



Community Service Training Guide 2010

Incorporating Medication Administration & Manual
Handling

'Passionate about developing the potential of people'

Launceston · Hobart · Melbourne

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Attention casual workers & permanent staff

A special offer to complete the Certificate III in Disability

Any support worker enrolled in the [State Enterprise Training medication program](#) will be eligible to enrol with State Enterprise Training in the new updated national qualification:

Certificate III in Disability CHC30408 at 50% off the normal cost

For only \$1750 you can have the opportunity to achieve your certificate III in Disability. This offer includes:

- All learning resources
- The 3 national units you have attained as a result of the medication program will be used as credit transfers
- The remaining 11 units in the certificate III qualification will be delivered at your work place
- One on one delivery with your trainer/assessor
- Up to 8 on-site visits
- Flexible delivery options so you can complete your qualification as soon as you like
- Enrol and get started anytime

Pay only \$145 a month

This special offer can be paid for in monthly payments or the total cost of the qualification at enrolment. If you choose the monthly payment plan an enrolment fee of \$300 is payable at enrolment and the balance can be paid for in ten equal monthly payments of \$145 by using a credit card only. Total payments \$1750.

You automatically qualify for our loyalty upgrade program

We know it can be frustrating when you finish a qualification and you are eager to continue on to complete the next level of qualification but for some reason you cant. A unique feature of this special offer is that you are encouraged to continue your learning because when you complete a pathway qualification with State Enterprise Training you can enrol in the next level as a 'loyalty upgrade' and retain your 50% discount. Therefore you can go onto Certificate IV in Disability at a cost of \$1750.

Enrol now this offer is available for a limited time only
This special offer is available until the 31st March 2010.

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Client Service

State Enterprise Training is a registered training provider with our head office located in Launceston and other offices located in Hobart & Melbourne. For nearly 10 years we have provided training & accreditation in the Health & Community Services sectors in both Tasmania and Victoria. Our business philosophy is both simple & professional, "understand our client's needs and deliver the desired education & training outcomes."

2010 will be both professionally exciting & challenging for our organisation because we have expanded our services to be able to offer the community services sector in Tasmania a training partner that can provide a comprehensive range of services:

- National qualifications
- Management training
- Medication administration accreditation— over 400 medication administration places state-wide

- Manual handling training customised for your organisation
- First Aid
- Food handling orientation

Our 2010 training services will be delivered by a competent and professional training team, supported by our new client services department.

Our service commitment to you is to ensure that all facets of your training from enrolment through to qualification issue have a positive and valuable experience.

We are passionate about developing the potential of people.

Bec Spencer
Client Services Manager
State Enterprise Training

Team profile

We are proud to be able to introduce to you a professional team of program managers and assessor/trainers who are experienced workplace educators with a high degree of workplace competence in their respective fields. Supported by a quality assessment system, it is our aim to be able to offer you a professional team that can deliver a range of training & accreditation needs.

Introducing our team:

Profile	Role(s)
<p>Helen Wylie RN. B.Ed. MRCNA</p> <p><i>General Nursing Certificate (RN)</i> <i>Bachelor of Education</i></p> <ul style="list-style-type: none"> • Epilepsy educator. Assessed planned and delivered direct client services. Provided advanced clinical expertise • Clinical Nurse Consultant Operating theatre suite • Clinical Nurse consultant staff development • Clinical Nurse Palliative care 	<ul style="list-style-type: none"> • Facilitate (deliver & assess) medication administration program • Facilitate (deliver & assess) National qualifications • Develop learning & assessment resources
<p>June Smith RN.</p> <p><i>General Nursing Certificate (RN)</i></p> <ul style="list-style-type: none"> • Eskleigh Acting Home Manager • Delivery of nursing care to clients with disabilities • Preceptor, Educator • Manual handling educator 	<ul style="list-style-type: none"> • Facilitate (deliver & assess) medication administration program • Facilitate (deliver & assess) Manual handling
<p>June Moston</p> <p><i>Enrolled nurse certificate (EN)</i> <i>Diploma Business</i></p> <ul style="list-style-type: none"> • Assessor – Health & Community Services –SET • Client management • Interpret & implement national training packages for the development of learner resources • Develop, implement & manage accreditation programs in Health & Community Services 	<ul style="list-style-type: none"> • Facilitate (deliver & assess) National qualifications • Develop learning & assessment resources

