in exceptional circumstances can make application for special consideration to the Manager of MHCC's Learning and Development.</p>		
Assessment Details		
<p>Assessment costs are included in the qualification fees. An assessment cost only applies if a participant is withdrawn from a course or if their assessment task has been marked Not Yet Competent after two resubmissions and they wish to redo the assessment.</p> <p>* Students must keep a copy of completed assessment tasks before sending them in</p> <p>* Students must ensure they only send in fully completed assessments, as incomplete assessments cannot be forwarded to the assessor</p>		
Re-assessment Costs		
Re-enrolling into an assessment if withdrawn or marked Not Yet Competent	MHCC Member \$125	Non-Member \$135
Assessment Timelines		
Assessment due date	6 weeks after training (confirmed in class)	
Assessment sent in with missing information	Email sent to student with what is missing from assessment and the	

	student is given 2 weeks to submit this. After this date, the assessment is returned to the student.
Assessment resubmission (Assessor has marked assessment and additional work is required)	2 weeks to resubmit
Assessment not handed in - automatic withdrawal	6 months
Completed out of date assessments not accepted	1 year from due date or older

Certificate Details	
<p>Certificate for qualifications or Statement of Attainments are included in the qualification fees unless a replacement is required. Certificates are only issued after all requirements are met and all fees have been paid.</p> <p>Requests for replacement qualifications or statements of attainment must be in writing and addressed to the Learning and Development Manager. Written requests must have:</p> <ul style="list-style-type: none"> • Your full details including name, address, contact details and driver's license number • The title of the qualification or units of competency achieved <p>The provision of the first replacement certificate is without cost, however additional replacements will attract a fee of \$50. All decisions regarding replacement certificates reside with the Learning and Development Manager.</p>	
Certificate Replacements	
Replacement of Certificate or Statement of Attainment	\$50

Unique Student Identifier

From January 1, 2015, all students enrolling in VET training require a Unique Student Identifier (USI). Your USI links all your training records and results for studies completed from 1 January 2015 onwards and are available to you as of 2016. MHCC cannot issue your certificates or qualifications without your USI, so during the enrolment process, we will inform you how to set it up and can assist if you need help.

If you have a genuine personal objection to being assigned a student identifier or meet specific criteria, you may be able to receive an exemption. If you wish to apply for an exemption go to www.usi.gov.au/Pages/contact-us.aspx email usi@education.gov.au or call 13 38 73. MHCC must be notified if an exemption has been received. Participants with exemptions will not be able to access their training results through the Commonwealth and their results will not appear on any authenticated VET transcript prepared by the Registrar.

Overview of the Qualification

Description

This qualification reflects the role of workers who have lived experience of mental illness as either a consumer or carer and who work in mental health services in roles that support consumer peers or carer peers. Workers are employed in the mental health sector in government, public, private or community managed services.

To achieve this qualification, the candidate must have completed at least 80 hours of work as detailed in the Assessment Requirements of units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

PACKAGING RULES

15 units must be selected for award of this qualification including:

8 core units

7 elective unit units consisting of:

- at least 5 units from the electives listed below
- up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome

Any combination of electives that meets the rules above can be selected for the award of the *Certificate IV in Mental Health Peer Work*. Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation:

All Group A electives must be selected for award of the *Certificate IV in Mental Health Peer Work (Consumer Peer Work)*

All Group B electives must be selected for award of the *Certificate IV in Mental Health Peer Work (Carer Peer Work)*

All electives chosen must contribute to a valid, industry-supported vocational outcome.

Core units

CHCDIV001 Work with diverse people
CHCMHS007 Work effectively in trauma informed care
CHCMHS008 Promote and facilitate self advocacy
CHCMHS011 Assess and promote social, emotional and physical wellbeing
CHCPWK001 Apply peer work practices in the mental health sector
CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers
CHCPWK003 Apply lived experience in mental health peer work
HLTWHS001 Participate in workplace health and safety

Elective units

Group A - CONSUMER PEER WORK specialisation

CHCPWK004 Work effectively in consumer mental health peer work

Group B - CARER PEER WORK specialisation

CHCPWK005 Work effectively with carers as a mental health peer worker

Other Relevant Electives

Electives are selected in line with specified Packaging Rules and industry relevance.

BSBCMM401 Make a presentation
CHCGROUP302D Support group activities
CHCCCS023 Support independence and wellbeing
CHCLEG001 Work legally and ethically
CHCPRP003 Reflect on and improve own professional practice

Entry Requirements

MHCC has customised this qualification for existing workers. A number of assessments require participants to submit workplace evidence and provide workplace examples of practice. Those not currently working with people with mental health problems, where peer support services are provided on an ongoing basis cannot be accepted into the qualification. Other training providers may deliver this qualification in a way that incorporates workplace agreements to meet the needs of people who want to complete this qualification but are not currently working in such a role. Also, MHCC does not train people under 18.

To be eligible to study the Certificate in Mental Health Peer Work with MHCC a participant must be either a:

- **Consumer Peer Worker** currently working (paid or unpaid) in an identified peer role providing direct ongoing support to other consumers as part of my day to day work
- **Carer Peer Worker** currently working (paid or unpaid) in an peer identified role providing direct ongoing support to other carers as part of my day to day work

AND have basic numeracy and literacy skills including reading, understanding and following WHS and other work related instructions, recording information and perform basic calculations such as additions and subtraction

Sometimes a person's language level means they need some assistance and this may not be identified until the first assessment is submitted. If your language level does not meet the above standards, then MHCC may recommend that you continue study once these levels are reached.

Participant Support

Beyond entry level language requirements, MHCC makes every effort to accommodate participant learning needs and offers reasonable adjustment where possible.

Needs could relate to:

- physical or intellectual ability
- language, literacy and numeracy
- mental illness
- cultural or ethnic backgrounds
- location or
- socio-economic factors

Types of support MHCC may be able to provide include:

- Extensions on assessment due dates (conditions apply)
- Individual negotiation around assessment evidence as long as it doesn't compromise the integrity of the competency outcomes
- Information about support services
- Negotiation with your supervisor or other relevant workplace person where workplace support is the most appropriate assistance
- Support from assessors to help understand assessments by negotiating with MHCC to spend additional individual or group time with an assessor
- Large print resources or other material support

MHCC can make an initial assessment based on the information you provide, by matching that against what MHCC can offer. The Senior Admin Officer contact details are on the contacts page at the beginning of this Handbook.

Please note that MHCC makes every effort to accommodate participant support needs. Where a participant has negotiated to receive support and does not participate in that support, MHCC will provide one opportunity to renegotiate the support, after that MHCC reserves the right to withdraw future support unless there are exceptional circumstances. For example, if a participant has negotiated to discuss an assessment with an assessor and is not available at the time negotiated, an alternative time may be negotiated, pending availability of the assessor. If the participant is not available at the renegotiated time, MHCC may withdraw future support unless exceptional circumstances can be demonstrated.

