



Training Handbook

2010

Family Planning Queensland
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INTRODUCTION

As a Registered Training Organisation (RTO), Family Planning Queensland (FPQ) operates in accordance with the Principles and Standards of the Australian Quality Training Framework (AQTF2007).

FPQ operates in accordance with the requirements of its status as an accredited education provider with the Royal Australian College of General Practitioners (RACGP) and as an accredited provider with the Royal College of Nursing Australia (RCNA).

FPQ is committed to high standards in the provision of education and training. This Training Handbook provides important information about FPQ training courses. Clients should take the time to read this handbook carefully prior to enrolment and keep it for reference throughout the enrolment process.

For more details about training courses available or information contained in this handbook, please contact FPQ.

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FPQ SERVICE STANDARDS

Legislative requirements

FPQ will meet all legislative requirements of the State and Commonwealth Government, including:

- Industrial Relations Act 1999
- Equal Opportunity for Women in The Workplace Act 1999
- Anti-discrimination Act 1991
- Corporations Act 2001
- Privacy Amendment (private sector) Act 2000
- Workplace Relations Act 1996
- Workplace Relations Regulation 2006
- Training and Employment Act 2000
- Workplace Health & Safety Act 1995
- Copyright Act 1968
- Freedom of Information Act 1992
- Disability Services Act 1993
- Disability Discrimination Act 1992
- Privacy Act 1991
- Child Protection Act 1999
- Commission for Children and Young People Act 2000
- Queensland Tobacco and other Smoking Products Amendment Bill 2004
- Superannuation Guarantee (Administration) Act 1992
- Superannuation Guarantee Ruling SGR 94/4
- Social & Community Services (Queensland) Award (2001)
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Commission Act 1986

If participants require any further information regarding relevant legislation, please contact the FPQ Training Team.

Recognition of qualifications

FPQ recognises all AQF qualifications and statements of attainment issued by other RTOs. FPQ will verify the authenticity of all qualifications or statements of attainments presented. These may be used as part of the

credit transfer process, within FPQ's scope of registration. For more information, please contact the Director of Education and Communication Services.

Continuous quality improvement focus

FPQ is committed to the continuous quality improvement of all internal processes and external service delivery. FPQ values feedback from clients, trainers and assessors, and industry representatives.

Access & equity

FPQ applies access and equity principles and provides timely and appropriate information, advice and support services to staff and clients to identify and achieve their desired outcomes. Information, advice and support are provided irrespective of age, disability, colour, race, gender, religion, sexuality, family responsibilities or location. Access and equity issues are considered during course and resource development, recruitment, enrolment, training delivery, and assessment to maximise the opportunity for access and participation.

Insurances

FPQ has insurance to cover all aspects of its business operation.

Issuing of certification

FPQ issues, records and reports Australian Qualifications Framework (AQF) qualifications and statements of attainment that meet the requirements of the *Australian Qualifications Framework Implementation Handbook* and the endorsed Training Packages and accredited courses within the scope of its registration.

Record of attendance may be issued upon completion of the contact component of a course, if requested by participant. A Statement of Attainment is issued to the participant, by mail, within 21 days of successful completion of the assessment requirements of the course (demonstration of competency). All Statements of Attainment meet the requirements of the AQF Implementation Handbook, identify the unit of competency attained and identify FPQ by its national provider number and contact details.

FPQ issues documents, and records and reports all professional development activities that are part of accredited provider status with RACGP and RCNA.

Marketing and advertising

FPQ markets training courses and resources with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. Information is clear and no false or misleading comparisons are drawn. All marketing materials comply with the Training and Employment Act 2000 and are authorised by the Director of Education Services.

The RTO Logo is used according to:

- Nationally recognised training (NRT) logo specifications – Australian National Training Authority, 2002.
- Marketing and Issuing Qualifications: Guide for registered and non-registered training organisations operating in Queensland – Department of Employment and Training, Version 1, January 2006.

RACGP and RCNA logos are used in accordance with their accreditation status requirements.