<p>Lynn Corbett</p> <p><i>Certificate IV Disability Work</i> <i>Certificate IV OH&S</i> <i>Manutension levels 2 & 3</i> <i>Manutension Disability & Polyhandicapees</i></p> <ul style="list-style-type: none"> • Prime mover – Eskleigh • Manual handling trainer – Eskleigh • Attendant and Administration care & group homes 	<ul style="list-style-type: none"> • Facilitate (deliver & assess) Manual handling • Facilitate (deliver & assess) National qualifications • Develop learning & assessment resources
<p>Gary Linnell</p> <p><i>Senior First Aid – 2.05A Emergency Life Support Techniques</i> <i>Heartstart 3000QR Automated External Defibrillator (AED)</i> <i>Certificate IV Training & Assessment</i></p> <ul style="list-style-type: none"> • Developed & delivered First Aid & oxygen therapy administration training & accreditation - Anglicare • Volunteer training instructor – Tas Fire Service • Volunteer Ambulance Officer Level 2 –Tas Ambulance 	<ul style="list-style-type: none"> • Facilitate (deliver & assess) • First aid workplace level 2 HLTF301B – Apply first aid
<p>Stephen Noone MPET, Bed, MACE</p> <p><i>Masters of Professional Education & Training</i> <i>Bachelor of Education</i> <i>Member of the Australian College of Educators</i></p> <p>Chief Executive Officer – State Enterprise Training</p>	<ul style="list-style-type: none"> • Strategic divisional management • Workplace education and program development consultancy • Co-develop learning & assessment resources

Price List

Please note: Prices for qualifications and courses that lead to the attainment of a nationally recognised qualification or statement of attainment are GST free.

Commonwealth & State funding is available to support employers fund their eligible staff successfully completing national qualifications (refer last column in table below).

Further information regarding this can be got from an Australian Apprenticeship Centres. Please contact us if required & we can provide contact details.

All prices listed in the table below are for each individual training participant (per person)

Course description	On-site delivery price	Loyalty upgrade price	Comm. &/or State funding
National qualifications			
Certificate III Qualification	\$3500		√
Certificate IV Qualification	\$3500	\$1750	√
Diploma Qualification	\$3500	\$1750	
Pathway qualification			
Certificate III in Disability (11 units) see pg3 for full details Only available till 31 st March 2010	\$1500	\$1750	√
Management qualifications (workshop program)			
Certificate IV in Frontline Management	\$4000		√
Diploma of Management	\$4400	\$400	
Medication administration program	\$450		
First Aid	\$160		
Manual Handling – accreditation program	\$250		
Manual Handling –customised program Minimum of 2 hour training session	\$44 per person per hour (GST inclusive)		
Food Handling Program Max 15 Participants equivalent to \$48 per person (GST Inclusive)	\$715.00 Per workshop (GST Inclusive)		

Community Services

Certificate III in Disability

Prerequisite: None

Qualification Overview

Certificate III in Disability Work requires fourteen (14) units to be completed for successful completion. Unit selection is comprised of ten (10) compulsory units and the option of selecting four (4) elective units. The qualification covers a range of skills and knowledge to achieve work outcomes in a community and/or residential facility under direct or regular supervision.

Certificate IV in Disability

Prerequisite: None

Qualification Overview

Certificate IV in Disability Work requires fifteen (15) units to be completed for successful completion. Unit selection is comprised of ten (10) compulsory units and the option of selecting five (5) elective units. The qualification covers a range of skills and knowledge to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation.

Diploma of Disability

Prerequisite:

- CHCCS400A – Work within a relevant legal and ethical framework
- CHCCS411A – Work effectively in the community sector
- CHCDIS301A – Work effectively with people with a disability
- CHCDIS410A – Facilitate community participation and inclusion
- CHCICS402A – Facilitate individualised plans

Qualification Overview

Diploma of Disability requires sixteen (16) units to be completed for successful completion. Unit selection is comprised of twelve (12) compulsory units and the option of selecting four (4) elective units. This qualification covers workers who are responsible for the coordination and management of agencies delivering services to people with a disability. Workers in this role are usually also involved in service delivery, either direct client work and/or community development projects. Workers at this level have responsibility for the supervision of other staff and volunteers.

Certificate IV in Community Services (Lifestyle & Leisure)

Prerequisite: None

Qualification Overview

Certificate IV in Community Services (lifestyle & leisure) requires 16 units for successful completion. Unit selection is comprised of nine (9) compulsory units and the option of selecting seven (7) elective units. The qualification covers a range of skills and knowledge to achieve work outcomes in a community and/or residential facility under direct or regular supervision.

Certificate IV in Mental Health (Non-clinical)

Prerequisite: None

Qualification Overview

Certificate IV in Mental Health Work (non-clinical) requires 14 units for successful completion. Unit selection is comprised of eleven (11) compulsory units and the option of selecting three (3) elective units. The qualification covers a range of skills and knowledge to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation.

Business

Certificate III in Business

Prerequisite: None

Qualification Overview

Certificate III in business requires 12 units to be completed for successful completion. The qualification covers generic business, leadership, administrative and clerical skills that are required for workers that need a depth and complexity of knowledge to be able to work independently in their workplace.