The following is a list of services that may assist students with specific needs beyond the types of support MHCC are able to provide:

Reading Writing Hotline (national adult literacy referral service)
Phone: 1300 6555 06
info@literacyline.edu.au
www.literacyline.edu.au

TAFE New South Wales
Phone 13 16 01 or ask at your local TAFE
Campus listing: www.tafensw.edu.au
and ask for Adult Basic Education (ABE) section

Referral to general disability services
Information on Disability and Education Awareness (IDEAS)
Phone: 1800 029 904
TTY: 6947 3377
www.ideas.org.au
info@ideas.org.au

Learning difficulties
Specific Learning Difficulties Association of NSW (SPELD)
Phone: 9451 9477
www.speldnsw.org.au
enquiries@speldnsw.org.au

Deafness and hearing impairment
Deaf Society of NSW
Phone: 1800 893 855
TTY: 1800 893 885
www.deafsocietynsw.org.au

Vision impairment
Vision Australia
Phone: 1300 847 466
TTY: 9334 3260
www.visionaustralia.org
info@visionaustralia.org

Pathways to Complete the Qualification

Your qualification enrolment form has tick boxes for each completion pathway. If you are not sure which is the best option for you or you change your mind after your enrolment is processed, you can contact the Senior Admin Officer for assistance. A change in pathway may incur additional fees depending on the option.

There are 3 ways to complete the qualification:



Course Pathway

This pathway is most suited to someone with no qualification and little experience or someone who has more experience but would like to consolidate it through formal learning. This option includes training, assessment and workplace based projects that are generally completed over a 12 month period. An Assessment Only option may be available for participants for units covering work they have significant experience in. This needs to be negotiated prior to classes starting.

Blended Pathway (Partial Recognition and/or Credits and attending some Training)

This option is most suited to someone with some qualifications and/or extensive experience in some areas. Recognition is a process whereby an experienced worker can apply to have their skills and competencies assessed to gain either a part of the qualification or the whole qualification. In a blended pathway, you do partial Recognition (complete some units by recognition) and complete some assessment work and can include Assessment Only options.

If you have completed studies that are equivalent to some units and can provide enough evidence, you may gain credits for some units as well. The study needs to be equivalent to those units and certified copies of transcripts need to be provided as part of your application. If your studies are not equivalent but contribute towards some units, you may be able to use these for partial recognition.

Please note that units that cross over are clustered together into subjects in order to streamline the qualifications so that participants don't need to repeat assessments across common areas. If you receive recognition or credits for one or more units, depending on the other units it is clustered with, you may still need to do assessment work to demonstrate competence in the other units.

Full Recognition (No training)

Full Recognition is where the participant's skills and competencies are assessed against the full qualification. This option is most suited to an experienced worker who has current and extensive experience. You may have some qualification/s and may also submit a collection of evidence e.g. work documents that contribute to a portfolio. This pathway does not include completion of assessment tasks. If you are not able to provide enough evidence to complete your qualification, you may need to complete some areas by assessment. If so, you may need to change to a blended pathway which may incur additional fees. See 'Recognition Explained' at the end of this handbook for more details. It is important that you read the Recognition Information Kit before taking this option. The Senior Admin Officer can send you a copy. See contacts page.

Previous Study Completed

If you have completed relevant study previously and want to submit evidence to see if you can get credits or recognition for some of your subjects, you need to provide certified copies of your transcripts when you enrol. A qualified assessor will review the evidence against the qualification being studied. If units completed elsewhere are identical to units in the qualification, you can get a credit for these. If you have done an older version of the same units, these will have to be checked, as not all old units are equivalent to new the new ones. If studies completed are similar but not the same, you may need to supply more evidence such as course outlines describing the content, so the assessor can work out if they cross over with the content of the current units. If the evidence partially covers units in the qualification, then the assessor may request more evidence and suggest they be done by recognition process. Where Credits and Recognition are granted for individual units, you do

not need to complete these units. If you cannot provide the additional evidence needed, you will need to complete the assessment work.

Please note that units that cross over are clustered together into subjects in order to streamline the qualifications so that participants don't need to repeat assessments across common areas. If you receive recognition or credits for one or more units, depending on the other units it is clustered with, you may still need to do assessment work to demonstrate competence in those other units.

If you are unsure whether you are able to use previous studies for credits or recognition, you can discuss this with the Senior Admin Officer. See Contact page for details.

Course Pathway Delivery Structure

The qualification is delivered with both consumer and carer peer workers in the same training. A typical training day consists of a range of activities which may include theory, large group discussions, small group activities, individual exercises, DVD excerpts and workplace simulations and demonstrations. There are times when consumer and carer peer workers will work both together and separately in the training. Though both carer and consumer peer workers will achieve the same qualification some of the units are different depending on whether you are a consumer or carer peer worker. We have highlighted this in the pathway table.

At training, you are provided with resources that contain information and activities that are covered in the training and that will help inform your assessment tasks.

Course Title	Face to face days	Units
Foundations of Peer Work 8 units	8 days (in 2 day blocks)	CHCPWK001 Apply peer work practices in the mental health sector - <i>Core</i>
		CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers - <i>Core</i>
		CHCPWK003 Apply lived experience in mental health peer work - <i>Core</i>
		BSBCM401 Make a presentation - <i>Elective</i>
		CHCGROUP302D Support group activities - <i>Elective</i>
		CHCPWK004 Work effectively in consumer mental health peer work – <i>Elective Consumer Specialisation</i>
		CHCPWK005 Work effectively with carers as a mental health peer worker – <i>Elective Carer specialisation</i>
		CHCPRP003 Reflect on and improve own professional practice – <i>Elective</i>
		HLTWH006 Manage personal stressors in the work environment - <i>Elective</i>
Trauma Informed Work 1 unit	2 days	CHCMHS007 Work effectively in trauma informed care - <i>Core</i>
Advocacy 1 unit	1 day	CHCMHS008 Promote and facilitate self advocacy - <i>Core</i>
Physical Health 2 unit	1 day	CHCMHS011 Assess and promote social, emotional and physical wellbeing - <i>Core</i>
		CHCCS023 Support independence and wellbeing - <i>Elective</i>
Culture	1 day	CHCDIV001 Work with diverse people - <i>Core</i>

1 unit		
Law and Ethics 1 unit	1 day	CHCLEG001 Work legally and ethically - <i>Elective</i>
WHS 1 unit	Online	HLTWHS001 Participate in work health and safety – <i>Core</i>

Volume of Learning

The follow provides an estimate of the breakdown of subjects. For those with more experience or with workplace evidence readily available, the amount of time will be less.

Foundations of Peer Work	TOTAL
Activity Time Total (estimate only)	255
Activity breakdown	Hrs
Practice Log plus recording and reflections	160
Classroom discussions and activities x 8 days	52
Reading and reviewing - Learner guide & class notes	8
Assessments – workplace and written	35
Trauma Informed Peer Work	TOTAL
Activity Time Total (estimate only)	40
Activity breakdown	Hrs
Classroom discussions and activities x 2 days	13
Reading and reviewing - Learner guide & class notes	4
Assessments – workplace and written	23
Advocacy	TOTAL
Activity Time Total (estimate only)	50
Activity breakdown	Hrs
Classroom discussions and activities x 1 day	6.5
Reading and reviewing - Learner guide & class notes	2
Assessments – workplace and written	41.5
Physical Health - Consumers	TOTAL
Activity Time Total	75
Activity breakdown	Hrs
Classroom discussions and activities x 1 day	6.5
Reading and reviewing - Learner guide & class notes	4
Assessments – workplace and written	61.5
Cultural Diversity	TOTAL
Activity Time Total	20
Activity breakdown	Hrs
Classroom discussions and activities x 1 day	6.5
Reading and reviewing - Learner guide & class notes	2
Assessments – workplace and written	11.5
Law and Ethics	TOTAL
Activity Time Total	50
Activity breakdown	Hrs
Classroom discussions and activities x 1 day	6.5
Reading and reviewing - Learner guide & class notes	6
Assessments – workplace and written	37.5

WHS	TOTAL
Activity Time Total	20
Activity breakdown	Hrs
Online reading and activities	12
Assessment activities	8

Attending Training

Participants are required to attend all training sessions where possible. In the event that you are unable to attend a session, it's important you contact MHCC before the class to discuss alternative options. MHCC does not pay for travel related costs if a class is cancelled by MHCC or if a participant cannot attend a class they have been booked into.

