

Learning & Development Supervisor Handbook



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Dear Supervisor,

Mental Health Coordinating Council (MHCC) is pleased to be supporting workers in the community mental health sector to gain recognition of skills and experience by completing the Certificate IV in Mental Health or the Certificate IV in Mental Health Peer Work

The competencies that participants will achieve through these qualifications are nationally recognised and provide future opportunities to complete other Certificate IV and Diploma level qualifications.

Supervisors play an important role in supporting workers to complete their study, whether it be providing direct support and guidance or simply being aware that there are additional pressures for them at this time. In order to promote the success of participants, we have developed this Handbook outlining the commitment required of participants and provide guidelines on how supervisors can best support their workers.

We hope it is a valuable and fulfilling experience for you.

Carmel Tebbutt
Chief Executive Officer

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Introduction

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

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

The MHCC is directly funded by the NSW Health Department. It also receives project grants from other sources as well as raising revenue from membership fees and other activities. As part of our key objectives MHCC is a Registered Training Organisation (RTO). As such we are able to train and assess the Certificate IV in Mental Health Peer Work CHC43515 and Certificate IV in Mental Health CHC43315 which are part of the Community Services Training Package.

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

This Handbook provides you with the following information,

- Overview of the Certificate IV in Mental Health and Certificate IV in Mental Health Peer Work and how these qualifications can be completed
- Study commitment required of workers completing the qualifications
- Ways in which MHCC and supervisors can provide support to workers

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

Costs, Refunds and Timelines

Please check the MHCC website for current qualification costs. Go to www.mhcc.org.au Beyond qualification fees, there are no additional costs for participants if they successfully complete all requirements within the set timeframes.

Payment Terms	
Courses that cost up to \$1000	Full amount due prior to start date
Courses costing over \$1000	\$1000 due before start date Remainder is due at the mid-point of training
Refund Amounts and Timelines	
Full refund	Withdrawal in writing received within 2 weeks of the qualification start date
Refund Details	
<p>All fee-paying participants are given the opportunity to transfer to another qualification date on 1 occasion, pending availability, and MHCC needs to be notified in writing 7 days before the qualification starts.</p> <p>Qualifications Refunds</p> <p>Depending on the circumstances, refunds may be available for the first 2 weeks from the qualification start date. All withdrawals must be in writing. After that point payments for training and assessment will only be refunded in exceptional circumstances. Participants in exceptional circumstances can make application for special consideration to the LD Manager.</p>	

Assessment Details		
<p>Assessment costs are included in the qualification fees. An assessment cost only applies if a participant is withdrawn from a course or if their assessment task has been marked Not Yet Competent after two resubmissions and they wish to redo the assessment.</p> <p>* Students must keep a copy of completed assessment tasks before sending them in</p> <p>* Students must ensure they only send in fully completed assessments, as incomplete assessments cannot be forwarded to the assessor</p>		
Re-assessment Costs		
Re-enrolling into an assessment if withdrawn or marked Not Yet Competent	MHCC Member \$232	Non-Member \$297
Assessment Timelines		
Assessment due date	4 weeks after training (confirmed in class)	
Assessment sent in with missing information	Email sent to student with what is missing from assessment and the student is given 2 weeks to submit this. After this date, the assessment is returned to the student unmarked.	
Assessment resubmission (Assessor has marked assessment and additional work is required)	2 weeks to resubmit	
Assessment not handed in - automatic withdrawal	6 months from due date	
Completed out of date assessments not accepted	6 months from the due date or older	

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

Unique Student Identifier

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

If an individual has a genuine personal objection to being assigned a student identifier or meet specific criteria, they may be able to receive an exemption.

If they wish to apply for an exemption go to:

www.usi.gov.au/Pages/contact-us.aspx or

Email usi@education.gov.au or

Phone 13 38 73.

MHCC must be notified if an exemption has been received. Participants with exemptions will not be able to access their training results through the Commonwealth and their results will not appear on any authenticated VET transcript prepared by the Registrar.

Overview of the Qualifications

CHC43515 Certificate IV in Mental Health Peer Work

Description

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

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of units of competency delivered by MHCC.

