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# STUDENT HANDBOOK


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## 10966NAT CERTIFICATE IV IN END OF LIFE DOULA SERVICES

This qualification is delivered via a Third-Party Arrangement, in partnership with Preparing the Way PTW Pty Ltd (trading as Preparing the Way).

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Preparing the Way)**  
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## Welcome

Welcome to the course 10966NAT Certificate IV in End of Life Doula Services. The course training and assessment have been designed and developed by Preparing the Way (PTW). All training and assessment is delivered by (PTW). As PTW is not a registered training organisation, an agreement has been established between Preparing the Way and Essential Skills Training and Recruitment (ESTR). ESTR will be responsible for all regulatory actions, from enrolling you as a student to providing your certificate when you successfully complete this course.

ESTR will also provide you with a Statement of Attainment for successful completion of any units if you do not complete the course in full.

In this handbook you will find information about policies, training and assessment procedures as well as the responsibilities of PTW, ESTR and students during the course. It also provides contact information should you have any concerns or questions during your learning journey.

Your first point of contact for any query around your course is to be directed to PTW. If PTW cannot provide an immediate response, a PTW team member will follow up and contact you with the answer as soon as possible.

|  |  |
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| Helen Callanan and Catherine Hutton<br>Directors – Preparing the Way PTW Pty Ltd | Julie Fletcher<br>Director – Essential Skills Training and Recruitment |
|--|--|

## Contact Details

### Essential Skills Training and Recruitment (ESTR)

**Office Address**

Unit 1, 3 Warabrook Boulevard WARABROOK NSW 2304

**Postal Address**

PO BOX 984, HAMILTON NSW 2303

**Phone:** (02) 4961 0016

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**Website:** [www.essentialskills.com.au](http://www.essentialskills.com.au)

**RTO ID** 91729

**Legal Name** Trissig Pty Ltd

### Preparing the Way (PTW)

**Phone:** 1800 368 527

**Post:** PO Box 52, FIVE DOCK NSW 2046

**Email:** [student@preparingtheway.com.au](mailto:student@preparingtheway.com.au)

**Website:** [www.preparingtheway.com.au](http://www.preparingtheway.com.au)

## Code of Practice

Essential Skills Training & Recruitment is committed to operating within the principles of the **Australian Quality Framework (AQF)** and the **Standards for Registered Training Organisations (RTOs)**.

Preparing the Way (PTW), as the course owner, has entered into an agreement with Essential Skills Training & Recruitment (ESTR) for PTW to deliver all training and assessment of this course. ESTR has agreed to provide all necessary procedures and resources for student enrolment, review of training and assessment compliance, confirmation of student results and issuing of qualifications and statements of attainment.

This includes a commitment to recognise the training qualifications issued by other registered training organisations (RTOs) and the development and dissemination of policies and procedures covering the following areas:

- PTW and ESTR will meet all legislative requirements of State/Territory and Federal Governments in conducting training and assessment functions.
- The specific requirements of the **Australian Skills Quality Authority (ASQA)** will be adhered to under the Standards for NVR Registered Training Organisations.
- Work health, safety and welfare requirements shall be in accordance with the Duty of Care Provisions of the **NSW WHS Act 2011** and the relevant state/territory WHS Acts in which training and assessment is delivered.
- Child protection requirements shall be in accordance with the relevant state/territory Acts in which training and assessment is delivered.
- Privacy requirements shall be in accordance with the **Privacy Act 1988 (Cth)**.
- Training and assessment will be delivered in accordance with the **National Vocational Education and Training Regulator Act 2011, and the Disability Discrimination Act 1992**.

PTW and ESTR shall take measures to provide resources and an environment that ensures training venues and assessment activities are safe and without risk to the health and safety of all. You have the right to learn in a safe environment.

Harassment, bullying or victimisation will not be tolerated under any circumstances. This includes the use of social media. If you are found to be undertaking in any harassment or bullying activities, you may be asked to leave the course. Please inform us of any such circumstances should they arise.

## Participant Responsibilities

There are a number of obligations you have during your time in this program.

- Be well informed about your program requirements
- Accept responsibility for your own learning
- Attend workshops when if scheduled
- Notify PTW if you will not be attending or will be arriving late
- Submit assessments on time
- Keep copies of all your training documents and assessments
- Provide honest feedback to us, for the purpose of our continuous improvement process. You will be asked to complete surveys during and/or at the completion of your program

## Student Services

PTW and ESTR are committed to supporting you to gain your qualification. Our teams will provide individual attention to assist you in overcoming any barriers that might affect your progress. We encourage you to contact PTW or your trainer if you need assistance at any time.

### Our services include;

- **Training plan development** to reflect the units in which you are enrolled and the timeframe for completion.
- **Language and literacy support:** language, literacy and numeracy (LLN) skills are assessed on enrolment so that students needing assistance can be identified. The LLN requirements differ for various qualifications. Where support is required, students will be either; supported by PTW or ESTR or referred to a specialist service for assistance. Wherever possible, students will be supported to continue with their program while accessing the LLN support. If external services are required, this will be at the cost of the student.
- **Disability support;** if you have a disability, we will do our best to support you and to ensure training and assessment facilities can cater for your needs. Reasonable adjustment for assessment will be discussed on an individual basis.
- **Access to trainers and administration staff:**
  - **Preparing the Way**
    - by phone or email between 9:00am and 5:00pm (AEDT) Monday to Friday.
  - **Essential Skills Training and Recruitment**
    - by phone or email between 9:00am and 5:00pm (AEDT) Monday to Friday.

## Student Records

As a student you have the right to see your student file which contains all the records pertaining to your enrolment. To access your records, we need a written request accompanied by 2 forms of identification.

Please note; statistical information is requested from the Government for legislative purposes each year.

## Student Portal Access

Each student will be given access to their own Student Portal. The portal will allow you to check on your progress and academic results, and to ensure your personal information is up-to-date.

You will be issued with your unique login details once your enrolment has been finalised.

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Your skills, knowledge and experience gained through working or previous formal or informal training may enable you to apply for credit against unit(s) of competency, which may shorten the duration of your qualification. Recognition of Prior Learning (RPL) and Credit Transfer (CT) are offered to all students. This will be discussed with you as part of the Enrolment Application (Pre-Training Review) process.

### What is Recognition of Prior Learning (RPL)?

RPL is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study.