Participants are able to transfer to an alternative public course on one occasion pending availability. Where MHCC cannot offer an alternative class, we may suggest that the assessment be completed by assessment only, which means that we send you the materials and you complete the assessments independently.

Assessment Requirements

Assessment tasks are handed out in the classroom and explained by the trainer. The trainer will confirm the due date at this time. Participants are provided with an opportunity to clarify assessment questions and requirements in class. Generally, assessments are due six weeks after the class.

For participants completing courses via Assessment Only, assessment tasks and relevant resources are sent to you and you can clarify assessment questions with MHCC. Online courses have resources and assessment tasks accessible online. See Assessment Information for more details and Online Student Portal for online queries.

Assessments will include a range of activities including:

- A 140 hour work log recording work done with consumers and carers, to be completed over the duration of study
- Questions and answers
- Scenarios and answers
- Workplace documentation
- Supervisor's Workplace Report
- Workplace examples and Stories of Practice
- Review, reflection and recommendations of a workplace topic or activity
- Research
- Reflections or discussions on historical events
- Workplace Policies & Procedures
- Multiple choice, true/false
- Presentations

Assessment Time Commitment

The number and type of assessment tasks vary for each course, depending on the number of units clustered together and the content of the course.

Each assessment can take several hours or more to complete, depending on the subject matter and complexity of topics. Some assessment tasks will need to be completed in the workplace,

while others can be completed at home. Some assessments are straightforward and done in one sitting, while others may require you to gather evidence over a period of time.

Also, the amount of time it takes each person will vary depending on things like individual learning styles, level of experience and number of competing demands during work and personal time. The assessment due date of six weeks after the training is based on what it would take a busy person with less experience to complete assessment requirements and taking into account that things will pop up unexpectedly in your work or personal life that may delay you.

You are strongly encouraged to start assessment tasks quickly after the training for the following reasons:

- The information is still fresh, making it easier to complete the assessments
- Some assessment tasks may require collecting evidence over a period of time
- Different assessment tasks will take different lengths of time, depending on the subject matter and the complexity of the topics
- Unexpected situations occur in both personal and work life, which often impacts on the time you think it takes to complete assessments
- If student support is needed, letting MHCC know as soon as possible increases the potential for options to help you

Workplace Supervisor's Reports

All courses contain an assessment item called a Workplace Supervisor's Report, which asks your supervisor to tick off against a list of skills and knowledge demonstrated by you in your day to day work. This report confirms that you are performing at an expected level for your role. These reports are considered supporting evidence and help the assessor to gauge where you are at in terms of skill and knowledge level.

The following provides a guideline to how supervisors can give quality feedback in supervisor reports:

Tick boxes where the participant is demonstrating or well on the way to demonstrating a good working knowledge of each item listed

Make specific comments on how participants demonstrate this in their role

Ensure they sign and provide their details

De-identifying Personal Details when using Real Situations in an Assessment

Some assessment tasks ask participants to reflect on or report on actual workplace events. Whenever using real life workplace examples, it is important to maintain the privacy of those involved, especially consumers. Personal details such as name, address and phone numbers should be removed. If using a false name, this should be stated at the start of the assessment. Assessments not clearly de-identifying personal details of a real person may be sent back unmarked.

Plagiarism and Referencing

Plagiarism means using another person's work and not referencing it, therefore representing it as your own. If you use someone else's work e.g. research from the Internet or a journal, you need to reference it and also explain it in your own words to show you have understood it. All of the following are considered plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged: failing to adequately reference the work of others; copying part or all of another person's work; submitting work that in part or in its entirety has been copied from written material or electronic material including the Internet.

Plagiarism is considered serious. Any work containing plagiarised material can be assessed as “Not Yet Competent” and the person may not be able to attend MHCC training as a result. Where a participant has plagiarised for the first time, they are given an opportunity to redo their work once. This is considered a resubmission. If at any time you disagree with the decision made by MHCC please follow our complaints and appeals process which can be found in this handbook.

If you would like information on referencing, you can find a document called, “Harvard Referencing Guide - Students” in your student portal or on our website. Just go to www.mhcc.org.au and click on the “Learning and Development” tab. The document is in the Resources A-Z section.

Submitting Assessment Tasks

Students need to check that they have completed all tasks before sending/uploading assessments. Assessments with information missing are not forwarded to the assessor for marking, instead, we contact you to advise the assessment is incomplete and outline the additional evidence required. We send one reminder and if the additional information is not received, the assessment is sent back to you unmarked. To avoid delays, please ensure you have answered all questions and provided all evidence.

STUDENTS MUST KEEP A COPY OF THEIR ASSESSMENTS

Whether you send in your assessment by post or email, MHCC does not take responsibility if it is not received. In either case, if your assessment does not reach MHCC and you have not kept a copy, you will need to redo the assessment and resend it in order for it to be marked. It is up to individual participants to check if their assessment has been received by MHCC.

MHCC does not accept assessments via FAX.

Assessment Extensions

MHCC grants participants assessment extensions on a case by case basis. All extension requests need to be in writing and sent to the Senior Admin Officer. Trainers are unable to provide extensions to students. Generally, two week extensions are granted. In exceptional circumstances a participant may request a longer extension but this requires you to provide a written request explaining your circumstance and the impact on your studies. Requests for additional extensions due to exceptional circumstances are assessed case by case. Contact the Senior Admin Officer for more information.

Overdue Assessments and Withdrawals

An assessment is deemed significantly overdue when it is two weeks past the due date, unless an extension has been requested and granted. The onus is on participants to be responsible for their own study, so it is up to you to keep track of when assessments need to be sent in. In some cases, assessments will not be accepted at all if they are significantly overdue due to a tight timeline around an event or change that affects assessment marking turnaround times. For example, if there has been a change that affects the course, such as a training package update, the last date that assessments can be accepted is non-negotiable. You will have warning when these events occur. Please contact the Senior Admin Officer for more information.

It can be helpful to add your assessment due dates to your Outlook calendar or diary with a reminder two weeks before, to ensure they are completed on time.

Participants are automatically withdrawn from a subject once the assessment is six months overdue from the due date. There can be cases where a participant may be withdrawn earlier but MHCC will provide warning before this happens. Once you have been withdrawn, you must re-enrol and pay a fee if you wish to complete the assessment. The amount depends on the subject, as some subjects are more complex than others. Enrolment fees start at \$125.

Once a participant has been withdrawn from all subjects, they need to re-enrol in the whole qualification if they wish to complete it and pay associated fees. In this case, if there were subjects successfully completed, credits may be available. However, if a new version of the qualification is being delivered, there may be additional work to do for completed subjects under the old version.

Assessment Tasks Completed on Old Assessment Documents

MHCC does not accept completed assessments that are received more than a year after the due date, even if you have re-enrolled in the subject. Assessments completed on outdated assessment documents need to be redone. You should ensure that you are using the latest version which can be found on their Student Portal or by contacting your Senior Admin Officer (see contacts at the front of this Handbook).