To find out more details about this qualification go to the following link
<http://training.gov.au/Training/Details/CHC43515>

CHC43315 Certificate IV in Mental Health

Description

This qualification reflects the role of workers who provide self-directed recovery oriented support for people affected by mental illness and psychiatric disability. Work involves implementing community based programs and activities focusing on mental health, mental illness and psychiatric disability. Work is undertaken in a range of community contexts such as community based non-government organisations; home-based outreach; centre-based programs; respite care; residential services, rehabilitation programs; clinical settings; or supporting people in employment. Work is carried out autonomously under the broad guidance of other practitioners and professionals.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of units of competency delivered by MHCC.

To find out more details about this qualification go to the following link
<http://training.gov.au/Training/Details/CHC43315>

Specific details and entry requirements for all MHCC courses may be requested as separate handouts.

Entry Requirements

MHCC has customised the delivery of qualifications to meet the needs of workers currently in community managed mental health organisations. A number of assessments require participants to submit workplace evidence and provide workplace examples of practice. As a result, those not currently working within a community managed mental health organisation may struggle to complete some assessments.

Entry requirements beyond an applicant's current work role include the applicant's ability to read and write English to a standard that allows them to do the following:

- Read, understand and follow WHS instructions
- Read instructions and procedures relating to the care of people with a mental illness
- Write care notes which record assistance provided to people with a mental illness
- Perform calculations such as additions, subtraction etc. to support mental health clients with budgeting skills

Please note MHCC does not train people under 18.

LLN assessment

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

Participant Support

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

Needs could relate to:

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

Types of support MHCC may be able to provide include:

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

MHCC can make an initial assessment based on the information you provide, by matching that against what MHCC can offer.

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

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

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

TAFE New South Wales
Phone 131601 or ask your local TAFE
Campus listing: www.tafensw.edu.au
and ask for Adult Basic Education (ABE) section

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

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

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

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

How Supervisors can Support Participants

There is a range of ways a supervisor can support a participant through their studies. Many of these options depend on the flexibility of the workplace, job roles and time availability. Since the qualifications that participants complete at MHCC are industry based, they contain a number of assessment items that demonstrate workplace practice. This means that some assessments may need to be completed in the workplace. It is helpful for the supervisor to support the participant by ensuring opportunities are built into the participant's workload if the activity is not part of their everyday work. For instance, the participant may need to add an agenda item to a meeting that is not scheduled till after their assessment is due. If there is some flexibility to move the meeting forward, this may help the participant to complete their assessment in a timely manner. Another example is where a participant may need to complete a small project and the supervisor may provide permission to run the project if it is within workplace guidelines and will add value to the organisation, even if it is not part of their work plan.

Some participants may be newer to the workplace and benefit from having an informal mentor who they can go to if they need assistance. It may be the supervisor or someone at that level who knows what is required of the participant's role against workplace policies and procedures. Other participants may not have undertaken study for a long time and might benefit from mentoring from someone who has completed the qualification or from someone who might have strong time management skills and can help develop a study calendar that incorporates other obligations.

Participants may also benefit from more flexible work arrangements. For instance, some workplaces provide study release, where participants can use some of their work time to complete assessments. Other organisations may negotiate that the participant 'clocks off' early but remains at work to complete work-based tasks and then make up the time at a later date.

Assessments will include a range of activities. As this is a vocational qualification, it requires workplace evidence. The following activities will require cooperation from the workplace where possible:

- A 120 hour work log recording work done with consumers and/or carers, to be completed over the duration of study. This is to be checked and signed by the ir supervisor at 80 hours and final.
- Workplace documentation that has been de-identified. This may include wellness plans, recovery plans, and experienter of service survey.
- Supervisor workplace reports verifying performance of specific tasks with comments on how they demonstrate this in their work.
- Professional development plan
- Workplace policies and procedures.
- Evidence of performing a workplace risk assessment or minutes of a WHS meeting.

Finally, a supervisor can simply provide moral support, check in with the participant from time to time to see how they are going and acknowledge successes such as completed assessments. Participants who feel supported in the workplace tend to have a stronger commitment to completing their studies, particularly if it is the organisation who has asked them to complete the qualification.

