



FREEDOM TO EXPLORE SEXUAL HEALTH

A NATIONALLY RECOGNISED COURSE FOR WORKERS

Course Information and Enrolment Handbook



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Introduction

SHine SA (Sexual Health information, networking and education South Australia) is the lead sexual health agency in South Australia, working in partnership with government, health, education and community agencies and communities to improve the sexual health and wellbeing of all South Australians. SHine SA provides clinical and counselling services, education programs, information and resources. SHine SA takes a leadership role in advocacy and encourages communities to participate in improving their own sexual health and wellbeing.

SHine SA training programs

SHine SA has been providing workforce education programs in South Australia for more than 20 years. Our courses are targeted at both rural and metropolitan regions and are designed to increase the knowledge, skills and abilities of workers in the area of sexual and reproductive health and relationships.

SHine SA provides both nationally recognised training and specifically tailored programs to meet the needs of various occupational groups and communities. Programs focus on the impact of health inequalities, early intervention and prevention strategies, and increased access to information and resources.

Our goal is to improve sexual health outcomes for South Australians based on the values of safety, pleasure and respect.

SHine SA Registered Training Organisation (RTO)

National Code 6897

As a RTO SHine SA is required to meet a number of standards and quality indicators prescribed under the Australian Quality Training Framework. This means that SHine SA must operate in accordance with standards that relate to good practice in marketing, finance, administration as well as training delivery and assessment.

Marketing

SHine SA will:

- advertise its products in an ethical manner
- gain written permission from a participant before using any information about them for marketing purposes
- accurately represent its nationally recognised training courses to prospective participants
- ensure participants are provided with full and accurate details about the course of study they are about to undertake
- regularly review its marketing materials to ensure accuracy and relevance.

Financial standards

SHine SA will:

- have measures in place to ensure that participants receive a refund of fees for services not provided
- have a fair and equitable refund policy that is communicated to all participants prior to enrolling
- ensure that financial information is properly documented, held in a secure environment and is made available to participants on request.

Record keeping

SHine SA will:

- keep complete and accurate records of enrolment, attendance, participants progress, assessment and evaluation feedback as well as financial records.

Training and assessment services

SHine SA will:

- operate under professional standards, policies and practices that deliver high quality training and assessment services and are in the best interests of participants
- only deliver and assess units of competency/qualifications that it is registered for, provide adequate facilities and use delivery and assessment materials appropriate to participant needs
- ensure that teaching staff are suitably qualified and experienced in the area of sexual health
- ensure that assessments are conducted in a manner that meets the components of the relevant Training Package
- issue Statements of Attainment to participants who meet the required outcomes of the units of competency, in accordance with all appropriate national guidelines.

Evaluation

SHine SA is committed to high quality education programs and outcomes. Your constructive feedback provides a basis for course improvement so please complete evaluations honestly.

As a Registered Training Organisation we are required to survey both our participants and their employers using a standard format prescribed by the AQTF. The data collected from these two survey tools will be downloaded onto a national database (SMART). In addition, SHine SA is audited by Department of Further Education, Employment, Science & Technology (DFEEST). Auditors may want to talk with you or send you a form to complete about your experience of training at SHine SA.