Only Assessments with a signed coversheet and signed third party reports can be accepted by MHCC

If assessments have been returned to MHCC by the due date, where possible, they will be marked and returned to you within six to eight weeks of the due date providing no additional work is required. Assessments received after the due date may experience delays depending on the availability of your assessor. At times, if many assessments have been received by a specific assessor who marks a number of subjects, there may be delays due to the backlog of assessments. The end of year is also a time that marking can be delayed, as assessors do not work over the festive season.

How Assessment Tasks are Marked

Training packages use competency based assessment which means that the skills, knowledge and attitude required for a certain task or position are assessed. A person's competence is measured against the relevant industry competency standards or course performance criteria and not against other participants.

There are two possible results you can receive: Competent (C) or Not Yet Competent (NYC). Not Yet Competent will only be given if a participant has been provided with two opportunities to resubmit work that has not met the requirements of the assessment. However, if the assessor believes that you need some support, they will make recommendations accordingly. See Participant Support section. If you have support needs that you believe are making it difficult for you to pass your subjects, please let MHCC know as soon as possible, to see if there are support options for you. Your Senior Admin Officer contact details can be found on the Contacts page at the front of this Handbook.

Assessments Requiring More Work

If an assessment task does not answer all the questions adequately, participants are given up to two opportunities to resubmit work. When a participant is required to resubmit work, the assessor via MHCC provides them with information on what needs to be resubmitted, whether it be that they have misunderstood the question or have not answered it in enough detail to demonstrate their skills and knowledge. Each resubmission is due two weeks after the participant is informed.

Assessments Being Returned to Participants

MHCC returns marked assessments by email unless a participant requests their original hard copy version be returned to them. MHCC only keeps hard copy assessments for one month after they have been marked, then destroys them. Electronic copies are kept for 3 years.

MHCC attempts to return assessments to participants within 8 weeks of submission where possible. Delays may occur from time to time, particularly if an assessment is handed in late and at the end of year holiday season when assessors do not work. If you are concerned that your assessment has not been returned within the timeframe, please contact MHCC.

Partial or Full Recognition to Complete your Qualification

The recognition process starts with the assessor making initial contact with the participant to organise a time to discuss the recognition process and to create a timeline for completion. At the planning meeting, types of evidence that can be submitted are discussed and a timeline for submitting the evidence is developed.

The recognition process is similar to the assessment process in terms of submitting your evidence to the Senior Admin Officer who passes it on to the assessor. Also, if timelines cannot be kept, it is up to you to request an extension in writing.

Part of the recognition process is having a final interview where a range of questions will be asked. You will be provided with these questions before the meeting so you have time to prepare. If you are not able to provide enough evidence to demonstrate competence in the areas you are completing recognition for, you may need to do some assessment work to fill the gaps. This may incur an additional fee.

Qualification Withdrawal

Participants who have been withdrawn from all units will be automatically withdrawn from the qualification. Re-enrolment is only possible if the course is still running or if a new qualification is set to run. The relevant qualification fees apply.

If your organisation has paid for you to complete the qualification, they are notified when assessments are overdue and also if you have been withdrawn from a course or a qualification.

Course Cancellations

MHCC training events will proceed only if sufficient numbers are enrolled to make the course financially viable. We make every attempt to ensure that courses run. However, MHCC reserves the right to alter any arrangements, including course cancellations if required. We will notify you of any cancellations and changes as soon as possible, usually this will be 7 days prior to the course date. MHCC will refund any fees paid where a qualification is cancelled before it commences but is not responsible for travel-related costs that may be incurred as a result of cancellations. Where a qualification is terminated or MHCC is not able to provide the full service offered when you enrolled, MHCC will repay the relevant fees associated with the services not provided.

Changes to Agreed Services

If at any time MHCC makes changes to agreed services, such as in the case of MHCC changing ownership or entering a 3rd party arrangement, you will be informed as soon as is practicable. This includes providing you with clear and timely information if there will be changes to your studies.

You must keep a copy of each assessment prior to sending it to MHCC

Online Student Portal

MHCC recognises the need for participants to be able to access course information and documents from anywhere at any time. To meet this need MHCC has created the Student Portal which can be accessed 24 hours a day, 7 days a week.

Through the portal you can:

Check your personal timetable

Review your contact details

Access course resources and assessments

Access all letters and other documents that MHCC have issued

Communicate with MHCC staff

View the progress of your enrolment

Accessing the Student Portal

All students who are completing a qualification through MHCC are provided access to the student portal. We will endeavour to email your login details and access instructions within 2 weeks from your first day of attending training. You can access the student portal through the MHCC website:

<http://www.mhcc.org.au/learning-and-development/online-learning/online-access-and-support.aspx>

You can also download the User Guide at <http://mhcc.org.au/media/29475/student-portal-user-guide.pdf>. Additional Resources

For most qualifications you will also have access to Moodle, which is a system that holds a suite of additional reading that may be of interest to you during your course. From the student portal you can click the Moodle link to access these resources.

Need Help?

If you have not received a login within two weeks of your first day of training or would like your login details resent please contact training@mhcc.org.au to request one.

If your login details are not working or you are have any other problems accessing the system please contact online@mhcc.org.au.

Quality Checks and Continuous Improvement at MHCC

MHCC aims to provide relevant and high-quality services that meet the needs of participants. To achieve this, MHCC is committed to an ongoing monitoring and evaluation feedback system that fosters both open communication and contributions from stakeholders. Feedback sheets are provided to participants at the end of each course and can be found at the back of learning materials provided at training. We may contact you after you have received a marked assessment task to get feedback on your experience. This information helps us to improve the study experience for all participants.

Traineeships

New Entrant Traineeships are available for this qualification to eligible participants. An application for a traineeship can be made by the organisation through an apprenticeship centre. Conditions apply. If you have been granted a traineeship, then you need to tick the box on your enrolment form.

Completing the Traineeship early

There is the opportunity to complete the traineeship earlier than the allocated 2 years if all workplace tasks and related training has been completed. Application for an early completion needs to be made to your apprenticeship centre; however, Traineeships cannot be completed in less than 12 months. Generally, it takes a year to finish the qualification but the apprenticeship itself lasts two years. Once the qualification is completed, the organisation informs that the apprenticeship needs to end.

Resigning or suspending the Traineeship

If you resign from one organisation and join another, you can transfer your traineeship to the new employer. Your old traineeship is ceased, and a new one commenced with your new employer from the date that you commence employment with them. The apprenticeship centre that completed the original sign up will complete the new traineeship sign up. There is no cost involved to you in this process however your new employer must agree to continue your traineeship. It is up to you as the trainee to follow up.

If you become ill or want to take leave of absence your traineeship can be suspended for that given period and be recommended when you return to work.

Other Funding Opportunities

From time to time, MHCC has access to funding opportunities that can reduce the costs for participants to complete their qualification. When available, MHCC will advertise these by placing the information on the MHCC website. Each funding source normally has an eligibility requirement.

It is important that participants check the full details of the funding opportunity before applying. Accessing certain types of funding can mean that participants may not be entitled to receive government funding for future training. You can check by contacting MHCC or the funding provider to clarify the conditions associated with the funding.

Privacy and Confidentiality

MHCC is committed to upholding and abiding by the Australian Privacy Principles (APPs) under the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. All personal information held by MHCC remains confidential and protected and is only used and disclosed to the extent specified in the Learning and Development Privacy and Confidentiality policy for Participants which can be found below and can also be downloaded from MHCC website at www.mhcc.org.au.

Please note that when a participant enrolls, if their course is paid by the employer, they sign an agreement to disclose information about their studies to their employer.