Pathways to Complete the Qualification

There are 3 ways to complete the qualification:



Course Pathway

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

Fast Track Pathway

This pathway is most suited to someone with at least two years of current and relevant workplace experience in an identified role. A workplace supervisor or manager is required to provide evidence of the participant's competency and experience in the units/qualification. A portfolio of prescribed documents is also required to be submitted prior to training to verify suitability for this pathway.

The participant completes the qualification in six face-to-face training days. All training days are compulsory attendance. It draws on the on-the-job experience to consolidate and build workers. Because of the small time commitment, it is a great opportunity for existing workers looking to get qualified and continue to improve their practice.

Partial Recognition and/or Credit Transfer

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

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

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

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

Full Recognition or RPL (No training)

Full Recognition is where the participant's skills and competencies are assessed against the full qualification. Recognition is often known as Recognition of Prior Learning (**RPL**). This option is most suited to an experienced worker who has current and extensive experience. You may have some qualifications and may also submit a collection of evidence e.g. work documents that contribute to a portfolio.

In terms of the time required to undergo a recognition assessment, this varies from participant to participant. At the minimum several meetings between the participant and their assessor are usually required to help identify types of evidence and discuss what has been submitted. It is important that you read the 'Recognition Information Kit for Learners' before taking this option.

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

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

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

Course Pathway Delivery Structure

Each course is structured according to the length and content of the topic areas. A typical training day consists of a range of activities which may include theory, large group discussions, small group activities, individual exercises, DVD excerpts and workplace simulations and demonstrations. Participants are provided with resources that contain information and activities that are covered in the training and that will help inform your assessment tasks.

Choosing Electives

Participants may have the option to choose electives when enrolling. Different qualifications require a different number of electives. Common units are clustered into subjects for combined delivery where they cross over in content.

Participants choosing the Mental Health and AOD elective suite need to be currently working with consumers with AOD issues to take up this option because assessment requires workplace evidence as prescribed by national training package requirements.

Please note that if there are not enough students enrolled in an elective, the class cannot run. In this case, MHCC offers students options available including the option to complete their electives by Assessment Only, change electives (pending availability and eligibility), or offer a place in another group that is running that elective if there is one coming up and there is room available. Where participants complete Assessment Only due to an elective not running, they can clarify assessment expectations with an assessor before starting their assessments and are provided with the same access to learning material as people attending classes.

Delivery program for Certificate IV in Mental Health

Course Title	Face to face days	Units
Foundations of Mental Health 4 units	5 Days	CHCMHS002 Establish self-directed recovery relationships - Core
		CHCMHS003 Provide recovery oriented mental health services - Core
		CHCMHS004 Work collaboratively with the care network and other services - Core
		CHCLEG001 Work legally and ethically - Core
MH & AOD 1 unit	2 day	CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues - Core
WW Aboriginal People 1 unit	1 day	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety - Core
Suicide 1 unit	2 days	CHCCCS003 Increase the safety of individuals at risk of suicide – Required Elective from 'at risk' ***
Trauma 1 unit	2 days	CHCMHS007 Work effectively in trauma informed care – Core
Advocacy 1 unit	1 day	CHCMHS008 Promote and facilitate self-advocacy - Core
Physical Health 2 units	1 day	CHCMHS011 Assess and promote social, emotional and physical wellbeing – Core
		CHCCCS023 Support independence and wellbeing – Elective
Cultural Diversity 1 unit	1 day	CHCDIV001 Work with diverse people - Core
Reflect on Practice 2 units	1 day	HLTWHS006 Manage personal stressors in the work environment - Elective
		CHCPRP003 Reflect on and improve own professional practice - Elective
WHS 1 unit	Online	HLTWHS001 Participate in workplace health and safety - Core

