



RTO No. 45040

**2021
LEARNER
HANDBOOK**

INTRODUCTION

Welcome to Equinox College!

Thank you for choosing Equinox College, one of Australia's newest training organisations, specialising in training for the Australian aged care, disability sector and community services 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 Learner Handbook outlines the rights and responsibilities of learners undertaking training with Equinox College. It is the responsibility of all prospective learners 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 Learner 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 Equinox College Alumni upon your successful completion.

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

Zac Hitchcock

CEO



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TRAINING CENTRE LOCATION:

Reception: Shop 2 - 20 King Street, Caboolture, QLD 4510

Training Room 1 : Shop 7

Training Room 2 : Shop 3

Skills Lab: Shop 9

PO Box 474, Caboolture, QLD 4510

P: 07 3106 3859

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 healthcare and community services industry, as well as being fully accredited trainers and assessors.

OUR BUSINESS

Equinox College is a part of Exell Training Pty Ltd RTO# 45040, formed in 2017 with a goal of providing responsive and quality services to support the local aged care, disability and healthcare industry.

OUR VISION:

To **ALWAYS** maintain the integrity of our training programs so that we can ensure that the services users to which we train staff for have the absolute best quality of care

OUR PHILOSOPHY:

Equinox College recognise that –

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

Equinox College also recognise –

- It is our obligation to learners and industry partners to maintain a high standard of services;
- It is our responsibility to provide education to our learners that instills respect, and supports the dignity, rights, privacy and confidentiality of all stakeholders; and
- It is our privilege to be part of the future of the Healthcare and Community Services workforce.

OUR PROGRAMS

- CHC32015 – Certificate III in Community Services
- CHC33015 – Certificate III in Individual Support
- CHC43015 – Certificate IV in Ageing Support
- CHC43115 – Certificate IV in Disability
- CHC52015 – Diploma of Community Services
- HLTAID009 – Provide cardiopulmonary resuscitation
- HLTAID011 – Provide first aid

CODE OF PRACTICE

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

PRINCIPLES OF PRACTICE

We have agreed to operate within the Principles and Standards of the Practical Education & Training (VET) Quality Framework.

We will maintain a learning environment that is conducive to the success of enrolled learners.
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 College will meet all legislative requirements of the State and Federal Governments. Equal Employment Opportunity, Workplace Health and Safety, Workplace Relations and the Standards for RTO's 2015 and relevant VET legislation.

ACCESS AND EQUITY

Recruitment of learners 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 College 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 learner selection decisions comply with equal opportunity legislation.

QUALITY MANAGEMENT FOCUS

Equinox College is committed to providing a quality service and a focus on continuous improvement. We value feedback from learners, 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. All learners and partners are encouraged and requested to provide us regular feedback.

CLIENT SERVICE

Equinox College has sound management practices that ensure effective client service. We have client service standards to ensure the timely issue of learner 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 learner welfare and guidance services. Where necessary, arrangements will be made for those learners requiring literacy and numeracy support programs. We take every opportunity to ensure that this information is disseminated, understood by personnel and learners.

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

MANAGEMENT AND ADMINISTRATION

Equinox College has policies and management strategies that ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards learner's fees until used for training/assessment. We have a Refund Policy that is fair and equitable. Learner records are managed securely and confidentially and are available for learner perusal on request. Equinox College has adequate insurance policies.

MARKETING AND ADVERTISING

Equinox College 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 College 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 learners.

GUARANTEE

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

OUR GUARANTEE TO YOU

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

STUDENT CODE OF CONDUCT

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

- Respect for others
- Commitment
- Self-discipline
- Accountability for learning needs

- Teamwork
- Transparent and courteous communication
- Courage
- Honesty
- Service to others
- Respect for the environment

The Code of Conduct expected of our learners is driven by the fundamental principles listed above. We promote everyone's right to learn with dignity. At all times learners 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 learner's learning environment. The Code of Conduct also always applies when in the workplace.

LEARNER OBLIGATIONS & RESPONSIBILITIES

The learner shall make every effort to achieve the standards of study specified in the Training Plan. The learner shall use every effort to successfully complete the qualification within the timeframe specified in the Schedule of Training and acknowledges the Equinox College reserves the right to suspend, defer or cancel a learner's enrolment if they are not meeting the program requirements.

ATTENDANCE AT TRAINING

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

Should the learner miss three (3) training sessions or more, will alert the learner's employer/Job Provider or the Community Organisation the program is being delivered in partnership with and the learner will be asked to show cause as to why his/her enrolment should not be terminated. The decision to terminate a learner's enrolment will be made at the discretion of Equinox College.