Learning and Development Privacy and Confidentiality Policy for Participants

On 12 March 2014, the Australian Privacy Principles (APPs) replaced the National Privacy Principles and Information Privacy Principles.

The Board and staff of Mental Health Coordinating Council (MHCC) recognise the importance of protecting the privacy of individuals and are committed to maintaining privacy of records held. MHCC will uphold and abide by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. More information on the Privacy Act and amendments can be found at <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

Training Privacy and Confidentiality Policy Summarised

MHCC only collects information that is relevant to providing training services and collects this information directly from the person or through someone they have given permission to provide it. It is MHCC's responsibility to keep information as accurate, up-to-date and complete as possible and we have policies and procedures in place to ensure this. If MHCC receives personal information about a person through an unauthorised party, we inform the person if it is relevant information or else we destroy or de-identify it, as long as it is legal to do so.

All personal information held by MHCC remains confidential and protected, and is only used for the reason it was collected. MHCC will not pass on any personal information to a third party without permission. MHCC stores electronic records securely through Jobready, an Australian-based student record management system provider and hard copy files are kept in locked cabinets. We only keep your information for as long as it is required and then destroy it so no one else can access it.

MHCC only uses personal information collected from you for the reasons it was collected. Primarily, we collect it to provide you training services and to check if you are interested in further study. When we contact you regarding further study, you are given the option to opt out from further contact about other courses.

You have the right to access or correct the information we have about you and can do so by making a formal request. It is our responsibility to provide this information to you in a reasonable amount of time and in the format you request as long as it is reasonable for us to provide it in this way. Our contact details are at the end of this document. If at any time you believe your privacy has been breached, you have a right to make a complaint through us or through the Office of the Australian Information Commissioner whose details can also be found at the end of this document.

If you have a general enquiry about MHCC training services, you don't have to give us a name or you can use a different name if you don't want us to know who you are. It is only when you want to discuss your studies or information we have about you that we need to know who you are.

For more detail on how MHCC addresses the Australian Privacy Principles, please read the Additional Privacy Information later in this book.

Complaints and Appeals

MHCC values and practices openness, fairness and accountability in the conduct of its activities including any investigations that may arise from participant feedback. We act on feedback quickly and aim for efficient and equitable resolution of participant's complaint and appeals.

All staff involved in complaints and appeals handling will treat information as confidential. This means that the name or identity of the person complaining/appealing, and any other private information, will only be given to people who need to know it in order to deal with the issue. MHCC will endeavour to protect complainants, and other people who provide information, from any reprisals or victimisation, which may occur as a result of making a complaint/appeal. If a participant feels that they are being treated unfavourably by training personnel following a complaint or appeal, they should immediately contact the Chief Executive Officer (CEO). MHCC is committed to the resolution of complaints and appeals in a fair and timely manner by ensuring that participants:

- are clearly informed in a timely way about how to complain or appeal
- have an opportunity to present their case
- have access to an independent representative if needed
- are clearly informed of the outcomes of the complaint or appeal
- have their complaints and appeals resolved within realistic and fair timeframes

Complaints

A complaint can be lodged about any aspect of the MHCC training services except an assessment decision. To seek a review of an assessment decision, participants must lodge an appeal. Participants may lodge a complaint where they feel that:

- their privacy has been breached
- competencies and assessment processes were not adequately explained
- they were not consulted about, or did not take part in, planning their assessment
- assessment was conducted differently to the planned process
- assessment evidence provided was misinterpreted
- assessment procedures were inappropriate, incomplete or incorrect
- assessor(s) and/or trainer(s) showed bias, misjudgement or inappropriate behaviour
- there was a mistake in recording the assessment decision
- they were wrongly excluded from the training or assessment program
- another participant or an MHCC staff member has treated them unfairly

MHCC treats every complaint as a serious matter and attempts, where possible, to negotiate a satisfactory outcome for all parties. Steps to make a complaint:

1. Contact the Training Services Team Leader or LD manager to discuss the complaint and to see if it can be resolved informally
2. If the situation is not resolved informally, you can ask for it to be formally reviewed
3. If you do not wish to discuss the complaint with the Training Services Team Leader or LD manager, or the situation is not resolved through the formal process, it is dealt with by the CEO

4. If the complaint is still not resolved, you can contact a relevant external body listed below

The CEO is responsible for dealing with all formal complaints according to the MHCC Policy and Procedure Manual.

If you would like to make a complaint, please contact MHCC Learning and Development:
MHCC Learning and Development, P.O. Box 668, Rozelle NSW 2039
(02) 95558388 x 106 or training@mhcc.org.au

Appeal of assessment decision

To lodge an appeal against an assessment decision, the person making the appeal must have been assessed as 'not yet competent' in at least one part of the assessment activity or event. To raise concerns about the process of the assessment not being conducted in a supportive learning environment, participants should do so by registering a complaint.

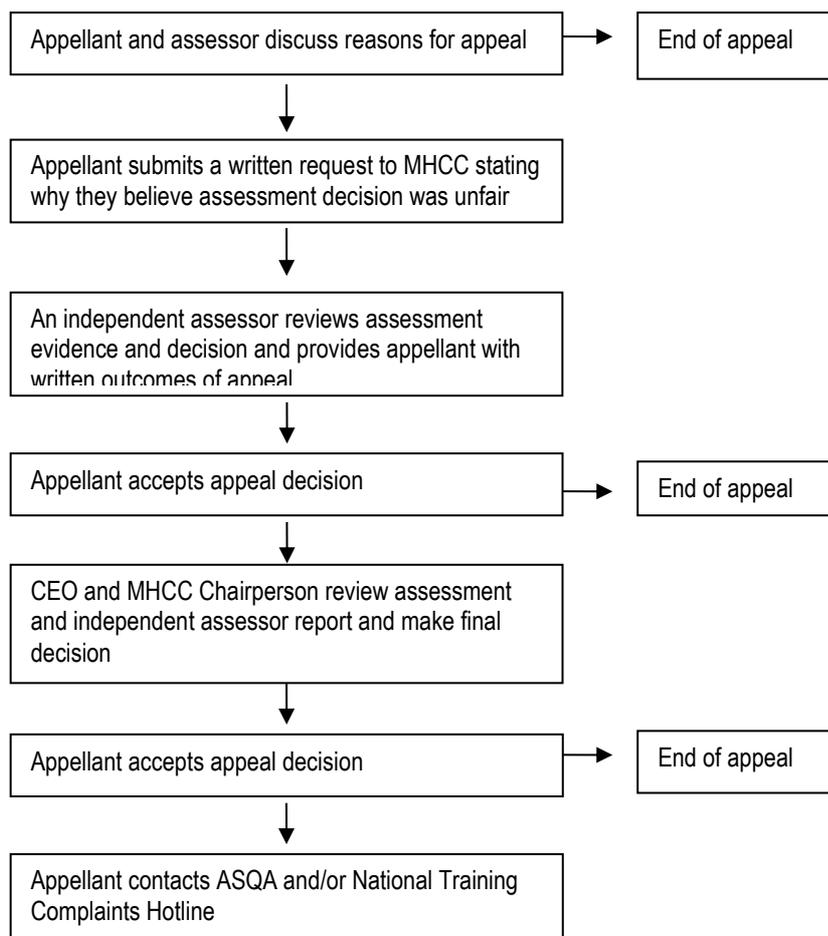
An appeal can be lodged against:

- the outcome of an assessment activity or event that relates to a nationally recognised module or course
- the outcome of a RPL application

How to lodge an appeal:

- first, the person making the appeal should make an informal approach to the original assessor to clarify the reason for the decision
- if the issue isn't resolved, follow the formal appeal process below for appellant (person making the appeal)

The following flowchart shows the procedure to be followed for an appeal.