**RPL cannot be granted for part of a unit.**

You can use a variety of documentation to apply for RPL. **This includes, but is not limited to:**

- Records of completed training
- Photos and videos of you on the job
- Declarations from your employer
- Job descriptions and current resume
- Workplace documents

**The RPL Candidate Kit provides a full list of documents that can be provided to support your RPL application.**

### What is Credit Transfer (CT)?

Credit Transfer (CT) is the process of recognising your competency gained through formal study. If you hold a qualification(s) or statements of attainment gained through formal study with other registered training organisations (RTOs), professional bodies or enterprises and universities which covers the same units of competency as those listed in your chosen course, you are able to apply for Credit Transfer.

## How do I apply?

Recognition of Prior Learning (RPL) and Credit Transfer (CT) if granted, can reduce the duration of the course and cost involved. You should make your application for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) as part of the Enrolment Application (Pre-Training Review) process.

**If you wish to apply for Credit Transfer (CT), or Recognition of Prior Learning (RPL), please contact PTW and ask for an application. Please ensure that the RPL or CT application is submitted with your enrolment form.**

## Access and Equity

As part of your training, you will be issued two (2) student identification numbers. One from ESTR and one from PTW. Please note that these student ID numbers are different to your USI number. See the section “*Unique Student Identifier (USI)*” on Page 9 of this Handbook for full information on the USI.)

Your student ID number for the relevant organisation needs to be quoted in all correspondence and when contacting either organisation.

PTW and ESTR provide all participants with a fair and reasonable opportunity to attend and complete their chosen programs.

- Equity principles are implemented through the fair allocation of resources and the right to equality of opportunity.
- Participants are given opportunities to participate in vocational education training programs by the provision of client orientated services, which address specific needs.
- We ensure implementation of non-discriminatory client procedures which encourage fair access for all clients, wishing to participate in our training programs.

## Privacy

Collecting and handling client information is a necessary part of conducting an RTO’s business. PTW and ESTR will collect, hold, use and disclose your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Data Provision Act 2012**.

All personal information and training activity data will be regarded as confidential and will only be released to legitimate third parties only (*as we are required to under the Data Provision Act 2012*) including;

- Australian Quality Skills Authority (ASQA)
- Commonwealth and State or Territory government departments and authorised agencies, particularly those that support or fund the training
- National Centre for Vocational Education Research Ltd (NCVER)
- Organisations conducting student surveys and researchers.

Under the **Data Provision Act 2012**, ESTR is required to disclose personal information about you to the National Centre for Vocational Education Research Ltd (NCVER). Personal information disclosed to NCVER may be used or disclosed for the following purposes;

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
  - Facilitating statistics and research relating to education, including surveys;
  - Understanding how the VET market operates, for policy, workforce planning and consumer information;
- and



- Administering VET, including program administration, regulation, monitoring and evaluation

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>).

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

To view our full privacy policy, visit our websites:

**Essential Skills Training and Recruitment**

<https://essentialskills.com.au/privacy/>

**Preparing the Way**

<https://preparingtheway.com.au>

## Unique Student Identifier (USI)

If you are enrolled into any nationally recognised accredited training with ESTR you will be required to provide ESTR with your Unique Student Identifier (USI).

A Unique Student Identifier (USI) is a government issued reference number made up of numbers and letters. This gives students access to their USI account where they can see all of their training results from all providers, including all completed training units and qualifications from the 1st January 2015. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

You can apply for a USI by going to [www.usi.gov.au](http://www.usi.gov.au) and following the prompts or you can ask ESTR to apply on your behalf. If you would like ESTR to apply on your behalf, you will be required to complete the USI privacy statement and supply us with identification. Contact ESTR for a copy of the application form.

All students will be required to supply ESTR with their USI before their certificate or Statement of Attainment can be issued. ESTR will collect your USI as part of the enrolment process to avoid any delays with the issuing of your certificate or Statement of Attainment

## Changing Name

If you amend your name mid-way through your course, you should also change your name on your USI account and inform both PTW and ESTR of the name change.

This will need to be done before we can update your name in our student management system and issue any qualifications in your new name. Please note that ESTR is required to re-verify your USI in your new name and may ask for supporting documentation as proof of your official name change e.g., certified copy of a marriage certificate etc.

## Permissions for ESTR to view your USI Transcripts

You can give ESTR access to your previous training records from 2015 onwards by giving us permission in your USI portal. Whilst this is optional it is particularly helpful if you are seeking recognition of prior learning/ credit transfer or demonstrating pre-requisites when undertaking further training.

To give us permission;

- Log into your USI portal
- Click on 'Provide your USI'
- Search for Essential Skills Training and Recruitment. Our RTO ID is 91729
- Tick which permissions you would like to give us access to. It is recommended you select view transcript and view details
- Set the length of time we can access this information in the expiry date box and then click 'Save'.

## Training and Assessment

### Attending Workshops

Students who are to attend face-to-face workshops, including Zoom classes, are required to:

- attend all scheduled workshops
- arrive on time and stay for the duration of the session
- sign the attendance sheet on arrival
- notify PTW if they will not be attending or will be arriving late
- notify trainer if they must leave early
- return from scheduled breaks on time
- participate in classroom activities
- only smoke in the venue's designated areas
- not undertake training if they are intoxicated or under the effects of illegal drugs
- not to consume alcohol whilst in attendance of training, this includes breaks
- be respectful to all participants and trainer
- bring required learning materials to class
- adhere to the dress code

### Dress Code

Students are expected to dress in a manner that is neat, clean, inoffensive and safe at all times and in a manner, that would be expected in the workplace when attending workshops.

Clothing that is likely to offend others in terms of its lack of decency, modesty, cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others is not acceptable.

When attending a physical venue for training and assessment purposes, students are required to wear footwear as appropriate to the training environment. Enclosed footwear is recommended for WHS purposes. Bare feet, thongs and slippers are not acceptable forms of footwear.

## Illness or Life Event

If you are ill and unable to attend training for more than two weeks or unable to complete assessments due to illness, you must contact PTW. PTW will provide you with the required forms to be completed to approve an extension of time or suspension of your training until you can return, if required.

## Competency Based Training

In competency-based training, you are assessed on whether you can apply the skills and do the tasks listed for the units of competency that you are studying. You must be able to demonstrate and provide evidence that match the requirements. The assessment tasks have been designed to assess you against each element and the performance criteria included for that unit.