Delivery program for Certificate IV in Mental Health Peer Work

Course Title	Face to face days	Units
Foundations of Peer Work 7 units	8 days (in 2 day blocks)	CHCPWK001 Apply peer work practices in the mental health sector - Core
		CHCPWK002 Contribute to the continuous improvement of mental health services for consumers and carers - Core
		CHCPWK003 Apply lived experience in mental health peer work - Core
		BSBCMM401 Make a presentation - <i>Elective</i>
		CHCGRP001 Support group activities - <i>Elective</i>
		CHCPWK004 Work effectively in consumer mental health peer work – Elective Consumer Specialisation ***
		CHCPWK005 Work effectively with carers as a mental health peer worker – Elective Carer specialisation ***
		CHCLEG001 Work legally and ethically - <i>Elective</i>
Trauma Informed Work 1 unit	2 days	CHCMHS007 Work effectively in trauma informed care - Core
Advocacy 1 unit	1 day	CHCMHS008 Promote and facilitate self advocacy - Core
Physical Health 2 unit	1 day	CHCMHS011 Assess and promote social, emotional and physical wellbeing - Core CHCCCS023 Support independence and wellbeing - <i>Elective</i>
Culture 1 unit	1 day	CHCDIV001 Work with diverse people - Core
Reflect on Practice 2 units	1 day	CHCPRP003 Reflect on and improve own professional practice – <i>Elective</i> HLTWHS006 Manage personal stressors in the work environment – <i>Elective</i>
WHS 1 unit	Online	HLTWHS001 Participate in workplace health and safety – Core

Attending Training

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

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

Assessment Requirements

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

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

Assessments may include the following range of activities:

- A 120 hour work log recording work done within a community managed mental health organisation, to be completed over the duration of study
- Questions and answers
- Scenarios and answers
- Workplace documentation
- Supervisor's Workplace Report
- Workplace examples and Stories of Practice
- Review, reflection and recommendations of a workplace topic or activity
- Research
- Reflections or discussions on historical events
- Workplace Policies & Procedures
- Multiple choice, true/false
- Presentations

Assessment Time Commitment

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

Some assessment can take several hours to complete, depending on the subject matter and complexity of topics. Some assessment tasks will need to be completed in the workplace, while others can be completed at home and during training. Some assessments are straightforward and done in one sitting, while others may require you to gather evidence over a period of time.

The amount of time each person requires to complete assessments will vary depending upon factors such as individual learning styles, level of experience and number of competing demands

during work and personal time. The assessment due date of four weeks after the training is based on what it would take a busy person with less experience to complete assessment requirements and taking into account that things will pop up unexpectedly in a person's work or personal life that may delay them.

Workplace Supervisor's Reports

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

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

- Tick boxes where the participant is demonstrating or well on the way to demonstrating a good working knowledge of each item listed
- Make specific comments on how participants demonstrate this in their role
- Ensure they sign and provide their details

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

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

Plagiarism and Cheating

There are penalties for participants found to be cheating or plagiarising.

Cheating can take different forms, for example copying part or all of another person's work; or submitting work that in part or in its entirety has been copied from written material or electronic material including the Internet. This is plagiarism. You must make it clear if you are quoting or using other people's work.

If you use someone else's work e.g. research from the Internet or a journal, you need to reference it and also explain it in your own words to show you have understood it. Referencing acknowledges the source of each quotation or piece of borrowed material.

Plagiarism is considered serious. Any work containing plagiarised material can be assessed as "Not Yet Competent" and the person may not be able to attend MHCC training as a result. Where a participant has plagiarised for the first time, a warning is given, and the assessment must be redone. This is considered a resubmission.

Any further incidents of plagiarism will be referred to the LD Manager and penalties will apply.

If at any time you disagree with the decision made by MHCC please follow our complaints and appeals process which can be found in this handbook.

Referencing

If you would like information on referencing, you can find a document called, "Harvard Referencing Guide - Students" in your student portal or on our MHCC website

Submitting Assessment Tasks

Participants are required to check that they have completed all tasks before sending/uploading assessments. Assessments with information missing are not forwarded to the assessor for marking, instead, the participant is informed they need to send the remaining components before they can be passed on. MHCC will send one reminder and if the additional information is not received, the assessment is sent back to the participant unmarked. It is up to individual participants to check if their assessment has been received by MHCC.

PARTICIPANTS MUST KEEP A COPY OF THEIR ASSESSMENTS.

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

Assessment Extensions

MHCC understands that unexpected situations occur in both personal and work life, which often impact upon the time taken to complete assessments. To this end students may phone or email our student support team to request up to a 2 week extension from the original due date. External student support staff or trainers cannot provide further extensions.

Any further extension may only be considered if the student applies using the online Exceptional Circumstances Extension Application. This form must be completed and submitted to MHCC with the required documentation providing evidence of the circumstances for the delay.