Training and assessment standards

Training:

FPQ has personnel with appropriate qualifications and experience to deliver training and facilitate assessment of all courses offered. The Director of Education Services and Communication Services is responsible for operational compliance with AQTF principles and standards, and Medical Director with RACGP and RCNA standards and requirements, and to review, evaluate and adjust systems and procedures to ensure they are valid, reliable, flexible and fair. Adequate training materials and physical resources will be utilised to ensure the performance criteria and outcomes of all courses can be achieved.

Assessment:

Registered training courses – Assessment is competency based and is designed to determine whether the participant can demonstrate the unit competencies. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Assessment methodologies include observation, oral questioning, case study, written short answer, project, or any other method outlined in the assessment workbook.

Health professional courses – Assessment is competency based and is designed to meet the practice requirements of the particular target group and articulate with published standards and competencies.

The Director of Education and Communication Services is responsible for maintaining a quality focus, including validation of all aspects of assessment. Client, assessor, and industry feedback is obtained to plan and monitor assessment.

Vocational pathways

All registered training courses offered by FPQ are units of competency towards a partial completion of a qualification in the Community Services Training Package. Participants should refer to the Community Services Training Package for information on the packaging requirements and pathways for their chosen qualification.

Health professional courses offered by FPQ reflect current scope of practice for the health professional target group and articulate with other training options, including those in the tertiary sector.

Health & Safety

FPQ adheres to the *Workplace Health and Safety Act 1995* and the *Workplace Health & Safety Regulations 1997*. The Act and Regulations applies to all Queensland workplaces and workplace activities and provides a framework for managing health and safety risks. The Act and Regulations clearly describes the health and safety rights and responsibilities of all parties in the workplace and aims to prevent fatalities, injuries and illnesses caused by a workplace, by workplace activities or by a specified high-risk plant.

The safety of staff and clients, including course participants, is of primary importance in all activities carried out by the organisation. Clients are responsible to:

- know and comply with basic safety rules
- comply with the instructions given for health and safety at the workplace
- use personal protective equipment provided by the employer and to comply with instructions for its use
- not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at the workplace
- not wilfully place at risk the health and safety of any person in the workplace
- not wilfully injure him/herself

For more information about occupational health and safety information, please contact FPQ Training Team.

CLIENT INFORMATION

Client selection, enrolment and induction/orientation procedures

Client selection, enrolment and induction/orientation will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the course. FPQ ensures that the enrolment process is explicit and complies with access and equity principles and equal opportunity and anti-discrimination legislation.

Prior to enrolment, prospective clients can access course information, fee structures, RPL and National Recognition and accreditation arrangements. Information will also be made available prior to enrolment about Language, Literacy and Numeracy (LLN) support.

All clients will need to complete a registration form to gain enrolment into a course.

At the commencement of a course, the facilitator will induct participants on workplace health and safety issues and will continue to incorporate workplace health & safety throughout delivery/assessment.

Course information (content and vocational outcomes)

Registered training courses

FPQ offers the following units of competency in partial completion of a qualification from the Community Services Training Package

Code of the unit of competency	Title of the unit of competency	The lowest qualification national code	Title of lowest qualification this unit of competency is taken from
CHCICS303A	Support individual health and emotional well-being	CHC30408	Certificate III in Disability
CHCDIS404C	Design procedures for support	CHC40308	Certificate IV in Disability
CHCCD402A	Develop and provide community education projects	CHC40808	Certificate IV in Community Development
CHCCD413D	Work within specific communities	CHC408028	Certificate IV in Community Development
CHCCHILD403B	Promote the safety, well-being and welfare of children, young people and their families	CHC41508	Certificate IV in Child, Youth and Family Intervention (Child Protection)
CHCCHILD404A	Support the rights and safety of children and young people	CHC40808	Certificate IV in community Development
CHCIC620C	Manage complex behavioural situations	CHC51208	Diploma in Child, Youth and Family Intervention
CHCPOL301B	Participate in policy development	CHC30508	Certificate III in Social Housing

Course information is available from FPQ's website, www.fpq.com.au or by contacting FPQ on 07 3250 0240. Refer to the National Training Information Services website, www.ntis.gov.au, for the most up-to-date qualifications and States/Territories of delivery.

Health professional courses

Detailed health professional course information is available from FPQ's website, www.fpq.com.au or by contacting FPQ on 073250 0240.