Individual assessment tasks will be marked as;

- **S- Satisfactory** (achieved all learning outcomes for that assessment) or
- **NS – Not Satisfactory** (resubmission, further evidence needed)

### Final Unit Outcome

The final outcome for a unit will be marked as:

- **C – Competent**
- **NYC – Not yet competent** (reassessment required)

Students will be entitled to two (2) attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of between \$150 and \$440, depending on the unit, which will be at the discretion of Preparing the Way and Essential Skills Training and Recruitment.

Competency involves all aspects of performance including:

- performing at a required level
- demonstrating understanding
- managing different tasks within a job
- problem-solving skills and transferring knowledge to new situations
- working with others and communication
- fulfilling responsibilities and expectations of a workplace

We are committed to ensuring that assessment is valid, reliable, flexible and fair.

## Learning and Assessment Materials

You will be provided with learning materials for each relevant unit of competency. These resources contain learning and assessment activities that can be completed in the classroom or independently, under the guidance of your trainer and assessor. Assessment can occur at different stages throughout your program; role play assessments will be conducted via video or in class where indicated in the unit; and independent learning activities are conducted in your own time.

There are many strategies that assessors will use to assess competence, including: practical demonstration of skills and knowledge in a simulated workplace environment; questioning (verbal and written); case studies; scenarios, projects and assignments.

## Assessment Cover-Sheets

These will be supplied with your assessment where relevant. Please ensure this sheet is completed, signed & attached to your assessment task when your work is submitted. If you need a replacement, please download a copy from the PTW student portal in aXcelerate.

## Due Dates for Assessments

On enrolment you will be asked to agree in writing to confirm you will agree with submission dates for your assessment tasks. If for any reason you cannot submit your work on or before this agreed date, you must contact your trainer by email to apply for an extension.

## Plagiarism

'Plagiarism' is submitting someone else's work as your own, without recognising the source of the information. This includes copying someone else's assessment task or copying information from another source. You can use reference material for your assessments, but you need to put it into your own words and reference the source of the information. You can include a small amount of text from published materials, but the author and source must be acknowledged.



### **IMPORTANT NOTE:**

**Penalties may apply in the event that plagiarism is discovered. This can include a verbal or written warning. You will be asked to resubmit your assessment and if further plagiarism is found, further action will be taken. This can include being removed from the course.**

## Submitting Assessment Tasks

You are required to submit your assessments by upload via the student portal. Full details and instructions on how to do this will be provided to you by PTW once your enrolment is finalised with ESTR and during the first class at the commencement of the course.



### **IMPORTANT NOTE:**

**You MUST keep a copy of your assessment as your actual assessment task will not be returned to you. If it goes missing and you have not kept a copy, you must understand that we cannot assess something that we do not have, and you will need to complete the assessment again.**

When submitting your assessments to PTW you must ensure;

- The assessment cover page is completed, signed and attached to the front of your assessment.
- Electronic signatures are accepted.
- All pages of your assessment are labelled with your full name and unit code
- Any other specific documents requested to be attached to your assessment task are submitted with your assessment and are clearly labelled with your full name, the question number, and the unit code & title.

## Acknowledgement of Assessment Submission

Receipt of assessments by PTW will be acknowledged in the following ways;

|                                |  |
|--------------------------------|--|
| Emailed Assessments            | A reply email is sent indicating your assessment has been received at PTW. This form of submission is to be used <b>ONLY</b> if you are not able to access the student portal. |
| Uploaded in the student portal | The assessment status for the relevant unit(s) will state SUBMITTED in the student portal.   |

## Notification of Results

Your actual assessment task will not be returned to you so **remember to keep a copy**. Please allow two weeks for your assessment to be marked. You will receive via email an assessment results document. If you are given a result of NS, you will be given feedback on what is still required for you to demonstrate your competence. Trainers and assessors will be happy to advise you on what you need to do to gather the evidence or provide further learning activities to support your learning. You will be allowed two attempts to achieve competence in any individual assessment.

## Assessment Appeals

Any student dissatisfied with an assessment decision has the opportunity to submit an appeal. Before making an appeal, we ask that you first contact your assessor in an attempt to understand the decision.

Appeals should be made in writing using the Appeals Form or other written format **within 14 days** of the decision or outcome. This form will be emailed to you on request or is available on the PTW website.

Once a written appeal is received you will be contacted by the PTW Student Journey Administrator **within 7 days** of receipt of the appeal, who will review the appeal and work with you to try to resolve the matter.

An appeal can be resolved by any of the following means:

- No further action by PTW
- Reassessment by another assessor
- A review by ESTR following their appeal processes
- Another registered provider will be asked to arbitrate and reassess if necessary
- The complainant can request an independent party investigate (at their expense) or make a complaint with ASQA (only after following both PTW and ESTR's complaints and appeals process first).

## Timeframes for Completion

Please note that some programs have specific timeframes for completion. You will be made aware of this on enrolment. By taking a place in the course, you are committing to completing it within the designated timeframe. If you are unable to make the deadline you must discuss this with your trainer as soon as possible.

## Disciplinary Procedures and Dismissal

Should a student be acting with disregard to the safety of others or be displaying inappropriate behaviour contrary to the policies and procedures of either PTW or ESTR, disciplinary procedures may be initiated. This can range from a verbal warning to termination from the course, depending on the severity of the action.

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with other participants and our staff members. PTW and ESTR will not tolerate under any circumstances, harassment, bullying or victimisation of students, employers or staff involved in your training program. This includes the use of social media.

## Issuance of Certificates

Essential Skills Training and Recruitment (ESTR) is responsible for the quality of training and assessment provided in compliance with the Australian Skills Quality Authority Standards for Registered Training Organisations (RTOs) 2015, and for the issuing of the Qualifications and Statement of Attainments associated with this program. Any changes to these arrangements will be communicated to you.

On successful completion of your final unit of competency, your student file will be audited to ensure all the necessary evidence and information has been collected to enable the issuance of your Certificate or Statement of Attainment. Once the audit is complete and all information is collected your Certificate or Statement of Attainment will be issued and posted to the address provided by you as your postal address. It is important that you notify PTW and ESTR if you change your address at any time during your course. All fees associated with your qualifications must be paid before certificates are issued. Please allow up to 30 days for this process to occur and ensure you keep your contact details with PTW and ESTR current. **ESTR does not issue interim statements of results or transcripts to students.** Records of certificates issued by ESTR will be stored for 30 years.

If you lose your Certificate or Statement of Attainment and require it to be reproduced there will be \$20 fee associated with this that must be paid before the certificate is released.