Certificate IV in Business

Prerequisite: None

Qualification Overview

Certificate IV in business requires 10 units to be completed for successful completion. The qualification covers generic business, leadership, advanced administrative and clerical skills that are required for workers that need to apply a depth and complexity of knowledge to a variety of contexts and activities which can be complex and non-routine in nature.

Certificate IV in Human Resources

Prerequisite: None

Qualification Overview

Certificate IV in Business Human Resources requires 10 units to be completed for successful completion. The qualification covers specialty HR management knowledge and skills at an operational level, as well as generic business, leadership, advanced administrative and clerical skills.

Diploma of Business

Prerequisite: None

Qualification Overview

The Diploma of Business requires 8 units to be completed for successful completion. The qualification covers advanced business skills requiring depth and complexity of knowledge such as, strategic planning, evaluation, management & coordination.

Management

MANAGEMENT WORKSHOP PROGRAM

A program for supervisors and managers in the Community Services Sector

Certificate IV in Frontline Management (BSB40807) **Diploma of Management (BSB51107)**

Program Overview

This course is designed to provide you with the skills and knowledge to help manage your organisation for improved productivity and performance.

Target Audience

This course is ideally suited for, but not limited to:

- First Line and Middle Managers, Supervisors and Team Leaders in roles of responsibility in organisations
- Individuals aspiring to roles of responsibility
- Individuals identified by organisations as potential Managers, Supervisors and Team Leaders
- Senior Team Members and support staff

Participants to network and discuss management topics with other managers and supervisors.

Assessments for the following qualification will include:

- Written learning and reflection activities
- Group activities
- Group discussion
- Observation

WORKSHOP SCHEDULE 2010

Frontline Management Workshop State wide Timetable

TOPIC	NATIONAL COMPETENCIES	DURATION	NORTHWEST REGION DATE	NORTHERN REGION DATE	SOUTHERN REGION DATE
MANAGING FIRST THINGS FIRST	<ul style="list-style-type: none"> ▪ BSBWOR404A ▪ BSBWOR501A 	9am – 4pm	11 th February 2010	18 th February 2010	25 th February 2010
MANAGE EFFECTIVE WORKPLACE RELATIONS	<ul style="list-style-type: none"> ▪ BSBWOR401A 	9am – 4pm	11 th March 2010	18 th March 2010	25 th March 2010
LEADERSHIP FOR EFFECTIVE TEAMS	<ul style="list-style-type: none"> ▪ BSBMGT401A 	9am – 4pm	8 th April 2010	15 th April 2010	22 nd April 2010
MANAGING TEAM EFFECTIVENESS	<ul style="list-style-type: none"> ▪ BSBWOR402A ▪ BSBWOR502A 	9am – 4pm	13 th May 2010	20 th May 2010	27 th May 2010
MANAGE OPERATIONAL PLAN	<ul style="list-style-type: none"> ▪ BSBMGT402A ▪ BSBMGT515A 	9am – 4pm	24 th June 2010	1 st July 2010	8 th July 2010
PROJECT MANAGEMENT	<ul style="list-style-type: none"> ▪ BSBPMG510A 	9am – 4pm	15 th July 2010	22 nd July 2010	29 th July 2010
MANAGING SAFETY IN THE WORKPLACE	<ul style="list-style-type: none"> ▪ BSBOHS407A ▪ BSBOHS509A 	9am – 4pm	12 th August 2010	19 th August 2010	26 th August 2010
MANAGING IN THE INFORMATION AGE	<ul style="list-style-type: none"> ▪ BSBINM401A ▪ BSBINM501A 	9am – 4pm	23 rd September 2010	30 th September 2010	7 th October 2010
STRIVING FOR CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> ▪ BSBMGT403A ▪ BSBMGT516A 	9am – 4pm	21 st October 2010	28 th October 2010	4 th November 2010
STRATEGIC CUSTOMER SERVICE	<ul style="list-style-type: none"> ▪ BSBCUS401A ▪ BSBCUS501A 	9am – 4pm	18 th November 2010	25 th November 2010	2 nd December 2010

MANAGEMENT WORKSHOP LOCATIONS STATE-WIDE

- NORTHWEST The Barclay Room, Barclay Motor Inn 112 North Fenton St, Devonport
- NORTH Tailrace Centre Convention Centre, 1 Waterfront Drive, Riverside
- SOUTH Tasmanian Technopark, Innovation Drive, Dowsing Point

Medication Administration Program 2010

CHCCS305A Assist clients with medication

This is the new unit from the new Community Services Training Package CHC08 endorsed by the Commonwealth, State & Territory Ministers in December 2008. The unit replaces the old 303A & 304A medication units from the previous Community Service Package CHC02.

Prerequisite

The medication unit CHCCS305A must be assessed after the achievement of the following related unit:

HLTAP301A – Recognise healthy body systems in a health care context.