Overdue Assessments and Withdrawals

An assessment is deemed overdue when it is past the due date, unless an extension has been requested and granted. The onus is on participants to be responsible for their own study, so it is up to you to keep track of when assessments need to be submitted. In some cases, assessments will not be accepted at all if they are significantly overdue owing to tight timelines around an event or change that affects assessment marking turnaround times.

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

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

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

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

How Assessment Tasks are Marked

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

There are two possible results you can receive: Competent (C) or Not Yet Competent (NYC). Not Yet Competent means you have not passed the assessment/s for that unit. This result will only be given if a participant has been provided with two opportunities to resubmit work, neither of which has met the requirements of the assessment. However, if the assessor believes that you need some support, they will make recommendations accordingly. See Participant Support section. If you have support needs that you believe are making it difficult for you to pass your subjects, please let MHCC know as soon as possible, to see if there are support options for you.

Assessments Requiring More Work

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

Assessments Being Returned to Participants

MHCC returns marked assessments by email. Electronic copies are kept for 3 years. MHCC is required to keep any hard copy assessments for six months after they have been marked. MHCC then destroys them securely.

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

Partial or Full Recognition to Complete the Qualification

The recognition process starts with the participant requesting and reading the course-specific Recognition information kit for learners. An assessor will make initial contact with the participant to organise a time to discuss the process and to create a timeline for completion. At the planning meeting, types of evidence that can be submitted are discussed, questions answered and a timeline for submitting the evidence is developed.

The recognition process is similar to the assessment process in terms of submitting the evidence to LD Reception who passes it on to the assessor. Also, if timelines cannot be kept, it is up to the participant to request an extension in writing.

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

Qualification Withdrawal

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

Course Cancellations

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

Changes to Agreed Services

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

Quality Checks and Continuous Improvement at MHCC

MHCC aims to provide relevant and high-quality services that meet the needs of participants. To achieve this, MHCC is committed to an ongoing monitoring and evaluation feedback system that fosters both open communication and contributions from stakeholders. Feedback sheets are provided to participants at the end of each course and can be found at the back of learning materials provided at training. Organisations paying for participants to study are also sent a survey after a participant completes. This information helps us to improve the study experience for participants and is a compliance requirement.

Funded Training Opportunities

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

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

Privacy and Confidentiality

MHCC is committed to upholding and abiding by the Australian Privacy Principles (APPs) under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. All personal information held by MHCC remains confidential and protected and is only used and disclosed to the extent specified in the Learning and Development Privacy and Confidentiality policy for Participants which is summarised below and can be read in full at the end of this handbook.

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

Learning and Development Privacy and Confidentiality Policy for Participants

Under the Data Provision Requirements 2012 and VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), MHCC is required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used for the following purposes, to:

- issue a VET Statement of Attainment or VET Qualification, and populate Authenticated VET Transcripts;
- facilitate statistics and research relating to education, including surveys
- understand how the VET market operates, for policy, workforce planning and consumer information; and
- administer VET, including program administration, regulation, monitoring and evaluation.

Information provided in this data submission about client training and outcomes may appear on Unique Student Identifier transcripts.

Information provided in this data submission will only be used, accessed, published and disseminated according to the [National VET Data Policy](#)

If that information also includes personal information, the [Privacy Act 1988](#) and Australian Privacy Principles, regulate the collection, use and disclosure of personal information.

Identified RTO level information that supports consumer information, transparency and understanding of the national VET market may be published in reports, tables and a range of other data products, including data cubes and websites.

Training Privacy and Confidentiality Policy Summarised

MHCC only collects information that is relevant to providing training services and collects this information directly from the person or through someone they have given permission to

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

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

MHCC only uses personal information collected for the reasons it was collected. Primarily, we collect it to provide training services and to check if participants are interested in further study. When we contact participants regarding further study, they are given the option to opt out from further contact about other courses. MHCC send further study emails using Mail Chimp, which is a US owned company. The US privacy laws meet Australian Privacy Principle standards.