## Criminal Record Checks (CRC/Police Check), Working with Children's Checks (WWCC) and Working with Vulnerable People Checks

It is an entry requirement for this course that all students apply for and pass the following checks through their relevant state/territory agency:

- Criminal Records/Police check
- Working with Children check
- Working with Vulnerable People check

All students are responsible for payment of their own checks and must provide a certified copy of each check at enrolment or prior to commencing the course.

It is your responsibility to ensure your Criminal Records/Police, Working with Children's and Working with Vulnerable People checks are processed and cleared prior to commencing this course.

It is also a legal requirement and your responsibility to ensure your personal details are current when applying for each check. Any changes to personal details, including any name or address changes, must be updated within the stated timeline for each state/territory. Penalties may apply for people who don't update.

## Health and Safety Protocols

All students who participate in physical face-to-face workshops are required to:

- agree to abide by any government health mandates in regard to COVID-19 that may be in force at that time
- agree to undertake a Rapid Antigen Test (RAT) prior to entering the classroom/venue if PTW deem it necessary for the health and safety of all participants and trainers as a result of any COVID-19 or other health and safety concerns at that time
- agree to wearing a face mask if determined by PTW that is essential for the health and safety of all participants and trainers learning and working in the environment
- agree to abide by the venue’s COVID-19 requirements.

## Online and Blended Learning Delivery

This course is delivered via a blended learning approach i.e., a combination of both online/distance learning and face-to-face training in the classroom or remotely in the virtual classroom environment.

PTW provides a quality online learning environment using the aXcelerate eLearning Portal for this qualification. Students will access their resources and submit their assessments through the portal. Login details will be given to students by PTW once your enrolment is finalised with ESTR.

### Digital literacy

To undertake online or blended learning you need to have the required Digital Literacy skills needed to successfully undertake your course in the online/digital learning environment. As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy by asking you to undertake a Digital Literacy Self-Assessment Quiz. We will then discuss the quiz outcomes with you and make recommendations about whether the course is suitable for you, as well as identify areas where you may require additional support.

### Online learning technology requirements

You will access your learning materials through the **aXcelerate Student eLearning Portal**. The following are the **minimum technology requirements needed** to successfully undertake your chosen course in the online/digital learning environment;

|   |  |
|---|--|
| <b>Computer, Laptop or Mobile Device with Internet Connection</b> | <ul style="list-style-type: none"> <li>• Reliable internet connection.<br/><i>Note; Please be wary of your data usage within your limits.</i></li> <li>• <b>Webcam and microphone</b></li> <li>• Microsoft Windows 7 or higher, or Mac OS version 10 or higher</li> </ul>  |
| <b>Internet Browser</b>   | <ul style="list-style-type: none"> <li>• Latest version of <b>Google Chrome</b> is recommended for optimum compatibility</li> <li>• We recommend that the following Browser Settings be enabled;             <ul style="list-style-type: none"> <li>• Cookies</li> <li>• Pop-ups (in both Internet browser and security software)</li> <li>• JavaScript</li> </ul> </li> </ul> |

|                              |  |
|------------------------------|--|
| PDF Reader                   | <ul style="list-style-type: none"> <li>• Latest version of <b>Adobe PDF Reader</b></li> </ul>  |
| Word Processing Applications | <ul style="list-style-type: none"> <li>• <b>Microsoft Word 2010 or higher</b></li> <li>• Some units of competency may require you to also have access to other Microsoft Office applications i.e. Excel, PowerPoint etc.</li> </ul>  |
| Applications                 | <p>The following application will be used for Virtual Classrooms;</p> <ul style="list-style-type: none"> <li>• <b>Zoom</b><br/>Free download from <a href="https://zoom.us/download">https://zoom.us/download</a> or to a mobile device/iPad from the App Store or Google Play.</li> </ul> <p><i>For participation in the virtual classroom environment, you will be required to have your camera enabled and hold up photo ID to the webcam at the beginning of each virtual class so we can verify your identity.</i></p>  |
| Other                        | <ul style="list-style-type: none"> <li>• This course requires you to create and upload photographs or videos, so you also need access to a <b>digital camera or mobile video device.</b></li> <li>• <b>Genius Scan application.</b> Whilst not essential, this scanner application is highly recommended as it allows you to quickly and easily scan your assessments and export them as multi-page PDF file using your mobile device. This app is available for Free download from the App Store or Google Play.</li> </ul> |



**IMPORTANT NOTE:**

Even though you are studying online via a blended learning approach, you will require access to a workplace to complete the performance evidence requirements of some units of competency. This workplace has been organized for PTW students. Full information on the location and date of these workplace training and assessment days (five in total) will be provided to you by PTW once your enrolment is finalised with ESTR.

## Student engagement and support

PTW will provide the following support to help you with your online/blended learning study;

- An orientation to PTW’s aXcelerate online learning platform is provided once your enrolment is finalised with ESTR. You will be sent your login details and will then be contacted within a week after enrolment to see if you have accessed the portal and if any further support is required.
- The PTW Administrative team is available for **learning or technical support** queries by phone: 1800 368 527 and email [student@preparingtheway.com.au](mailto:student@preparingtheway.com.au), **Monday to Friday between 9:00am to 5:00pm (AEDT)** for the duration of your course. We will endeavour to reply to queries **within 48 hours** (Monday to Friday) and return your assessment results to you **within 2 weeks** of submission.
- We will monitor your participation and ensure that you continue to progress through your course. Your trainer will contact you on a regular basis by email, phone or SMS to check in and discuss your progress with you. Ongoing feedback will also be provided through interaction with your trainer in the virtual classroom environment or via email. Detailed feedback will be provided on your assessments.
- Collaborative learning opportunities will be provided so that you can interact with peers, through the virtual classroom environment and discussion forums.



- Students who have not logged on within 2 weeks after the introductory sessions at the course commencement and/or who do not re-engage after repeated attempts at contact will be deemed to have withdrawn from the course.

## Authenticity of Assessment

We need to ensure that the work submitted is authentic i.e., is your own work. After submission of assessments, your trainer may contact you and ask you a couple of questions regarding the content of the unit(s) for you to answer verbally. This does not contribute to the overall assessment of the unit (unless Oral Questioning is an assessment method of the assessment).