Assessment information (context and purpose and process)

FPQ currently offers a range of face-to-face and self directed training courses. Flexible options for learning are available as part of LLN support. Assessment activities may be provided electronically; other options for assessment may be negotiated with the course coordinator within the requirements of the unit of competency.

Context

Participants will complete assessment tasks after the contact component of the course. All assessment tasks are work-based. Assessment will be discussed with participants at the commencement of training. Observation records and written assessment tasks will be based upon the participant's workplace and usual work role.

Appeal/review mechanism

Participants may appeal the outcome of the assessment process. An appeal should be submitted in writing:

- within two weeks of receiving the assessment outcome, if that is what is being appealed, or
- within one month of the course dates, if other aspects of the assessment are being appealed.

Appeals will be reviewed, and the participant notified of the outcome, within one week of their receipt. Appeals and outcomes will be documented in the RTO Risk Management Register.

Assessment methods may include

- Demonstration/simulation
- Oral/written tasks
- Practical exercise/activity/case study

- Work observation record (third party)
- Portfolio/journal/workbook

Assessment and grading

Registered training course assessments will be assessed by FPQ staff with assessment competencies at Certificate IV in Training & Assessment level and content competencies in the particular unit of competency.

Registered training assessments are competency based and will be graded as 'Competent' or 'Not Yet Competent' against the unit of competency. If the evidence indicates that the participant is competent, they have demonstrated the necessary skills, attitudes and knowledge to effectively perform a function or task to the standard required by industry. When a participant is judged not-yet-competent, they may need to access further training or learning support or be requested to provide more evidence of their skills.

All aspects of health professional assessment processes, including grading, reflect the accreditation and articulation status of the course.

Extensions

Participants may request an extension to the assessment deadline by contacting the Training Program Administration Officer.

Fees and charges (including refund policy and exemptions)

In 2010 the following fees and charges will apply:

Individuals:

- \$150 per participant per day per registered training program
- \$55 fee for an RPL/RCC Assessment

Organisations:

- \$1,300 day per registered training program (up to 20 participants)

Health professional course costs are available on FPQ's website, www.fpq.com.au or by contacting Client Services and Information on 07 3250 0240

Cancellation of enrolment will attract a full refund if written notice is received by FPQ at least 14 days prior to commencement of the course. Where the course is cancelled by FPQ, the participant will be entitled to a full refund in all circumstances. Funds may be transferred to an alternative course if authorised by the participant. Fees for registered courses will be kept in a separate account with a recognised banking institution and not used for any other purpose until participants have completed the course relating to the balance of the fees.

Client support, welfare and guidance services (including LLN support)

FPQ has support services relevant to the training courses offered. These services include language, literacy and numeracy support, interpreter services, information that ensures all fees and charges are known prior to enrolment, information materials that outline course content and assessment procedures, and academic and vocational advice about registered training courses and all health professional training offered by FPQ.

Appeals and complaints

FPQ seeks to prevent appeals and complaints by adhering to FPQ's Policy & Procedures, relevant regulatory requirements and the Training Handbook. Complaints and appeals are treated seriously, investigated thoroughly, and dealt with according to the nature, severity and merit of the complaint. There is a three-stage process to deal with complaints and appeals.

A complaint or appeal can be a result of:

- An action or inaction
- A decision made or failure to make a decision, or
- The conduct of another person/s associated with the organisation.

The underlying principles of this policy are:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive.

- The complaints process is free of charge.
- Privacy and confidentiality will be maintained and anonymity where requested.
- The resolution of a complaint/appeal is the responsibility of all parties concerned.

- Step 1** The client with an appeal or complaint should contact the Director of Education and Communication Services (verbally, in writing, or by email).
- Step 2** The client will be notified of receipt of the complaint/appeal within 48 hours and issued with the FPQ appeals and complaints policy. The Manager, Training & Workforce Development will discuss concerns, gather any extra necessary information, and attempt to resolve the complaint/appeal. *(The time involved to investigate and resolve a complaint varies depending on a range of factors. Keep the complainant informed on a 48-hour basis on the progress and outcomes of the complaint/appeal process.)*
- Step 3** If unresolved, the appeal/complaint will be escalated to FPQ's CEO.
- Step 4** If the complaint or appeal is still unresolved, arbitration by a third party, acceptable to all parties will be arranged.
- Step 5** If the appeal or complaint remains unresolved or if the complainant is not satisfied with the response by FPQ, complainant will be provided with the contact details for external organisations of appeal, for example, the Department of Employment and Training's Complaints Unit (ph: 1800 600 039).