If you would like to appeal an assessment decision, please contact MHCC Learning and Development: MHCC Learning and Development, P.O. Box 668, Rozelle NSW 2039 (02) 95558388 x 106 or training@mhcc.org.au

Where MHCC considers more than 60 calendar days are required to process and finalise the complaint or appeal, MHCC will inform you in writing, including reasons why more than 60 calendar days are required and will regularly update you on the progress of the matter.

Lodging a complaint with an external agency

If you believe that your complaint or appeal has not been treated reasonably and fairly, you can lodge a complaint with the following bodies:

The National Training Complaints Hotline for VET students	Phone: 13 38 73 skilling@education.gov.au
Australian Skills Quality Authority Complaints Team (issues around training and assessment services)	Phone: 1300 701 801
Anti-Discrimination Board (issues around discrimination)	Phone: 92685544 Toll Free: 1800 670 812
Human Rights and Equal Opportunity Commission (issues around equity and fairness)	Phone: 9284 9600 Hotline : 1300 656 419
Office of the Australian Information Commissioner (Issues around privacy)	Phone: 1300 363 992

Rights and Responsibilities of Participants and MHCC

MHCC attempts to provide training and assessment services in a spirit of co-operation and mutual respect and is committed to the welfare of all course participants by complying with WHS, anti-discrimination and equal opportunity legislation. It is expected that mutual respect and the rights of others be observed at all times. Breaches of conduct will be handled by the CEO.

As a participant you can expect

- Suitably qualified trainers and assessors
- Appropriate teaching methods and materials
- Professional conduct
- Clean, comfortable facilities suitable for adult learning
- Accurate and current information
- Opportunities for input into your learning needs

As a participant you are entitled to

- Be treated with courtesy, fairness and respect
- Privacy concerning personal information, subject to statutory requirements
- Learn in an environment free of discrimination and harassment
- Be informed of assessment procedures (if applicable)
- Pursue your educational goals in a supportive and stimulating environment
- Lodge a complaint through the grievance process if needed

As a participant it is your responsibility to

- Treat other people with courtesy, fairness and respect
- Attend training events and submit completed assessment items on time
- Be punctual and attend regularly
- Not engage in plagiarism or cheating in any assessment
- Make and keep a copy of assessments you submit
- Observe normal safety practices, including no smoking in buildings or any outside area other than the designated area
- Behave in a responsible manner, by not littering, harassing or offending fellow participants or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs
- Inform MHCC of any changes that affect your studies, such as change of personal details or employer

If you are unable to meet your responsibilities you will be asked to talk to the LD Manager regarding changes to be made, including the possible cessation of attendance. In the specific case of an individual attending training/assessment activities under the influence of alcohol or illegal drugs, their employer may be notified and assistance to access appropriate referral agencies will be offered. MHCC has a zero tolerance policy around participants and trainers attending training events while under the influence of alcohol or illicit drugs.

MHCC is responsible for providing you clear and detailed information about the service you are signing up for and the costs associated with this. MHCC is also responsible for the quality of the training and assessment in compliance with the RTO Standards 2015 and for the issuance of certificates and statements of attainment for those eligible to receive them.

Legislation and regulatory requirements

MHCC complies with the relevant requirements of the following acts and standards and any other relevant state or federal legislation. It ensures participants are informed of these requirements where they affect their participation in vocational education and training.

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2011
- NSW Anti-Discrimination Act 1977
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for NVR Registered Training Organisations 2011
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Workplace Health and Safety Act (2011)

Pathways to Other Qualifications

Certificates	Diploma	Advanced Diploma
Certificate IV in Mental Health CHC43315	CHC53315 Diploma of Mental health CHC52015 Diploma of Community Services CHC51712 Diploma of Counselling	CHC62015 Advanced Diploma of Community Sector Management

*Please note there may be prerequisites or conditions of entry for these qualifications.

If you are interested in following a clinical pathway and would like to receive recognition for completion of a qualification you will need to negotiate this with the institution you will be attending.

Vocational Education and Training (VET) Quality Framework Explained

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the VET sector are enforced. The VET Quality Framework comprises:

- the Standards for Registered Training Organisations (RTO) 2015
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements, and
- the Australian Qualifications Framework

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) enables different training organisations throughout Australia to issue the same type of qualifications. The same rules apply throughout Australia. The AQF can be summarised as being:

School sector Accreditation	Vocational Education and Training Sector Accreditation	Higher Education Sector Accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree. Advanced Diploma Diploma

Standards for Registered Training Organisations (RTOs) 2015

The objectives of the Standards are to ensure nationally consistent, high-quality training and assessment services for the clients of Australia’s vocational education and training (VET) system.

Compliance with the Standards is a condition for registered training organisations and for applicants seeking registration under the Act.

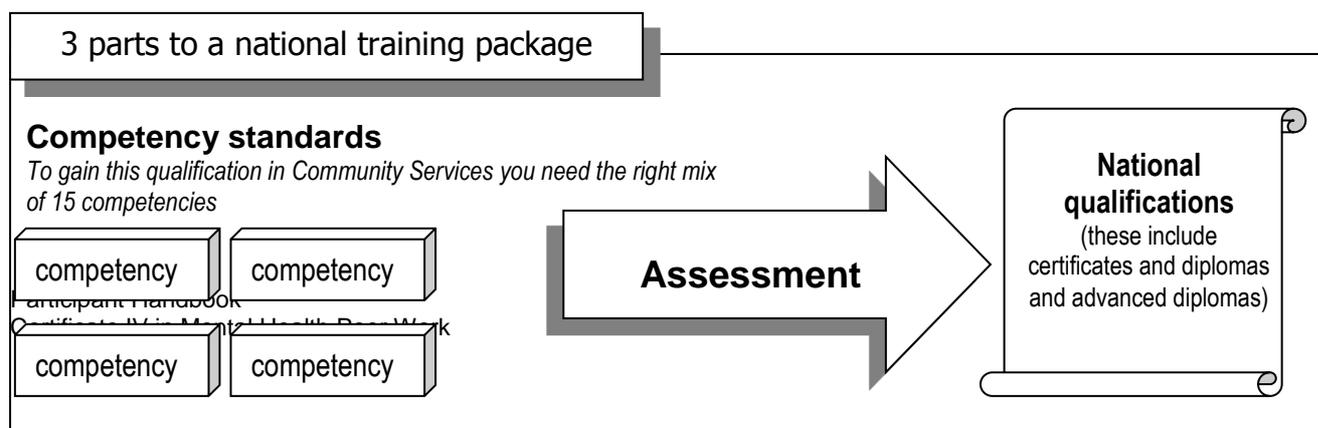
It enables different assessors throughout Australia to accept the assessments of each other because they follow the same rules and assess to the same standards. It also enables people to gain a qualification through the recognition assessment process.

National Training Packages

The third agreed framework (called National Training Packages) enables specific workplace competencies to be identified across all industries in Australia. This means that, in those industry areas where national workplace competencies have been identified, a participant can be assessed against them by a qualified assessor.

If the participant decides to proceed with applying for recognition of prior learning (RPL) assessment because of their existing community services work skills, the national training package that they should be assessed under the **Community Services Training Package (CHC08)**. For more information about Recognition refer to the section on Recognition in this handbook.

You can access a copy of the latest competency standards (and the rules for assessment) from www.training.gov.au.