Program Summary

PART A:

2 day workshop program

Objective: To deliver & assess essential knowledge & essential skills

PART B:

i. Structured 4 week on-the-job under the guidance of a nominated workplace supervisor.

Objective of this on-the-job training is for the participant to develop essential knowledge & practice essential skills under the guide of an experienced staff person.

ii. Final 2 hour assessment session with the assessor

Objective: To demonstrate essential skills & knowledge to the assessor.

Program outline in detail

PART A: 2 day workshop program

- Classroom based delivery – maximum of 15 participants
- Each day 9.00am to 4.00pm with breaks (2 day program)
- Each day 10.00am to 3.00pm with breaks (3 day program)

Delivery strategy	Assessment strategy
<ul style="list-style-type: none"> • Learner resources (folder)- Participants are provided with program resources which they retain for future reference • Essential knowledge will be introduced on power point slides and discussed as a group. This includes: <ul style="list-style-type: none"> • Cross infection & prevention strategies • Understanding of potential hazards • Basic knowledge of commonly used medicines • The effect of medications being administered • Basic knowledge of healthy body systems & how illness affects people in the context of their life stage & support needs • Appropriate storage of medications • How & when equipment is used • Administrative procedures for medicines • Organisation procedures for documentation of medication and use of medication charts • Essential skills will be introduced and demonstrated by the program facilitator. This includes: <ul style="list-style-type: none"> • Demonstrate ability to provide administration of medications, including assisting clients with self administration of medications according to their defined job role & always in compliance with legal & organisational policies & procedures • Demonstrate use of dose administration aids • Negotiate the physical assistance that can be provided • Demonstrate how to observe, report & record discrepancies in medicines • Demonstrate use of appropriate equipment 	<ol style="list-style-type: none"> 1. Written assessment of functional English language, literacy and numeracy skills appropriate to the level of responsibility of the support worker when administering medication. Please refer to page 17 for further details. 2. Essential knowledge & skills assessment activities will be completed throughout the workshop days. <p>These include:</p> <ul style="list-style-type: none"> • Case studies & scenarios • Short answer questions • Problem solving in groups • Small group presentations • Skill demonstrations • Questioning

PART B: Structured 4 week on-the-job training and Final assessment session

It is a national compliance criterion to achieve accreditation, there must be observation of work performance & supporting statements (report) from a supervisor. Each training participant will be allocated a nominated supervisor from their workplace to mentor, observe and report over the 4 week period.

The supervisor will be provided relevant resources & coaching from State Enterprise Training to ensure they can complete their role effectively.

The key objective of this on-the-job training is for the participant to develop essential knowledge & practice essential skills under the guide of an experienced staff person.

Three assessment activities must be completed in this period to be submitted for assessment on the final assessment day.

- The participant will complete their 'Structured training Journal' and
- The workplace supervisor will complete their 'Nominated Supervisor Report' and
- A written unit assessment activity for the unit HLTAP301A Recognise Healthy body systems in a health care context

Delivery strategy	Assessment strategy
<p>Nominated workplace supervisor criteria is detailed on page 18</p> <p>On-the-job training should provide the participant opportunities to apply their knowledge & practice their skills with different clients in a range of settings.</p> <p>As a learning guide the State Enterprise Training 4 week on-the-job training has been developed so the participant can advance their practice over the 4 week period:</p> <p>Week one: Observations & locating relevant workplace information</p> <p>Week two: Practice under supervision</p> <p>Week Three: Practice under supervision in a range of workplace contexts & review of your own performance</p> <p>Week four: Practice under supervision in a range of workplace contexts & making decisions independently</p>	<p>Structured training journal to be completed over the 4 week period and submitted for assessment on the final assessment day.</p> <p>Nominated Supervisor report to be completed by the workplace supervisor over the 4 week period and given to the participant and submitted on the final assessment day. The report will include some of the following observations & demonstrations:</p> <p>A written unit assessment activity for the unit HLTAP301A Recognise Healthy body systems in a health care context</p>

<p>Final Assessment session</p> <ul style="list-style-type: none"> • Participants are booked in for a final assessment after they have completed their structured 4 week on-the-job training • Participants will be allocated into groups of no more than 5 for their final assessment session 	<ul style="list-style-type: none"> • Assessment will include demonstration of essential skills in front of the assessor and a written test to assess essential knowledge. • Structured training journal and nominated workplace supervisor report must be submitted for final assessment • Unit assessment activity for HLTAP301A Recognise Healthy body systems in a health care context must be submitted for final assessment
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Learning & assessment resources

All resources to complete the program will be provided. Each program participant will receive a black resource folder with their learning & assessment resources. This folder will be used throughout the program duration and the learning resources can be kept by the program participant for future reference.