If the learner 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 learner must contact the office to make arrangements for collection. If the learner does not make arrangements to collect the assessment workbook/s, the workbook/s will be provided to the learner 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 learner misses a scheduled training session, that student will be required to complete that unit or units, self-paced under their own volition.

STUDY PERFORMANCE (REASONABLE PROGRESS)

The learner will be expected to maintain 'reasonable progress' for the duration of the course. The learner must submit all assignments by the due dates (as documented in the Schedule of Training). If the learner is experiencing difficulties, or requires additional support, he/she must contact the trainer immediately to request a formal extension of study.

Equinox College will maintain regular contact with the learner's employer/Job Provider or the Community organisation the program is being delivered in partnership with, advising them of learner progress in monthly reports. Should the learner 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 learner's enrolment will be made at the discretion of Equinox College.

If the learner 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 sound communication is maintained; if possible, we will work with the learner to revise the Schedule of Training where extenuating circumstances apply.

RESPONSIBILITIES OF LEARNERS

- Reading the Learner Handbook and ensuring you understand your rights and responsibilities
- Complying with all Equinox College policies and procedures including those relating to placement
- Reading all relevant course and training information
- Advising Equinox College 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 their due dates
- Meeting with your trainer to review progress
 - Ensuring all work is the learners own
 - Discussing any concerns regarding the training course, session activities and your ability to learn with your trainer
 - Advising Equinox College 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 can 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 College 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 learner must be fair and non-discriminatory and follow all the principles of assessment. How a learner will be assessed and what the assessor will be looking for will be made clear to the learner 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 learner to monitor his or her progress on the range of tasks undertaken
- for Equinox College to ensure that the learner has learned the supporting theory behind the task
- for Equinox College 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 learner's performance of the task
Attitude	the approach the learner 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 learners only if rework is required.* Please keep a copy of the assessment in case of loss or damage in transit. Equinox College will take no responsibility for damage or loss in transit.

Learners 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 learner to the Learning Management System (LMS), and correspondence between trainer and learner will be through the LMS unless advised otherwise. Learners MUST be willing to provide us a valid email address they are willing to check regularly.

Learners 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 learners 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/ learner'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 College.

NATIONAL RECOGNITION

Equinox College recognises the AQF qualifications and Statements of Attainment issued by any another 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 College has the right to check and verify the organisation's status.

Learners wishing to apply for credit transfer must supply Equinox College 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 College'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 calendar 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 calendar days of course completion, providing all relevant fees are paid.

QUALIFICATION REPRINT REQUEST

All qualifications will be provided electronically via email to the email address provided by the learner at enrolment. A hard-copy can be posted to the student on request, or collected from our training centre. Learners 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 plus GST will be charged. Please allow 30 days for processing.

FEES AND CHARGES

Replace certificate and/or statement	\$55
Replace course materials - <i>includes copy of assessment material and learning resource</i>	\$10 per unit
Enrolment extension - <i>where learner requires additional time to complete, greater than 6 weeks from the end date of scheduled course conclusion</i>	\$350
Extra Placement Facilitation - <i>where student has not completed scheduled placement and requires additional facilitation/supervision</i>	\$150
RPL Assessment Fee	Fee's vary dependent on qualification. Price on application
Administration Fee to copy learner records for student <u>plus</u> 5 cents per page	\$25 per hour (3 hours minimum apply)

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

Please note: Our partnering RTO's issued the Certificates for any funded programs, Equinox College issues the Certificates for all Fee for Service students

POLICIES AND PROCEDURES

ACCESS

In an education environment access relates to entry into a course and includes ensuring a learner is not discriminated against by Equinox College 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 learners. Equity is not about treating everyone the same, it's about ensuring that all learners 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 College may collect information from learners or potential learners, either electronically or in hard copy format, including information that personally identifies individual users. Equinox College may also record various communications that learner or potential learner have with us.

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

Equinox College 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 College 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 College certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Equinox College 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 College 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 College 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 College 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 College should be sent to:

The Chief Executive Officer
Equinox College
PO Box 474, CABOOLTURE QLD 4510

DISCIPLINARY PROCEDURES

Learners are required to attend all scheduled training sessions, any mandatory 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 learner consistently fails to meet her/his obligations, the learner may be subject to disciplinary procedures, ranging from a warning to removal from the program.

LEARNER 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 references will only be provided to learners 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 said reference.