## Course Fees and Refund Information

**Course fees** for the 10966NAT Certificate IV in End of Life Doula Services are charged on a Fee-For-Service (non-subsidised training) basis. Your total course fee will be invoiced according to our standard payment fee structure below, unless you have made alternative arrangements via a payment plan.

| Standard Student Fee Structure   |  |                                       |
|--|--|---------------------------------------|
| Fee Type   | When it is payable                     | Cost                                  |
| <b>Enrolment and Administration Fee</b>  | Payable on enrolment                   | \$1,500                               |
| <b>Options for payment of balance to Preparing the Way</b>                                   |  |                                       |
| <b>Balance over 14 months</b>  | Bi-monthly from commencement of course | Remaining balance in up to 8 payments |
| See "Payment Plans" below for weekly or fortnightly options for payment of remaining balance |  |                                       |

- All information regarding fees to be paid by students will be supplied individually on enrolment. This will be in the form of a Fee Confirmation letter issued to you by PTW.
- The Enrolment and Administration Fee is required to be paid on enrolment to cover administrative, and resource costs.
- Preparing the Way cannot accept more than \$1,500 upfront from any individual student. This complies with Essential Skills Training and Recruitment's financial management policy to ensure fee protection for our students.
- All fees collected will be retained by Preparing the Way.
- Students will be entitled to two (2) attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of between \$150 and \$440, depending on the unit, which will be at the discretion of Preparing the Way and Essential Skills Training and Recruitment.
- Fees will be adjusted to reflect any RPL or CT granted. For RPL, the unit fee will be between \$333 and \$998 depending on the unit. An admin fee of \$222 will be charged for each Credit Transfer unit.

## Payment Plans

If an individual student would like to pay their course fees off in weekly, fortnightly or monthly instalments so that the payments are smaller and more manageable, a direct debit payment plan will be arranged through a third-party provider called Xplor Debit Success Pty Ltd (ABN 32 095 551 581). Xplor Debit Success is a wholly owned subsidiary of TSG Holdings (AUST) No.2 Pty Ltd ABN 89 608 821 281 and a related company of Transaction Services Holdings Limited ARBN 125 664 860 ('TSHL').

Through Xplor Debit Success, the course payments will be direct debited from a bank account or credit card according to the agreed frequency until all course fees are paid.

**Please note**, there will be an **up-front cost of a \$12 administration fee** related to this service. There is an **additional 4.4% Credit Card or \$1.95 on top of the course fees**, to be paid directly to Xplor Debit Success for their services. This additional fee is spread out over the term of the student's contract. Students will be made aware of this prior to entering into this arrangement. This administration fee and other fees that may be charged by Xplore Debit Success are outlined in the table below.

| Fee (incl GST)  | Amount  | When Payable  |
|-----------------|---|---|
| Administration  | \$12.00   | Once only when Product is first established                     |
| Additional Fees | 4.4% of the course balance if payment by Credit Card <b>OR</b><br>\$1.95 per transaction if paid via bank account | Fee is included in your weekly/fortnightly/monthly payment plan |
| Reversal        | Up to \$15  | On the Dishonour of a payment                                   |

***Please note that Fees are subject to change as Xplor Debit Success is a third-party provider.***

The fees noted in the table above are maximum amounts charged by Xplor Debit Success in relation to the provision of the product. The actual amounts payable is set out in your customer/membership contract. You will be notified in writing of the amount you pay before the Product is issued to you by Xplor Debit Success.

Please also note that where there is a shortfall of fees collected by Xplor Debit Success, you are liable to pay them. For example, if you originally sign up to your payment plan with your debit card, which incurs an additional fee of 4.4%, and then change your payment method part way through to a credit card, which incurs a higher additional fee, there will be a difference in the amount payable and therefore a residual fee will be owing on your course fees.

## Recovery of Outstanding Student Fees

Once an invoice is issued, you will receive automatic reminder emails from Xero (the accounting software Preparing the Way uses for financial management) days 7, 14 & 21 after the invoice is issued. If payment is not received within 21 days, the Preparing the Way Finance Officer will contact you for payment. If payment is still not received after 90 days, it is passed on to the debt collection services to follow up.

## Additional Costs

- If external support services are required, this is the expense of the student
- If a replacement Certificate or Statement of Attainment is required to be reproduced there will be \$20 fee associated with this that must be paid to Essential Skills Training and Recruitment before the certificate is released.
- If more than two (2) attempts are required for a unit of competency, there will be a charge of between \$150 and \$440, depending on the unit.
- There may be additional costs associated with resources, accommodation and flights to attend the face-to-face training and assessment days, held in Sydney NSW and regional Victoria. This is at the individual student's expense.

## Refunds Policy

- If a program is cancelled by Essential Skills Training & Recruitment or Preparing the Way, all fees paid in advance will be refunded, in full, by Preparing the Way.
- If formal notice of a withdrawal of **at least 3 days before commencement** of training is submitted, Preparing the Way will refund \$1,100 of the Enrolment and Administration fee to the student and retain an admin fee of \$400.
- If given formal notice of a withdrawal **within 3 days of the commencement of training and receipt of materials**, Preparing the Way will refund fees paid in advance less:
  - an enrolment and commencement fee of \$750 for full qualifications
  - 20% of the total course fee for skills sets or single units
  - or you may choose for the money paid to be held in credit for future programs, less the admin and commencement fee.
- Under normal circumstances, no refunds will be given after the commencement of a program, unless you can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a *pro-rata* basis or reduced to cover our costs for course materials, postage etc.
- Full or part refund of fees may be given in the following exceptional circumstances:
  - fees have been overpaid
  - the course has been cancelled by Preparing the Way or Essential Skills Training & Recruitment
  - the Managing Director of Preparing the Way determines that the client would be unreasonably disadvantaged if they were not granted a refund e.g. serious misadventure and unable to continue with enrolment.
  - partial refunds of fees paid will be issued where recognition of prior learning and/or credit transfer have been granted after enrolment.
- To apply for a refund, please contact Preparing the Way for a 'Refund Request Form'. If you are dissatisfied with a refund decision, you can submit a formal complaint, which will be reviewed by the CEO of Essential Skills Training & Recruitment.

## Complaints and Appeals

Any client dissatisfied with any program or activity related to the provision of training and assessment services has the right to submit a complaint. Complaints should be made in writing using the Essential Skills Training & Recruitment **Complaints Form** or other written format in the first instance to Essential Skills Training & Recruitment. This will be forwarded to Preparing the Way to address.

A form can be emailed or posted to you on request, or it is available on Essential Skills Training and Recruitment's website.

Once a written complaint is received, you will be contacted by Preparing the Way's Student Journey Lead **within 7 days** of receipt of the complaint, to discuss the nature of your complaint and work with you to try to resolve the matter.