State Enterprise Training Literacy and Numeracy (L&N) assessment

It is a national unit assessment requirement for all participants undertaking the medication unit that they must be deemed competent in functional English language, literary and numeracy skills that are relevant to their roles in medication administration. This would normally include tasks such as reading client ID, medication charts, notes, relevant reports, drug fact sheets, product label instructions and basic applicable numeracy skills. This is an ideal opportunity for all staff & their service organisations to ensure these essential skills for effective medication administration are adequate. The written L&N assessment will be completed by all participants in the first session on day one of the program.

What happens if someone is deemed not yet competent after they have completed their written literacy & numeracy assessment?

It is important to note program participants will be able to continue on with the rest of the medication accreditation program. If someone is deemed not yet competent in their assessment they will be contacted by phone and advised of the result. Their employer if applicable will be notified after this so a relevant support program can be arranged. The participant will have the opportunity to be re-assessed at their final assessment session.

Nominated workplace supervisor

The national assessment criteria for the medication unit requires assessment of competence to include both

- Observation of work performance and
- Statements from supervisor

Under the guidelines of the State Enterprise Training medication administration program this role is to be performed by an experienced staff member to be provided by the employer organisation. The criteria for a

- Supervisor must be an experienced staff person in a senior role to the training participant.
- Supervisor has achieved the minimum required accreditation standards in medication administration and has been currently practicing those competencies for a minimum of 2 years.
- Supervisor is able to mentor the participant throughout the duration of the program and able to assist the participant in the completion of assessment activities if required.
- Supervisor is able to maintain monitoring contact with the SET program facilitator when required.

Missed sessions & training/assessment events

We understand that unforeseen circumstances can arise that could interrupt participation in this program. Participants are required to contact their program facilitator as soon as they are aware that they may be missing sessions or activities or unable to continue in the program.

Please be aware due to the way the program is set out that if the following sessions or events are missed then the following action will apply:

- If either days of the 2 day workshop are missed. You will not be able to continue in the current program & therefore required to re-enrol in the next program and pay the enrolment fee of \$450
- If the final assessment session is missed you will need to make arrangements to attend a final assessment session in the next available program and a fee of \$30 will be charged.
- If the 4 week on-the-job structured training period is interrupted or missed and as a result the required assessment events are not completed. Please can contact your program facilitator & make arrangements for this to be set up at a later date. A final assessment session will also need to be re-booked at the next available session and this will incur a fee of \$30

Assessment outcomes

Assessment judgements in this program will be made holistically. This means the same essential knowledge & skills are assessed across a range of assessment events. Allowing multiple opportunities for demonstration of competence.

If participants are deemed not yet competent in either of the two units due to an identified competency gap they will be advised of this and will be required to be re-assessed in that specific competency or assessment event not the whole program.

Re-assessment

The following re-assessment protocols and costs may apply or a combination of re-assessment protocols dependant on the competency gap.

Competency gap identified	Protocol for re-assessment	\$ cost
1. Literacy & numeracy	Re-assessment	No charge
2. Majority of assessment activities completed in the 2 day workshop program	Repeat the 2 day program <u>in the next available workshop</u>	\$235
3. Majority of assessment activities during on-the-job structured training	Repeat the 4 week journal & submit for re-assessment	\$60
4. Nominated supervisor report	Not yet competent report from nominated supervisor will mean a meeting with the program facilitator and the re-assessment protocol will be decided at that point	Dependant on re-assessment meeting between nominated supervisor & program facilitator
5. Majority of activities in the written unit assessment for HLTAP301A-recognise health body systems in a health care context	Repeat the assessment & submit for re-assessment	\$60
6. Final written or practical assessment	Reschedule of final assessment session	\$30

Medication Administration 2010 Program schedule – State wide

	South			North			North West		
Course Code	Workshop Date 9.00am – 4.00pm Except March & July	Final Assessment Time 9.30am, 11.00am or 2.30pm Except March & July	Course Code	Workshop Date 9.00am – 4.00pm Except March & July	Final Assessment Time 9.30am, 11.00am or 2.30pm Except March & July	Course Code	Workshop Date 9.00am – 4.00pm Except March & July	Final Assessment Time 9.30am, 11.00am or 2.30pm Except March & July	
MS1	19 th & 20 th January	23 rd February	MN1	19 th & 20 th January	23 rd February	MNW1	16 th & 17 th February	23 rd March	
MS2	9 th & 10 th February	16 th March	MN2	9 th & 10 th February	16 th March	MNW2	20 th 21 st April	25 th May	
MS3	9 th 10 th & 11 th March	15 th April	MN3	9 th 10 th & 11 th March	16 th April	MNW3	22 nd & 23 rd June	27 th July	
MS4	13 th & 14 th April	18 th May	MN4	13 th & 14 th April	18 th May	MNW4	17 th & 18 th August	28 th September	
MS5	11 th & 12 th May	15 th June	MN5	11 th & 12 th May	15 th June	MNW5	19 th & 20 th October	23 rd November	
MS6	8 th & 9 th June	13 th July	MN6	8 th & 9 th June	13 th July				
MS7	6 th 7 th & 8 th July	3 rd August	MN7	6 th 7 th & 8 th July	3 rd August				
MS8	10 th & 11 th August	14 th September	MN8	10 th & 11 th August	14 th September				
MS9	7 th & 8 th September	5 th October	MN9	7 th & 8 th September	5 th October				
MS10	12 th & 13 th October	16 th November	MN10	12 th & 13 th October	16 th November				
MS11	9 th & 10 th November	7 th December	MN11	9 th & 10 th November	7 th December				