HEALTH AND SAFETY

Equinox College is committed to providing and maintaining a safe and healthy environment for the benefit of all learners, 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.

Learners must take care of their own health and safety and that of their fellow learners 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 learners 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 learners 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 College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all learners. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to learner progress, assessment, course content or awards in a VET course of study. Non-academic matters include those matters which do not relate to learner progress, assessment, course content or awards in a course and can include grievances in relation to personal information that the provider holds in relation to a learner. 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 venue at which the grievance has arisen 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 learners internally and provides the best outcome of the complaints and appeals lodged by the learners. If a learner chooses to access this policy and procedure, Equinox College will maintain the learner's enrolment while the grievance and appeals process is ongoing.

HOW TO MAKE A COMPLAINT

1.	Informal grievance
1.1	<p>Learners who are dissatisfied in any way with the services offered by Equinox College which includes but are not limited to:</p> <ul style="list-style-type: none"> • Enrolment processes; • Orientation processes; • Assessment decisions; • Suspension or Cancellation of studies processes; • Facilities provided by Equinox Collegee.g. toilets, kitchen facilities, resources etc. • Staff member including Trainer/Assessor. <p>Learners are encouraged initially to attempt to resolve a grievance informally by talking directly to Equinox College's Training Manager</p>
2.	Referral to ASQA or QLD Training Ombudsman
2.1	<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: https://rms.asqa.gov.au/registration/newcomplaint.aspx <u>If you are unable to use the form, you may contact the ASQA Infoline on 1300 701 801.</u></p>

PRACTICAL PLACEMENT PROGRAM

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

During your studies in Individual Support, Disability Community Services or Ageing support, you are required to complete a minimum of 100/120 hours of direct support work in an **Equinox College approved** 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,
- Have received the current influenza vaccination (*a requirement for entrance into Aged Care Facilities*) - *this is due by week 6 of your program.*
- Satisfactory academic progress,
- Satisfactory class attendance and participation
- A clear national 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 College Placement Program Contact Details

Phone: 07 3106 3859

Student Absentee Line: 0478 563 859

Email: studentplacement@equinoxsg.com.au

Address: 2-9/20 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 learners on placement are required to have a clear police clearance (National Clearance).

Yes. All students on placement are required to have a clear police clearance (National Police Clearance). We partner with a police checking service (CITED), and apply for your NPC on your behalf. A 'Student/ Volunteer' check is included as part of your course fees, and is provided to the Host Organisation and is only valid for the duration of your placement.

For a fee of \$45, you can request a 'full' National Police Clearance, at the time of your enrolment. This will be provided to you once received from the checking agency.

Please see administration for the details. It is the responsibility of the learner to ensure that applications for clearances are completed, submitted in adequate time for them to be processed in time for placement (within 14 days of enrolment).

The average time for learners to receive their police check is normally within a day, however some checks can take up to 4-6 weeks to return from the Crime Check agency.

DO I HAVE TO FIND MY OWN PLACEMENT?

No, Equinox College will 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 College 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. You **MUST** be available for the allocated placement dates.

CAN I ORGANISE MY OWN PLACEMENT?

No. 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. We partner with quality host organisations and have negotiated the dates and times as per their requirements. There can be no changes to the placement blocks. You will be provided these dates on enrolment.

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 8 hours. 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.

DELAYS TO PLACEMENT. WHAT DOES THAT MEAN FOR ME?

Due to circumstance beyond our control, a host organisation may request that placement be postponed, or in some rare situation that the placement be cancelled. Equinox College will work tirelessly to source an alternative arrangement as soon as possible to ensure that you are able to complete your training. It is important to note that Equinox College will have no recourse if this occurs. It is at the discretion of the Host organisation.

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 COLLEGE 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 College.

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 College, 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 COLLEGE 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 College Placement Coordinator 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 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 College. 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. Use of mobile phones whilst NOT on allocated breaks will result in your placement being cancelled and you being removed from the program

SMOKING

Always refer to the host organisations Smoking Policy.

EQUINOX COLLEGE DRESS CODE

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

UNIFORM

- An Equinox College polo shirt, washed daily (Equinox College 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 COLLEGE

The responsibilities of Equinox College 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 information regarding their placement obligations, 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

STUDENTS

The responsibilities of Equinox College 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 College 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
- 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 College

INSURANCE, LEGISLATION AND FEEDBACK

INSURANCE ARRANGEMENTS

Equinox College 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 College and possible the Host Organisation.