All records of any appeals and complaints will be kept on file and correspondence documented. The Director of Education and Communication Services will review the circumstances and outcomes of any appeal or complaint.

Disciplinary procedures

A certain standard of behaviour, outlined in the FPQ Code of Conduct, is expected of all FPQ staff and clients. Breach of policies and procedures and academic or behavioural misconduct will be treated seriously and may involve penalties. The Director of Education and Communication Services will manage all disciplinary procedures involving training clients and staff disciplinary procedures.

Access to records

Participants are able to access their records as per the FPQ Privacy Policy. This details who may access participant records, and how and when. This policy is available at www.fpq.com.au or on request from FPQ.

RPL/RCC/credit transfer

Clients who have completed appropriate training or have, through prior learning and experience, gained the required skills/competencies may be granted recognition upon substantiation of that claim. This process is by recognition of prior learning (RPL), recognition of current competence (RCC) or credit transfer. RPL/RCC and credit transfer is available for all units of competency within FPQ's scope of registration.

Participants complete an application form on request and may contact the Director of Education and Communication Services to provide information and assistance with RPL/RCC applications. Participants will be notified of the outcome within two weeks of receipt of their application. Further assessment, if required, may take any form consistent with the performance criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. A qualified assessor will conduct the assessment.

Sanction

FPQ will honour all guarantees outlined in this Training Handbook and FPQ's Policy and Procedure Manual. FPQ understands that if the organisation does not meet the obligations of this handbook or supporting regulatory requirements, registration as a Registered Training Organisation may be withdrawn.

Code Of Conduct Training / Education Participants

Policy Statement

Family Planning Queensland (FPQ) is committed to excellence in clinical, education, training and information services. This Code of Conduct describes the conduct and behaviour requested from participants in FPQ education and training activities. All participant misconduct (general and academic) will be treated seriously and may involve penalties for the participant. This Code reflects FPQ's philosophy, strategic direction and policies, and is based on the organisation's key values:

- Respect for others
- Social justice
- Professionalism
- Innovation
- Courage
- Openness and honesty.

Code of Conduct – General

- Be honest about your needs
- Be receptive to new information and ideas
- Respect other people's rights to access FPQ services
- Be polite and respectful to FPQ staff and other participants by respecting their privacy and personal space
- Provide constructive feedback about FPQ services
- Do not access FPQ services under the influence of alcohol or any other drug.

Academic conduct

- Ensure enrolment and progress is lawful and consistent with FPQ requirements and guidelines
- Act ethically and honestly in the preparation and submission of all academic work. Academic dishonesty, including plagiarism, cheating and misrepresenting information, will not be tolerated during any form of training or assessment (including written and workplace assessments)
- Ensure all assessment work submitted is the participant's own work and meets all academic and referencing standards
- Meet all specified education and training attendance requirements
- Avoid any activity or behaviour that would unfairly advantage or disadvantage another participant
- Use FPQ resources in a lawful and ethical manner and for FPQ education and training purposes only

Complaints and feedback

FPQ welcomes feedback.

If you are satisfied...

If you are satisfied or pleased with the services, please let us know, as this will give us the opportunity to recognise/acknowledge the standard of service offered by our staff.


If you are dissatisfied...


If you are dissatisfied with any aspect of our service, please let us know, so we can identify any problems or areas where changes can be made. All complaints will be taken seriously, treated seriously and resolved as quickly as possible. FPQ believes that all service users have a right to have their comments and concerns acknowledged and dealt with in an appropriate manner.

To make a complaint...

- Firstly, complaints should be addressed to the staff member you are dealing with or, write a letter outlining your concerns.
- If you are not comfortable talking directly to the person, or the issue is not resolved to your satisfaction, you can ask to speak to, or write to the Manager of the local FPQ Service.
- If you are still not satisfied with the outcome, you can contact the Chief Executive Officer.

Contact details: Family Planning Queensland, 100 Alfred Street, Fortitude Valley Qld 4006

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