Venues

 **SOUTH**
Tasmanian Technopark
 Innovation Drive,
 Dowsing Point

PH: (03) 6233 5588

 **NORTH**
State Enterprise Training
 3/ 1 Blyadon Street
 Kings Meadows

PH: (03) 6343 6600

 **NORTHWEST**
McKenna Park Regional Complex
 Three Mile Line Road
 Burnie

PH: (03) 6433 0400

Pricing

The cost per participant in the medication administration program is \$450 (GST free)

This includes:

- Training & accreditation delivered and assessed by Registered Nurses with years of clinical experience in disability services and working with support workers
- Comprehensive resource folder to retain for future reference
- Literacy & numeracy support if required
- 4 week on-the-job structured training program
- Coaching & mentoring for nominated workplace supervisors

Enrolment (Medication)

There is a maximum of 15 participants in each course to ensure effective training outcomes. State Enterprise Training will accept completed enrolments for all courses at any stage throughout the year. Places in all courses are offered on a 'first in' basis.

Please note: A completed enrolment is when State Enterprise Training receive a completed 'Medication enrolment form' for each individual training participant. A confirmation letter is sent to confirm enrolment details.

Payment terms (Medication)

Individuals that are self-funding will be required to pay in full at the time of a submitting their enrolment form to State Enterprise Training.

Service organisations funding their staff will be invoiced for their staff on the first day of the selected course. Please ensure your staff attend as the charge will occur for all enrolments unless we receive prior notice before the first day of the course.

Payment will be required on or before the final assessment day of that selected course. Approximately 4 weeks later.

Please note accreditation (statement of attainment) will not be issued to training participants until all course fees have been paid.

Cancellation & refund policy (Medication)

If any course fees are prepaid and State Enterprise Training for any reason cancels the course then all monies will be refunded in full.

Cancellation notice for all enrolments will be accepted up until 5.00pm on the Wednesday before the first day of course commencement. A cancellation fee of \$35.00 will be charged.

Once the first day of a course commences then all enrolled participants will be charged. There are no refunds after the commencement day of each course. A self-funded participant or service organisation can receive a credit note to attend a future course based on availability of places and any cancellation fees paid will be deducted.

Manual handling Training

State Enterprise Training offers the National Qualification HLTHSE204B - Follow safe manual handling practices in a **NEW** workshop format

Ideal for staff from the following sectors:

- The Disability sector
- The Aged care and Community Services sector
- The Health care sector

This is a **full day accreditation course**.

Commencing 9am to 4pm incorporating the following activities:

- Course outline
- Talk on back care
- Warm up exercises
- Rolling a client in bed
- Assist a client from laying to sit on the side of the bed demonstration x2
- Assist a client to transfer from a wheelchair to a bed
- Assist a client back into bed demonstration x2
- Assist a client up the bed – use of slide sheet 1 person
- Sit a client up in bed – use of slide sheet 2 person
- Place a client into a car - use of slide sheet
- Reposition a client in a wheelchair demonstration x2
- Walk a client
- Rescue a client from the floor
- Safety of hoists
- Placing a client in a wheelchair using a hoist
- Paper work – Q&A inclusive of OH&S
- Assessment of tasks

All tasks are demonstrated by trainers, and then trainees use role play to try and understand how it feels to be both a client and a carer.

Lead trainer & Assist trainer program.