Course Outline

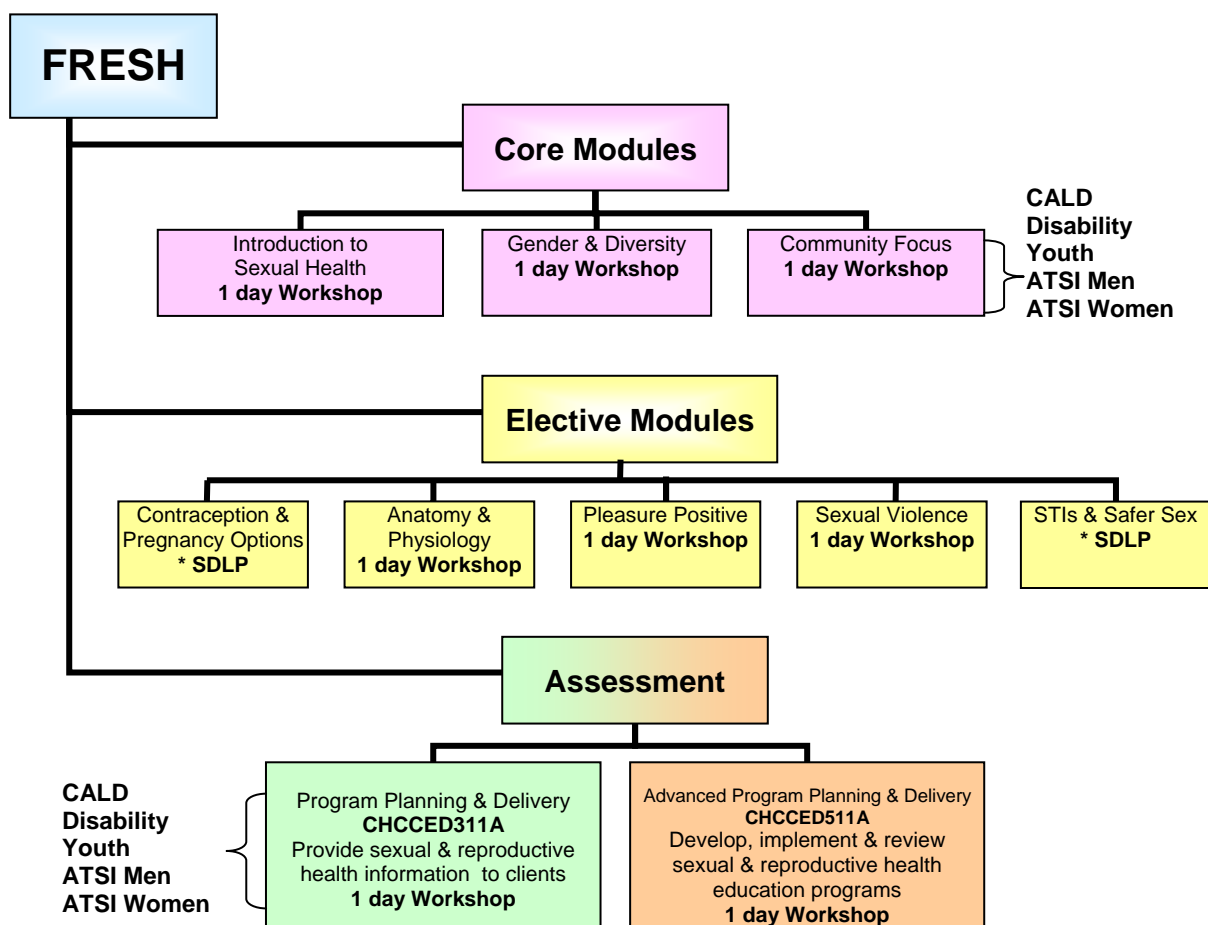
Aim

On completion of the FRESH course, you will have:

- an increased level of confidence working with clients in this area of sexual health
- a language that enables effective communication
- skills to address clients' sexual health needs through assessment, program development, delivery and evaluation
- developed a toolkit of resources that can be used with clients
- a better understanding of your own biases in this area of work and how they can be minimised in order to provide quality services.

Structure

The course has been designed to be as flexible as possible based on your individual learning style, time commitments, employer requirements, community of focus and sexual health interest/priorities. Below is a diagram which illustrates the course structure and several examples of how a participant might move through the learning and assessment pathways.



* denotes self-directed learning package

Example 1

I am a Disability Care Worker in a community accommodation setting for people with intellectual disability. Recently there have been a few occasions where residents have wanted to discuss body parts and how they work. Both myself and my employer would like to set up an information program for residents.