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

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

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

Complaints and Appeals

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

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

- are clearly informed in a timely way about how to complain or appeal
- have an opportunity to present their case

- have access to an independent representative if needed
- are clearly informed of the outcomes of the complaint or appeal
- have their complaints and appeals resolved within realistic and fair timeframes

Complaints

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

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

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

Steps to make a complaint:

1. Contact the LD Manager to discuss the complaint and to see if it can be resolved informally
2. If the situation is not resolved informally, you can ask for it to be formally reviewed
3. If you do not wish to discuss the complaint with the LD Manager, or the situation is not resolved through the formal process, it is dealt with by the CEO
4. If you are not happy with the outcome, MHCC will make arrangements for an independent third party to review the complaint outcome
5. If the complaint is still not resolved, you can contact a relevant external body listed below

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

Participants can make a complaint by contacting MHCC Learning and Development Manager Jenny Reid at:

jenny@mhcc.org.au

Appeal of assessment decision

To lodge an appeal against an assessment decision, the appellant must have been assessed as 'not yet competent' in at least one part of the assessment activity or event.

An appeal can be lodged against:

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

How to lodge an appeal:

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

Steps to Appeal a Decision

1. Contact Student Support or the LD Manager to discuss the appeal.
2. If the situation is not resolved informally, you can ask for it to be formally reviewed.
3. If you do not wish to discuss the appeal with Student Support or the LD Manager, or the situation is not resolved through the formal process, it is dealt with by the CEO.
4. If you are not happy with the outcome, MHCC will make arrangements for an independent third party to review the appeal outcome
5. If you are still not happy with the outcome, you can contact a relevant external body.

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

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

Lodging a complaint with an external agency

If a participant believes that their complaint or appeal has not been treated reasonably and fairly, they can lodge a complaint with the following bodies:

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

Legislation and regulatory requirements

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

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- National Vocational Education and Training Regulator Act 2011
- NSW Anti-Discrimination Act 1977
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

- Standards for NVR Registered Training Organisations 2011
- Vocational Education and Training (Commonwealth Powers) Act 2010
- Workplace Health and Safety Act (2011)

Additional Privacy Information

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

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

Sensitive information means:

- (a) information or an opinion about an individual's:
 - (i) racial or ethnic origin; or
 - (ii) political opinions; or
 - (iii) membership of a political association; or
 - (iv) religious beliefs or affiliations; or
 - (v) philosophical beliefs; or
 - (vi) membership of a professional or trade association; or
 - (vii) membership of a trade union; or
 - (viii) sexual preferences or practices; or
 - (ix) criminal record;
 that is also personal information; or
- (b) health information about an individual; or
- (c) genetic information about an individual that is not otherwise health

information.

How MHCC addresses the Australian Privacy Principles

Part 1 — Consideration of personal information privacy

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

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

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

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

- name/s
- date of birth
- home address/es
- personal contact phone number/s
- details about employment
- demographic information as required by ASQA (this is compulsory for nationally

- recognised training courses, optional for other courses)
- assessment results
- appeals results
- education and qualifications and
- information about training an individual has undertaken
- support needs are only used, stored and where relevant, disclosed when the information is given by the participant

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

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

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

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

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

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

Australian Privacy Principle (APP) 2 — anonymity and pseudonymity

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

Part 2 — Collection of personal information

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

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

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

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

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

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

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

Part 3 — Dealing with personal information

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

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

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

Australian Privacy Principle (APP) 7 — direct marketing

MHCC will only use personal information (not sensitive information) collected from the

individual for direct marketing where MHCC provides the individual information about further study and also provides a simple way of requesting to not receive direct marketing. MHCC does not on-sell personal information.

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

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

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

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

Part 4 — Integrity of personal information

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

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

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

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

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

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

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

Australian Privacy Principle 12 — access to personal information

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

MHCC may not provide an individual access where:

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

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

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

Australian Privacy Principle 13 — correction of personal information

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

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



Tool evaluation form for
Supervisor Handbook

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

Name (Optional): _____

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

Please circle your responses to the following.

1. This **Supervisor Handbook** is:

useful

acceptable

not useful

2. This **Supervisor Handbook** is:

easy to use

acceptable

not easy to use

3. This **Supervisor Handbook** is:

comprehensive

acceptable

inadequate

4. This **Supervisor Handbook** is:

interesting

acceptable

dull

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

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

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

Mental Health Coordinating Council
Learning and Development Unit
PO Box 668 Rozelle NSW 2039
Fax: (02) 9810 8145
training@mhcc.org.au