Cost per participant \$250 (GST exempt)

Customised Manual Handling Training

Choose your own manual handling session to suit your needs, a minimum of 2 hour session applies, the following are typical sessions that have been put together to demonstrate the customised program:

2 hour (120 minute) session-cost \$88 per person

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Put a wheelchair into a car boot
- Reposition a client in a wheelchair

3 hour (180 minute) session cost \$132 per person

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Put a wheelchair into a car boot
- Reposition a client in a wheelchair
- Assist a client from bed to wheelchair
- Assist a client from wheelchair to bed

4 hour (240 minute) session cost \$ 176 per person

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Putting a wheelchair into a car boot
- Reposition a client in a wheelchair
- Assist a client from bed to wheelchair
- Assist a client to transfer from a wheelchair to bed
- Assist a client into bed
- Assist a client from lying to sitting on the side of the bed
- Talk and demonstration of hoist safety

**Select your customised manual handling session
from the following 'menu' options:
a minimum of 2 hour session applies**

20 min Talk on back care – Compulsory

10 min Warm up exercises – Compulsory

20 min Roll a client in bed

30 min Assist a client from lying to sitting on the side of the bed–
controlled

30 min Assist a client from lying to sitting on the side of the bed – with
dementia

30 min Assist a client into bed with spasms / heavy legs

20 min Assist a client into bed - less controlled

30 min Assist a client to transfer from a wheelchair to bed

10 min Assist a client to stand

10 min Assist a client with pressure care

10 min Assist a client to sit

10 min Assist a client to stand using a walking frame

20 min Assist a client to walk

10 min Assist a client up the bed – use of slide sheet 1 person

30 min Assist a client to sit up in bed – use of slide sheet 2 person

10 min Rolling a client in bed - use of slide sheet

20 min Rescue a client from the floor

20 min Talk and demonstration on hoist safety

20 min Putting client into a sling and placing into a wheelchair

120min Transport safety - feel what it's like to travel in a wheelchair on
a bus

20 min Assisting a client into a car – use of slide sheet

20 min Putting a wheelchair into a car boot

10 min Reposition a client in a wheelchair

_____ : Total Minutes

- All tasks can be selected by placing a tick in the boxes the time and cost will automatically be quoted a standard cost of \$44.00 (including GST) per person per hour with a minimum of 10 people per session. This is a customised training session and can be held at your workplace or at an arranged venue that may incur a hire cost.

Our Manual handling trainers

Lynn Corbett (lead trainer) and June Smith (Assist trainer) have both combined years of professional caring & clinical experience in community services including the role of manual handling trainer which has included extensive professional development in this specialised area to be able to offer all training participants an enjoyable and highly effective learning experience.

Enrolment

All participants wishing to participate in our Manual handling programs need to complete an enrolment form & submit to State Enterprise Training. Enrolment forms are available from State Enterprise Training.

Phone: (03) 6343 6600

Email: bec.spencer@setraining.com.au

Or visit our website on www.setraining.com.au

Payment terms

Individuals that are self-funding will be required to pay in full at the time of a submitting their enrolment form to State Enterprise Training.

Service organisations funding their staff will be invoiced for their staff on the first day of the selected course. Please ensure your staff attend as the charge will occur for all enrolments unless we receive prior notice according to the cancellation policy below. Payment will be required 14 days from invoice date.

Please note accreditation (statement of attainment or statement of attendance) will not be issued to training participants until all course fees have been paid.

Cancellation & refund policy

If in the unlikely event any program is cancelled by state enterprise training then a full refund of all fees paid up until that point will be refunded. Cancellation notice for all enrolments will be accepted up until 5.00pm on the Wednesday before course commencement day. A cancellation fee of \$35.00 will be charged. Once the first day of a course commences then all enrolled participants will be charged. There are no refunds after the commencement day of each course.

A self-funded participant or service organisation can receive a credit note to attend a future course based on availability of places, including the \$35.00 cancellation fee.

Manual Handling 2010 Program schedule – State wide

North: Location Advanced Life Care Training Room, Wellington Street, Launceston			
Code	Program	Date	Time
MHN1	Full day accreditation	25 th January	9.00am to 4.00pm
MHN2	Full day accreditation	11 th February	9.00am to 4.00pm
MHN3	Full day accreditation	25 th March	9.00am to 4.00pm
MHN4	Full day accreditation	19 th April	9.00am to 4.00pm
MHN5	Full day accreditation	6 th May	9.00am to 4.00pm
MHN6	Full day accreditation	19 th July	9.00am to 4.00pm
MHN7	Full day accreditation	23 rd August	9.00am to 4.00pm
MHS8	Full day accreditation	9 th September	9.00am to 4.00pm
MHS9	Full day accreditation	25 th October	9.00am to 4.00pm
MHS10	Full day accreditation	11 th November	9.00am to 4.00pm
MHS11	Full day accreditation	13 th December	9.00am to 4.00pm

South: Location Calvary Hospital Education Room, Augusta Road, Lenah Valley			
Code	Program	Date	Time
MHS1	Full day accreditation	22 nd February	9.00am to 4.00pm
MHS2	Full day accreditation	15 th March	9.00am to 4.00pm
MHS3	Full day accreditation	26 th April	9.00am to 4.00pm
MHS4	Full day accreditation	17 th May	9.00am to 4.00pm
MHS5	Full day accreditation	12 th July	9.00am to 4.00pm
MHS6	Full day accreditation	2 nd August	9.00am to 4.00pm
MHS7	Full day accreditation	13 th September	9.00am to 4.00pm
MHS8	Full day accreditation	4 th October	9.00am to 4.00pm
MHS9	Full day accreditation	15 th November	9.00am to 4.00pm
MHS10	Full day accreditation	6 th December	9.00am to 4.00pm

First Aid For Support Workers

State Enterprise Training in partnership with Garry Linnell is pleased to offer a First Aid Certificate program relevant to the role of a support worker. This program is First Aid Workplace level 2 leading to the attainment of HLTF301B – Apply First Aid.