Recognition Explained

Recognition is a process where an experienced person or worker can apply to a qualified assessor to determine if they have the skills and competencies to be awarded a national vocational qualification. Recognition is often known as Recognition of Prior Learning (**RPL**) or sometimes as Recognition of Current Competencies (**RCC**). The person must be able to provide enough evidence, as negotiated with the assessor, to demonstrate their competence. In having their skills assessed the participant may seek the support of their workplace employer/supervisor for part of their evidence. This could involve as little as the employer supplying a written or verbal reference.

In terms of the time required to undergo a recognition assessment, this varies from participant to participant. At the minimum several meetings between the participant and their assessor are usually required to help identify types of evidence and discuss what has been submitted.

Assessment can be based on a variety of evidence. There are lots of ways a person can demonstrate that they are competent including workplace evidence, completed studies and professional development, supervisor reports and assessor interviews. It is important that the assessor negotiates a mutually suitable process with the participant.

There are 3 possible outcomes of a recognition assessment. These are:

- The participant is assessed as competent and attains the qualification
- It is noted that further evidence is required and the participant is asked to provide it, leading to the attainment of the qualification
- The participant is assessed as not yet competent and cannot receive the qualification but may receive a Statement of Attainment for one or more units within the qualification. In this case, the student may choose to complete the qualification via a blended pathway or via course work but additional fees apply and these options are subject to availability

Additional Privacy Information

The following definitions are from the Privacy Act 1988, 1 July 2013

Personal information means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Sensitive information means:

- (a) information or an opinion about an individual's:
 - (i) racial or ethnic origin; or
 - (ii) political opinions; or
 - (iii) membership of a political association; or
 - (iv) religious beliefs or affiliations; or
 - (v) philosophical beliefs; or
 - (vi) membership of a professional or trade association; or
 - (vii) membership of a trade union; or
 - (viii) sexual preferences or practices; or
 - (ix) criminal record;
- (b) that is also personal information; or
- (b) health information about an individual; or

- (c) genetic information about an individual that is not otherwise health information.

How MHCC addresses the Australian Privacy Principles

Part 1 — Consideration of personal information privacy

Australian Privacy Principle (APP) 1 — open and transparent management of personal information

MHCC must take reasonable steps to ensure it complies with the Australian Privacy Principles (APP) through its policies and through being open and transparent about the management of personal information. This includes processes around inquiries and complaints from individuals. A copy of this Policy can be found on the MHCC website.

In order to deliver training services, it is necessary for MHCC to obtain information from various individuals including training participants. MHCC will only collect personal information necessary to provide training services and collects it primarily through the enrolment process and follow up after enrolment. This information is electronically stored in a secure student management system and hard copies kept in locked cabinets.

For the purposes of training, it is necessary for MHCC to collect, use, store and where relevant, disclose the following personal information:

- name/s
- date of birth
- home address/es
- personal contact phone number/s
- details about employment
- demographic information as required by ASQA (this is compulsory for nationally recognised training courses, optional for other courses)
- assessment results
- appeals results
- education and qualifications and
- information about training an individual has undertaken
- support needs are only used, stored and where relevant, disclosed when the information is given by the participant

Personal information will only be used or disclosed for the following direct, and directly related purposes:

- providing training and subsequent assessment including student support
- providing administrative services relating to training, e.g. sending a trainer a list of course participants
- recording student information into the student management system, which is stored with JobReady, an external provider
- in accordance with the requirements of Government agencies if participant is undertaking a traineeship or a funded place
- auditing by the Australian Skills Quality Authority (ASQA)
- an appeals process as it pertains to course assessment
- contacting the individual within the context of, and regarding their training;
- in an emergency
- personal information will only be otherwise disclosed with the written consent of the individual or the person's Parents, Guardian or Attorney acting under Power of Attorney and
- as authorised or permitted by law

MHCC will not disclose personal information to other parties other than have been agreed to by the individual. Where an organisation pays for a participant to study, the participant agrees to have records of their academic progress reported to their employer when they enrol. MHCC will provide the following information to an authorised third party:

- Course attendance: On request MHCC will advise the organisation of participant attendance or absenteeism where a participant is enrolled to complete a course
- Completion of assessment/s and results: The organisation will be provided with a report of participant progress periodically including specific units of competency currently being completed and results to date
- Student support: If a participant has advised MHCC they require assistance to complete training and or assessment, MHCC may provide this information to a delegated third party to ensure appropriate support is provided in all training and assessment events
- For the purposes of statistics where MHCC complies with RTO requirements, attendance, grades and other personal information collected as listed above, is disclosed in a de-identified format
- For the purpose of funding reporting and traineeships where this information is required

Individuals may access personal information kept about them by requesting this information in writing.

If an individual believes MHCC has breached the APP, they can follow the MHCC complaints process found in the Student Handbook, by contacting MHCC (see contact details at the end of this document) or by contacting the Privacy Commissioner (see contact details at the end of this document). The Student Handbook is available on the MHCC website.

Australian Privacy Principle (APP) 2 — anonymity and pseudonymity

Individuals who contact MHCC about training services have the right to not identify themselves or can use a pseudonym when making general training and assessment enquiries. If the information is specific to an individual's information or their interaction with MHCC, then their details may be required to address these enquiries. The only other time MHCC may need details is if it is required or authorised by or under an Australian law, or a court/tribunal order, to deal with individuals who have identified themselves.

Part 2 — Collection of personal information

Australian Privacy Principle (APP) 3 — collection of solicited personal information

MHCC is committed to only collecting personal and sensitive information about an individual when it is reasonably necessary and directly related to MHCC activities. MHCC collects information directly from individuals unless they have given permission for a third party to provide it e.g. their employer or a traineeships centre or unless it is unreasonable or impracticable to do so.

Australian Privacy Principle (APP) 4 — dealing with unsolicited personal information

If MHCC receives unsolicited personal information about an individual and it is unlikely this information would have been provided to MHCC by that individual, MHCC will destroy or de-identify the information as soon as is practicable and if it is lawful to do so. If the information would have been collected from the individual or an authorised third party, APP 5 – 13 apply (see below).

Australian Privacy Principle (APP) 5 — notification of the collection of personal information

In the case that MHCC receives unsolicited personal information about an individual, if the information is relevant and could have been collected from the individual through MHCC's information collection processes, MHCC will inform the individual, including what the information is used for, as soon as is practicable.

Any information collected by MHCC can be accessed or corrected by an individual by contacting MHCC and formally requesting the information or correction. The individual may need to provide proof of their identity. Contact details can be found at the end of this document.

Part 3 — Dealing with personal information

Australian Privacy Principle (APP) 6 — use or disclosure of personal information

MHCC only uses personal information about an individual in relation to their studies and to provide information about further study. The only exceptions are unless:

- The individual has consented to the use of their personal information
- It is somehow legally required or relates to a legal or equitable claim
- It is required to assist in locating a missing person
- It is required for the purpose of a confidential alternative dispute resolution

Australian Privacy Principle (APP) 7 — direct marketing

MHCC will only use personal information (not sensitive information) collected from the individual for direct marketing where MHCC provides the individual information about further study and also provides a simple way of requesting to not receive direct marketing. MHCC does not on-sell personal information.

Australian Privacy Principle (APP) 8 — cross-border disclosure of personal information

If personal information collected by MHCC for training services is requested from an overseas third party, MHCC will only disclose the information if MHCC has authority to do so and is certain the recipient does not breach the APPs other than APP 1. MHCC does not currently provide information to third parties located overseas.