If you feel that no satisfactory solution has been reached, you have the right to appeal the decision made by Preparing the Way where reasonable grounds can be established or request Preparing the Way to contact Essential Skills Training & Recruitment to investigate. Should you not be satisfied with Essential Skills Training & Recruitment's decision, you can request an independent party to investigate your complaint. Any fees associated with independent parties to review a matter will be at the complainant's expense. You can also refer your complaint to Essential Skills Training & Recruitment's registering body; ASQA (Australian Skills Quality Authority). **Please note that ASQA does not act as an independent party for reviewing complaints, and you must have followed Essential Skills Training & Recruitment's complaints and appeals process before making a complaint about Preparing the Way or Essential Skills Training & Recruitment to ASQA.**

Appeals should be made in writing using the Essential Skills Training & Recruitment Appeals Form or other written format **within 14 days** of the decision or outcome. A form can be emailed or posted to you on request, or it is available on Essential Skills Training and Recruitment's website.

Once a written appeal is received you will be contacted by the Preparing the Way Student Journey Lead or a member of the Leadership Team at Preparing the Way **within 7 days** of receipt of the appeal, who will review the appeal and work with you to try to resolve the matter. Should you not be satisfied with Preparing the Way's response your appeal will be forwarded to Essential Skills Training & Recruitment by Preparing the Way and the CEO or Leadership Team member with contact you to try to resolve the matter.

All complaints and appeals will be finalised as soon as practicable, or at least within 30 calendar days, unless there is significant reason the investigation will take longer. You will be advised of the outcome in writing. Where Preparing the Way or Essential Skills Training & Recruitment considers more than 60 calendar days is required to finalise the complaint or appeal, you will be advised in writing of the reasons and regularly updated on the progress of the matter until the matter is resolved.

Resolution may be by any of the following:

- No further action
- Written/verbal apology
- Refund of any money paid
- Provision of the same course at no cost

## Consumer Protection Policy

Preparing the Way and Essential Skills Training & Recruitment are committed to upholding the consumer rights of the students studying with us.

- Every attempt will be made to resolve student's complaints as per the Essential Skills Training & Recruitment complaints procedures.
- The Essential Skills Training & Recruitment CEO is the dedicated Consumer Protection Officer and will be available for students to handle all complaints that are escalated to Essential Skills Training & Recruitment.

|   |
|---|
| Consumer Protection Officer<br>Essential Skills Training and Recruitment CEO – Leisa Harrison<br>P: (02) 4961 0016 E: info@essentialskills.com.au |
|---|

You can also contact the Consumer Affairs Agency in your state/territory for advice.

## Deferral or Withdrawal from Training

### Deferral

If for any reason you wish to defer your enrolment, please discuss this with your trainer as a first step. Your trainer can discuss any additional support requirements you may have. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a **maximum of 12 months**, after this time you will not be entitled to continue with your course and refunds are not provided. You will be required to provide your intentions to defer in writing.

### Withdrawal

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer. They may discuss any support requirements that can be implemented to allow you to continue your training.

If you still decide to withdraw then the following applies:

- you must give formal written notice of the date and reasons for your withdrawal.
- you will not be refunded any fees paid and any **outstanding fees are still payable by you** in line with the Fee and Refund Policy.
- you will be given the results of any assessments submitted to date and issued a Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation providing there are no outstanding fees still to be paid.

### Student Inactivity

Preparing the Way periodically reviews the progress of all enrolled students. You will be contacted regularly by phone or email to see how you are progressing with your studies. If it is found that you are not making sufficient progress, a trainer will contact you to discuss why and assist you to get back on track.

**If we have made repeated attempts to contact you, and we do not get a response from you within 6 weeks, Preparing the Way will request Essential Skills Training & Recruitment to withdraw you from the course.**

## Units – Application and Assessment information

### NAT1096601 Explore end of life care options and the role of the end of life doula

#### Application

This unit describes the performance outcomes, skills and knowledge required to identify the principles of conscious dying, palliative care and a person’s ‘preferred’ death. In addition, the unit outlines the differences between hospital, palliative and hospice approaches to care provision. It describes the factors that influence our world view and that have shaped our views of terminal illness and after death care in Australia. It describes the role of the end of life doula and how that role fits in and complements the network of care.

The unit applies to end of life doulas who support clients and/or those supporting them; whether in their own home or within a hospital or other facility.

#### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |   |                       |  |   |                      |
|--|---|-----------------------|--|---|----------------------|
| Task   |   | Assessment type       | Summary  | Assessed with   | Submitted/ completed |
| <input type="checkbox"/>   | 1 | Questions             | 14 questions                                     |   |                      |
| <input type="checkbox"/>   | 2 | Assignment            | Societal and own perspectives and views on death |   |                      |
| <input type="checkbox"/>   | 3 | Role play observation | Care Plan  | CHCPAL002 Plan for and provide care services using a palliative approach Task 3 of 4<br>CHCCOM006 Establish and manage client relationships Task 3 of 5<br>CHCCCS025 Support relationships with carers and families Task 4 of 6 |                      |
| <input type="checkbox"/>   | 4 | Role play observation | Alana  | CHCCOM006 Establish and manage client relationships Task 4 of 5<br>CHCCCS025 Support relationships with carers and families Task 5 of 6   |                      |

## CHCPRP003 Reflect on and improve own professional practice

### Application

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

This unit applies to workers in all industry sectors who take pro-active responsibility for their own professional development.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |   |                 |   |                      |
|--|---|-----------------|---|----------------------|
| Task   |   | Assessment type | Summary   | Submitted/ completed |
| <input type="checkbox"/>   | 1 | Questions       | 20 questions                                      |                      |
| <input type="checkbox"/>   | 2 | Assignment 1    | Self-evaluation and feedback                      |                      |
| <input type="checkbox"/>   | 3 | Assignment 2    | Develop and implement a personal development plan |                      |
| <input type="checkbox"/>   | 4 | Portfolio       | Reflective journal                                |                      |

## BSBESB401 Research and develop business plans

### Application

This unit describes the skills and knowledge required to research and develop business plans for achieving business goals and objectives.

The unit applies to those establishing or operating a business providing self-employment, as well as those establishing a new venture as part of a larger organisation.