The program is delivered in two consecutive days. Each day commencing at 9.00am and finishing at 5.00pm

Participants are provided with learning resources they can retain for future reference. Participants have the opportunity to practice and complete their assessments with contemporary first aid equipment. The program covers the following learning outcomes, including all practical assessments throughout the two days:

Learning outcomes

<ul style="list-style-type: none"> ■ Legal liability ■ Communication <ul style="list-style-type: none"> • Emergency Services • Patient • By Standers ■ Primary Survey <ul style="list-style-type: none"> • D.R.A.B.C ■ Universal Precautions <ul style="list-style-type: none"> • Self Protection ■ Unconsciousness patients <ul style="list-style-type: none"> • Airway management ■ Administer E.A.R <ul style="list-style-type: none"> • Adult • Child • Baby ■ Administer C.P.R <ul style="list-style-type: none"> • Adult – one and two operators • Child – one and two operators • Baby – one and two operators ■ Trauma Survey ■ Choking <ul style="list-style-type: none"> • Partial obstruction • Full Obstruction ■ Management breathing difficulties ■ Confidentiality 	<ul style="list-style-type: none"> ■ Shock ■ Bleeding management <ul style="list-style-type: none"> • Penetrating objects • Internal bleeding ■ Fractures management ■ Spinal injuries ■ Soft tissue injures ■ Eye Injuries ■ Extremes of temperature <ul style="list-style-type: none"> • Hot • Cold ■ Burns Management ■ Bites and stings <ul style="list-style-type: none"> • Land • Sea ■ Poison Management ■ Substance abuse <ul style="list-style-type: none"> • Drugs • Alcohol ■ Diabetes ■ Epileptic Seizures ■ Stroke ■ Needle Stick ■ Workplace injuries – reporting
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Pricing

The cost per participant in the First Aid training program is \$160 (GST free). There is a requirement for a minimum of 10 participants in each session.

This includes:

- Training & accreditation delivered and assessed by a competent first aid trainer whom is experienced in training support workers
- Comprehensive first aid resource to retain for future reference
- Practical assessments completed with contemporary equipment

Basic Food Handling Orientation Program

The basic food handling program is designed to help organisations implement food safety practices and general requirements of food safety.

Resources:

- FoodSafe ® - Food handler Training Program - developed by Environmental Health Australia

Program outline delivered by State Enterprise Training:

- 90 minute workshop presentation
- Incorporates visual presentation
- Hand-outs
- Question & Answer sheets to check understanding

Topics covered:

- Introduction to regulations & standards
- Personal Hygiene
- Food handling & storage including temperature control
- Cleaning equipment including techniques for cleaning
- Cleaning program including removing germs
- Pest control

Certificate of participation:

Employer organisations will be provided with a statement of participation detailing staff that have completed the program.

- Maximum participants is 15 per workshop

The program can be delivered at your workplace or a suitable venue can be arranged.

Program cost:

- Cost per workshop is \$715 (Incl. GST)
- Additional costs may be incurred for venue hire & travel

Enrolment

Due to the fact that some of the programs for 2010 have limited places available it is important to note that all qualifications and courses offered by State Enterprise Training require enrolment forms to be completed and submitted to confirm an enrolment place.

Medication administration and Manual Handling enrolment

There is a separate enrolment form covering both these programs for 2010 enrolments.

For all enquiries

To enquire about course/qualifications and enrolment procedures please contact:

State Enterprise Client Services Department
Phone: (03) 63 436600 toll free: 1300 739 320
Email: bec.spencer@setraining.com.au

Confirmation of enrolment

Once a completed enrolment form has been received at State Enterprise Training, a confirmation of enrolment letter will be sent out to the applicant's address confirming enrolment details.

Contact us

State Enterprise Training contact details:

Website:	www.setraining.com.au
Phone:	(03) 6343 6600
Phone toll free:	1300 739 320
Fax:	(03) 6343 6611
Email:	bec.spencer@setraining.com.au
Address:	Unit 3, 1 Blaydon Street, Kings Meadows, TAS
Postal:	P O Box 768, Kings Meadows, TAS, 7249

Key Staff Contact Details:

Name	Position	Office Contact	Email
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