Australian Privacy Principle (APP) 9 — adoption, use or disclosure of government related identifiers

MHCC will not adopt government related identifiers of any individual unless it is a legal requirement. MHCC will not disclose a government related identifier unless it is reasonably necessary for MHCC to carry out its activities or obligations or unless it is legally required.

Part 4 — Integrity of personal information

Australian Privacy Principle (APP) 10 — quality of personal information

MHCC will take reasonable steps to ensure that personal information collected, used or disclosed about an individual for the purpose of training services is accurate, up-to-date and complete.

Australian Privacy Principle (APP) 11 — security of personal information

MHCC will take reasonable steps to ensure that the personal information held is protected from misuse, loss, unauthorised access, modification or disclosure. The personal information of individuals will be stored in a locked filing cabinet in MHCC Learning and Development office and on the JobReady database that is password protected.

Where personal information is no longer required, MHCC will take reasonable steps to destroy or de-identify it, as long as it is legal to do so. Assessment results for nationally recognised training are required to be kept for a period of 30 years in accordance with ASQA Standards for NVR Registered Training Organisations. After this period, records will be destroyed as outlined in the Archiving Policy in the Training and Policy and Procedures Manual. Audit copies of assessment evidence will be kept in accordance with ASQA requirements, after competencies or qualifications have been issued to an individual. Evidence associated with assessment will be copied and originals will be returned to individuals when the assessment process has been completed.

Assessments and related documentation received by MHCC in hard-copy form are forwarded to assessors and then returned to the participant through the post. Assessments received electronically are forwarded to the assessor via email but may, under certain conditions, be printed and sent to the assessor via post. Electronic assessments may be returned to the participant via email or post. MHCC keeps copies of marked assessments electronically for a period of time as required by the registering body and any associated funding. After that time, MHCC destroys them securely. MHCC may keep assessments longer if they are part of a validation process.

Part 5 — Access to, and correction of, personal information

Australian Privacy Principle 12 — access to personal information

Individuals who have participated in training at MHCC have the right to request access to their personal information held by MHCC. On written request, with proof of identity, MHCC will provide individuals access to this information within a reasonable timeframe and where possible, in the manner requested. Access to information is free unless the cost to MHCC to provide it is unreasonable and in that case MHCC will offer to provide access if the individual pays the costs. A complete copy of a participant's information will be made, unless this is impracticable and in which case, the person can view their original information and file under supervision.

MHCC may not provide an individual access where:

- MHCC believes it would pose a serious threat to the life, health or safety of any individual, or to public health or public safety or
- giving access would have an unreasonable impact on the privacy of other individuals or
- the request for access is frivolous or vexatious or
- the information relates to existing or anticipated legal proceedings between the entity and the individual, and would not be accessible by the process of discovery in those proceedings or
- giving access would reveal the intentions of the entity in relation to negotiations with the individual in such a way as to prejudice those negotiations or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or a court/tribunal order; or
- both of the following apply:
 - the entity has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to the entity's functions or activities has been, is being or may be engaged in;
 - giving access would be likely to prejudice the taking of appropriate action in relation to the matter or
- giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or

- giving access would reveal evaluative information generated within the entity in connection with a commercially sensitive decision-making process

If MHCC is unable to provide requested information to the individual, MHCC will:

- give reasons for this and
- make available information on how to make a complaint

Australian Privacy Principle 13 — correction of personal information

MHCC will correct personal information upon request or whenever MHCC becomes aware that personal information is inaccurate. If MHCC is unable to correct information, MHCC will: give reasons for this and

- make available information on how to make a complaint
- make accessible, where possible, a statement confirming the correction of the personal information and attaching it to required documentation

Glossary

Appeal process

This process allows for the person being assessed, or an employer, to have an assessment reviewed. This may result in part of an assessment being repeated or carried out in a different way.

Assessment

Assessment is the process whereby the assessor reviews evidence that the participant has submitted and makes judgments on the ability of an individual to perform certain tasks or skills.

Assessment process

The assessment process is the steps agreed to by the participant and the assessor to most suitably complete the assessment activities.

Assessor

An assessor is someone who has the skills and knowledge to conduct assessments. RTO must use assessors who have the assessment qualifications required by the training package guidelines.

Competency unit

Competency is a fixed arrangement of knowledge and skill needed in the workplace for a particular task. Elements are lists of outcomes that make up the competency unit. All the elements, together with essential skills and knowledge describe the competency unit.

Evidence

Evidence is information gathered that shows proof of competency. It can take many forms and be gathered from a number of sources. Evidence must be valid, authentic, sufficient and current to enable the assessor to make the assessment judgment.

Extension

A participant may apply for an extension of time beyond the due date to complete an assessment.

Portfolio

A portfolio is a collection of materials, such as original documents, work samples, certificates, etc. that are put together for a specific purpose.

Qualification

A qualification is the formal declaration, issued by a RTO, stating that a person has achieved all the requirements of a national Training Package or an accredited course.

Reasonable Adjustment

Reasonable adjustment is when the assessment method is altered to meet individual or participant needs while remaining valid and reliable.

Recognition process

This term may be called Recognition of Prior Learning, Recognition of Current Competency, Skills Recognition, or simply Recognition. All of these terms refer to the process of accepting a person's skills and abilities regardless of how, when or where the learning occurred. This includes any combination of formal or informal training and education, work experience or general life experiences. The assessor must be confident that the participant currently possesses the competencies being recognised. The assessor may request a variety of evidence from the participant that could include documentation, references from employers and workplace observations. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Registered Training Organisation ('RTO')

A Registered Training Organisation (RTO) is a training organisation that has met the standard for training and assessment according to national requirements

Self-assessment

Self-assessment is a process that allows participants being assessed to collect and provide evidence on their own performance against the competencies in a certain qualification. This method is often used to help the participant and the assessor to determine what evidence is valid and where the gaps may be.

Special consideration

Special consideration may be made to the assessment process to meet the individual needs of the participant. Participants may need particular attention because of personal needs, such as language difficulties, disabilities, cultural requirements, etc. All information provided to the assessor and RTO about special needs remain confidential.

Statement of Attainment

Statement of Attainment is a record of recognised competencies. The Statement of Attainment may contribute towards a qualification if a participant has or undertakes further training, assessment or recognition. The Statement of Attainment is issued by an RTO when competencies have been successfully assessed.

Training Package

A Training Package is a set of nationally approved competencies, assessment guidelines and qualifications for a specific industry or work sector. The Certificate III in Disability Work and all of the competencies in this qualification are from the Community Services Training Package. This qualification is recognised nationally by training organisations and the Disability Work industry sector.



**Evaluation form for Participant Handbook
(Certificate IV in Mental Health Peer Work)**

*MHCC values your feedback. Please let us know what you think about this booklet.
Your comments can be anonymous. Thanks for your time.*

Name (Optional): _____

Tel (Optional): _____ Email (Optional): _____

Please circle your responses to the following.

1. This **Handbook Book** is:

useful

acceptable

not useful

2. This **Handbook Book** is:

easy to use

acceptable

not easy to use

3. This **Handbook Book** is:

comprehensive

acceptable

inadequate

4. This **Handbook Book** is:

interesting

acceptable

dull

What I like about this **Handbook Book** is: _____

In my opinion what needs to be improved about this **Handbook Book** is: _____

Please attach any other comments you would like to make and send this form to:

Mental Health Coordinating Council
Learning and Development Unit
PO Box 668 Rozelle NSW 2039
Email: training@mhcc.org.au