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

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                 |                         |                      |
|--|------|-----------------|-------------------------|----------------------|
|  | Task | Assessment type | Summary                 | Submitted/ completed |
| <input type="checkbox"/>   | 1    | Questions       | 27 questions            |                      |
| <input type="checkbox"/>   | 2    | Case studies    | 6 case studies          |                      |
| <input type="checkbox"/>   | 3    | Assignment      | Develop a business plan |                      |

## CHCCOM006 Establish and manage client relationships

### Application

This unit describes the skills and knowledge to establish and manage professional one-to-one relationships with clients in the context of providing an ongoing health service or intervention.

This unit applies to community services or health workers who have defined responsibilities to work independently with clients within broad but established guidelines.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |                |   |                     |
|--|------|-----------------------|----------------|---|---------------------|
|  | Task | Assessment type       | Summary        | Assessed with   | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 20 questions   |   |                     |
| <input type="checkbox"/>   | 2    | Case Studies          | 3 case studies |   |                     |
| <input type="checkbox"/>   | 3    | Role play observation | Care Plan      | CHCPAL002 Plan for and provide car services using a palliative approach Task 3 of 4<br>CHCCCS025 Support relationships with carers and families Task 4 of 6<br>NAT10966001 Explore end of life care options and the role of the end of life doula Task 3 of 4 |                     |
| <input type="checkbox"/>   | 4    | Role play observation | Alana          | CHCCCS025 Support relationships with carers and families Task 5 of 6<br>NAT10966001 Explore end of life care options and the role of the end of life doula Task 4 of 4  |                     |
| <input type="checkbox"/>   | 5    | Role play observation | Jay            | CHCCCS025 Support relationships with carers and families Task 6 of 6  |                     |



## CHCPAL002 Plan for and provide care services using a palliative approach

### Application

This unit describes the skills and knowledge required to contribute to the development, implementation, evaluation and communication of a care plan for individuals with life-threatening or life-limiting illness and/or normal ageing process in a team environment using a palliative approach.

This unit applies to workers in a residential or community context. Work performed requires some discretion and judgement and is carried out under regular direct or indirect supervision.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                          |  |  |                     |
|--|------|--------------------------|--|--|---------------------|
|  | Task | Assessment type          | Summary  | Assessed with  | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions                | 28 questions   |  |                     |
| <input type="checkbox"/>   | 2    | Assignment               | Palliative care  |  |                     |
| <input type="checkbox"/>   | 3    | Role Play<br>Observation | Assist in developing and implementing a palliative care plan | CHCCCS025 Support relationships with carers and families Task 4 of 6<br>CHCCOM006 Establish and manage client relationships Task 3 of 5<br>NAT109660-01 Explore end of life care options and the role of the end of life doula Task 3 of 4 |                     |
| <input type="checkbox"/>   | 4    | Scenarios                | Scenarios on pain management and emotional wellbeing         |  |                     |

## CHCLEG001 Work legally and ethically

### Application

This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role.

This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |                              |  |                         |
|--|------|-----------------------|------------------------------|--|-------------------------|
|  | Task | Assessment type       | Summary                      | Assessed with                                  | Submitted/<br>completed |
| <input type="checkbox"/>   | 1    | Questions             | 23 questions                 |  |                         |
| <input type="checkbox"/>   | 2    | Case studies          | A set of 8 case studies      |  |                         |
| <input type="checkbox"/>   | 3    | Role play observation | Observation role play John   | CHCDIV001 Work with diverse people Task 4 of 6 |                         |
| <input type="checkbox"/>   | 4    | Role play observation | Observation role play Sama   | CHCDIV001 Work with diverse people Task 5 of 6 |                         |
| <input type="checkbox"/>   | 5    | Role play observation | Observation role play Mariam | CHCDIV001 Work with diverse people Task 6 of 6 |                         |

## CHCDIV001 Work with diverse people

### Application

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

This unit applies to all workers.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |   |  |                     |
|--|------|-----------------------|---|--|---------------------|
|  | Task | Assessment type       | Summary   | Assessed with                                    | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 29 questions  |  |                     |
| <input type="checkbox"/>   | 2    | Case studies          | A set of 5 case studies   |  |                     |
| <input type="checkbox"/>   | 3    | Assignment            | Two part assignment:<br>Part A: 800-1000 word assignment on reflecting on own perspectives and<br>Part B: develop a presentation on cultural diversity in the workplace |  |                     |
| <input type="checkbox"/>   | 4    | Role play observation | Observation of role play - John   | CHCLEG001 Work legally and ethically Task 3 of 5 |                     |
| <input type="checkbox"/>   | 5    | Role play observation | Observation of role play - Sama   | CHCLEG001 Work legally and ethically Task 4 of 5 |                     |
| <input type="checkbox"/>   | 6    | Role play observation | Observation of role play - Mariam   | CHCLEG001 Work legally and ethically Task 5 of 5 |                     |

## CHCPRP005 Engage with health professionals and the health system

### Application

This unit describes the skills and knowledge required to work within the health care system and engage effectively with other health professionals, including writing referral reports.

This unit applies to individuals working in health or community services who work autonomously with clients in the provision of services.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                 |                                       |                       |
|--|------|-----------------|---------------------------------------|-----------------------|
|  | Task | Assessment type | Summary                               | Submitted / completed |
| <input type="checkbox"/>   | 1    | Questions       | 16 questions                          |                       |
| <input type="checkbox"/>   | 2    | Assignment      | Research the Australian health system |                       |
| <input type="checkbox"/>   | 3    | Scenarios       | Developed 3 referrals                 |                       |

## CHCCCS025 Support relationships with carers and

### Application

This unit describes the skills and knowledge required to work positively with the carers and families of people using the service based on an understanding of their support needs.

This unit applies to workers across a range of community services contexts.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |   |  |                      |
|--|------|-----------------------|---|--|----------------------|
|  | Task | Assessment type       | Summary                                     | Assessed with  | Submitted/ completed |
| <input type="checkbox"/>   | 1    | Questions             | 21 questions                                |  |                      |
| <input type="checkbox"/>   | 2    | Case studies          | A set of 4 case studies                     |  |                      |
| <input type="checkbox"/>   | 3    | Assignment            | 1000 word assignment on carers in Australia |  |                      |
| <input type="checkbox"/>   | 4    | Role play observation | Role Play - Care Plan                       | CHCPAL002 Plan for and provide care service using a palliative approach Task 3 of 4<br>CHCCOM006 Establish and manage client relationships Task 3 of 5<br>NAT10966001 Explore end of life care options and the role of the end of life doula Task 3 of 4 |                      |
| <input type="checkbox"/>   | 5    | Role play observation | Role Play - Alana                           | CHCCOM006 Establish and manage client relationships Task 4 of 5<br>NAT10966001 Explore end of life care options and the role of the end of life doula Task 4 of 4  |                      |
| <input type="checkbox"/>   | 6    | Role play observation | Role Play - Jay                             | CHCCOM006 Establish and manage client relationships Task 5 of 5  |                      |

## CHCCCS017 Provide loss and grief support

### Application

This unit describes the skills and knowledge required to recognise and respond to the needs of people who are experiencing loss, grief and bereavement.