This participants learning and assessment pathway might be -

- *Core modules – Introduction to sexual health, Gender and diversity and Community focus (disability specific workshop)*
- *Elective module – Anatomy and physiology*
- *Assessment module – Program planning and delivery (Certificate III unit)*

Example 2

I am a rural Aboriginal women's health worker who would like to run a sexual health program for young mums in the community.

This participants learning and assessment pathway might be -

- *Core modules – Introduction to sexual health, Gender and diversity and Community focus (ATSI Women specific workshop)*
- *Elective module – Anatomy and physiology, Contraception and pregnancy choices (self directed learning package) and STIs and safer sex (self-directed learning package)*
- *Assessment module – Advanced program planning and delivery (Diploma unit)*

Example 3

I am a youth worker supporting a peer education program for young men. In discussions with this group sexual violence and respectful relationships has been identified as a priority area. I would like to include some information on this topic and identify some resources that can be used in the program.

This participants learning and assessment pathway might be -

- *Core modules – Introduction to sexual health, Gender and diversity and Community focus (Youth specific workshop)*
- *Elective module – Sexual violence*
- *No assessment*

Example 4

I am an Aboriginal male worker who is new to the field and would like to update my knowledge in the area of sexual health.

This participants learning and assessment pathway might be -

- *Core modules – Introduction to sexual health, Gender and diversity and Community focus (ATSI Men specific workshop)*
- *No electives*
- *No assessment*

Duration

The duration of the course will vary depending on the learning and assessment pathway you choose. The core modules are **compulsory** therefore a minimum of 3 days class contact is required plus pre-readings.

Prerequisites

There are no pre-requisites for this course however it is assumed that participants will have specialised knowledge and skills in their area of work which can be applied to the area of sexual health. Throughout the course participants will need to demonstrate their skills and knowledge in working with diverse groups, interpersonal skills and those skills required to create a supportive environment (including culturally appropriate services).

Assessment

Assessment in this course is optional.

If you choose to undertake assessment and successfully complete all the assessment requirements SHine SA will issue you a Statement of Attainment for the specific unit you were assessed against, either

CHCCED311A Provide sexual and reproductive health information to clients OR

CHCCED511A: Develop, implement and review sexual and reproductive health education programs

The assessment is designed to fit within your work role and the community that you work with, so that you can provide evidence of your ability to work with clients around their sexual health and relationship issues.

The assessment procedure is based on the understanding that assessment of competence includes the participant's attitudes and ethics as well as technical knowledge and skills.

SHine SA uses a 'competent/not yet competent' grading system.

If you choose **NOT** to undertake assessment you will be issued a Certificate of Attendance only.

You can choose which assessment option you prefer by indicating this on the enrolment form contained in this package.

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of skills and knowledge obtained through formal training, study, work and/or life experience. If you believe you have evidence which may support an application for RPL, please contact your course coordinator. The course coordinator will be able to explain the RPL process and the supporting evidence you will need to provide in more detail.