This unit applies to workers in a range of community services and health contexts.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |                     |  |                     |
|--|------|-----------------------|---------------------|--|---------------------|
|  | Task | Assessment type       | Summary             | Assessed with  | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 17 questions        |  |                     |
| <input type="checkbox"/>   | 2    | Assignment 1          | Resources Portfolio |  |                     |
| <input type="checkbox"/>   | 3    | Assignment 2          | Self Care           |  |                     |
| <input type="checkbox"/>   | 4    | Role play observation | Thomas              |  |                     |
| <input type="checkbox"/>   | 5    | Role play observation | Chris               | NAT10966004 Provide holistic funeral and bereavement support Task 4 of 5 |                     |
| <input type="checkbox"/>   | 6    | Role play observation | Rivka               | NAT10966004 Provide holistic funeral and bereavement support Task 3 of 5 |                     |

## NAT10966002 Provide holistic support through the active dying stage and at the time of death

### Application

This unit describes the skills and knowledge required to work as an end of life doula and to support the client, their family and/or those close to them from the active dying stage and at the time of death.

It requires the ability to practice and develop skills in a range of simulated and/or authentic environments/situations.

The unit applies to end of life doulas who support clients—the dying, their families and those close to them in a range of locations from private homes, hospitals and other facilities.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |   |   |                     |
|--|------|-----------------------|---|---|---------------------|
|  | Task | Assessment type       | Summary   | Assessed with   | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 9 questions   |   |                     |
| <input type="checkbox"/>   | 2    | Assignment            | Supportive environment and integrated holistic care |   |                     |
| <input type="checkbox"/>   | 3    | Role play observation | Patricia  | NAT10966003 Undertake holistic after death care Task 4 of 4<br>NAT10966004 Provide holistic funeral and bereavement support Task 5 of 5 |                     |

## NAT10966004 Provide holistic funeral and bereavement support

### Application

This unit describes the skills and knowledge required to provide funeral and bereavement care to the family and those close to the deceased.

It requires the ability to practice and develop skills in a range of simulated environments/situations.

The unit applies to end of life doulas who support clients, the dying, their families and those close to them in a range of locations including private homes, hospitals and other facilities.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |                                  |   |                     |
|--|------|-----------------------|----------------------------------|---|---------------------|
|  | Task | Assessment type       | Summary                          | Assessed with   | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 11 questions                     |   |                     |
| <input type="checkbox"/>   | 2    | Assignment            | Resources Portfolio              | CHCINM002 Meet community information needs:<br>Assessment Task 2 of 2   |                     |
| <input type="checkbox"/>   | 3    | Role play observation | Role play observation – Rivka    | CHCCCS017 Provide loss and grief support Task 6 of 6  |                     |
| <input type="checkbox"/>   | 4    | Role play observation | Role play observation – Chris    | CHCCCS017 Provide loss and grief support Task 5 of 6  |                     |
| <input type="checkbox"/>   | 5    | Role play observation | Role play observation – Patricia | NAT10966002 Provide holistic support through the active dying stage and at the time of death Task 3 of 3<br>NAT10966003 Undertake holistic after death care Task 4 of 4 |                     |



## CHCINM002 Meet community information needs

### Application

This unit describes the skills and knowledge required to work with community groups and individuals to identify and address their information needs.

This unit applies to work at all levels in a range of community service or health contexts.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                 |   |   |                     |
|--|------|-----------------|---|---|---------------------|
|  | Task | Assessment type | Summary                                   | Assessed with   | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions       | 19 questions                              |   |                     |
| <input type="checkbox"/>   | 2    | Assignment      | Develop an information resource/portfolio | NAT10966004 Provide holistic funeral and bereavement support: Assessment Task: 2 of 5 |                     |

## HLTWHS002 Follow safe work practices for direct client care

### Application

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus on maintaining safety of the worker, the people being supported and other community members.

This unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, in both centre-based and home-based service provision.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                                  |  |   |                     |
|--|------|----------------------------------|--|---|---------------------|
|  | Task | Assessment type                  | Summary  | Assessed with   | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions                        | 19 questions and a reflection piece  |   |                     |
| <input type="checkbox"/>   | 2    | Case Studies                     | 7 case studies   |   |                     |
| <input type="checkbox"/>   | 3    | Assignment                       | Participate in a WHS meeting   |   |                     |
| <input type="checkbox"/>   | 4    | Assignment                       | Conduct a home based workplace risk assessment                                     |   |                     |
| <input type="checkbox"/>   | 5    | Observation emergency evacuation | Participate in an emergency evacuation drill                                       |   |                     |
| <input type="checkbox"/>   | 6    | Observation                      | Demonstration of manual handling and infection control procedures in the workplace | NAT10966003 Undertake holistic after death care Task 3 of 4 |                     |

## NAT10966003 Undertake holistic after death care

### Application

This unit describes the skills and knowledge required to work as an end of life doula and to provide holistic after death care including body preservation techniques and the role of the coroner.

It requires the ability to practice and develop skills in a range of simulated environments.

The unit applies to end of life doulas who support clients—the dying, their families and those close to them in a range of locations including private homes, hospitals and other facilities.

### Assessments

| Methods of assessment and submission information ( <i>check off when submitted/completed</i> ) |      |                       |   |  |                     |
|--|------|-----------------------|---|--|---------------------|
|  | Task | Assessment type       | Summary   | Assessed with  | Submitted/completed |
| <input type="checkbox"/>   | 1    | Questions             | 10 questions  |  |                     |
| <input type="checkbox"/>   | 2    | Assignment            | Resources and equipment list                              |  |                     |
| <input type="checkbox"/>   | 3    | Role play observation | Role play observation – Perform holistic after death care | HLTWHS002 Follow safe work practices for direct client care Task 6 of 6  |                     |
| <input type="checkbox"/>   | 4    | Role play observation | Role play observation – Patricia                          | NAT10966002 Provide holistic support through the active dying stage and at the time of death Task 3 of 3<br>NAT10966004 Provide holistic funeral and bereavement support Task 5 of 5 |                     |