Mutual recognition

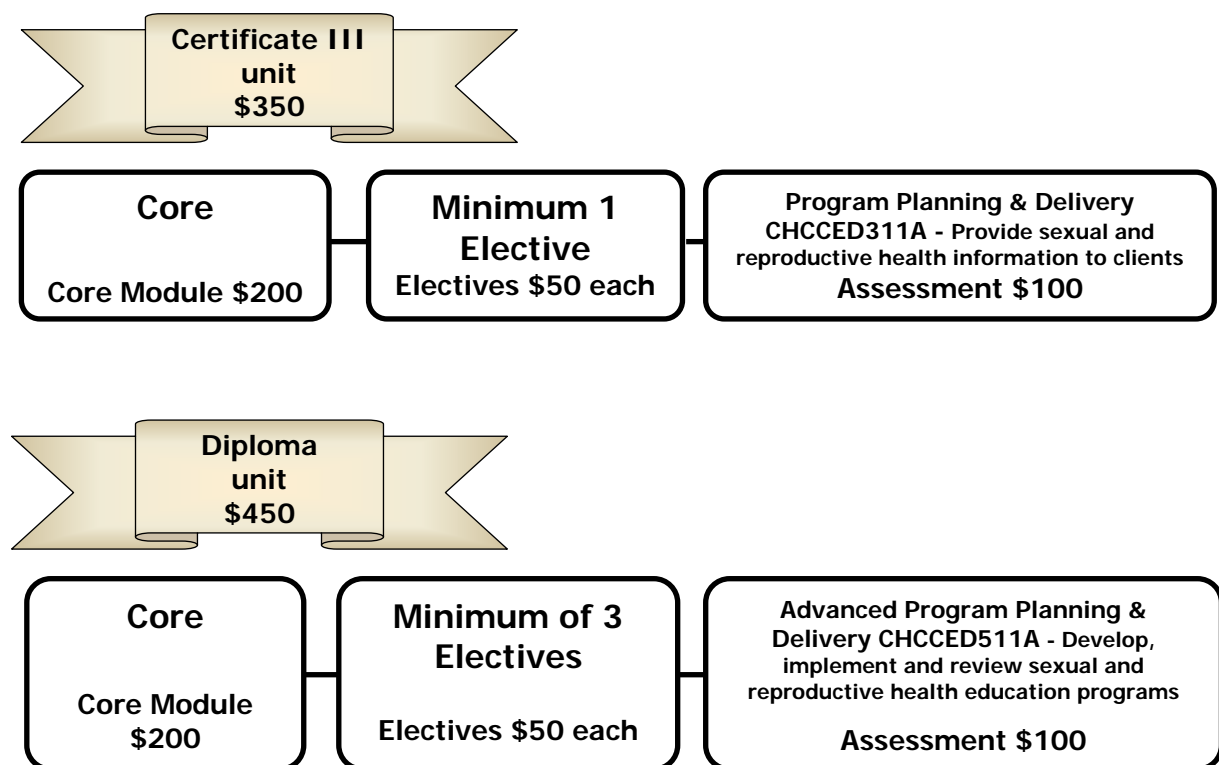
SHine SA recognises qualifications and Statements of Attainment issued by other Registered Training Organisations under the Australian Quality Training Framework. Participants receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load.

Credit transfer

Credit transfer can happen when you have a Statement of Attainment or a qualification that clearly shows that you have demonstrated competency in a specific unit. It allows exemption from parts of your course that are the same or equivalent to what you have formally studied at another institution. To apply for credit transfer, please contact your course coordinator.

Fees

The total course fee will vary depending on the learning and assessment pathway you choose. The diagram below outlines the fee structure if you are choosing an assessment pathway. If you require any clarification please contact the Course Administrator.



Course fees are paid upon invoice. In order for you to secure a place in the course all fees must be received prior to your course commencement date.

Protection of Fees

Fees paid in advance will be held securely by SHine SA in a separate account.

Refund of Fees

Course fee refunds will be made by the Finance Officer if the applicant cancels their registration prior to the commencement of the course. No refunds will be made if the applicant withdraws from the course. However, special circumstances will be considered by the Manager, Workforce Development & Resources.

Notification period	Refund
Cancellations more than seven days before course commencement	Full refund
Cancellations within seven days of course commencement	Full refund less 10% of course fee
Cancellations after course commencement	No refund given

Notification of cancellation must be made in writing and emailed to SHineSACourses@health.sa.gov.au or faxed to (08) 8300 5399.

Transfer from one course to another is possible provided notification has been received and places are available. Only one transfer is available and must be within the same financial year.

If SHine SA cancels or re-schedules a course to a time or location unsuitable to the participant, or the course is already full, then you will receive a full refund of your fees. All refunds are given as cheques.

Financial Assistance

If you wish to enquire about negotiating course fees please contact the Course Coordinator.

Enrolment

All applicants are required to complete the Enrolment Form contained in this pack. When SHine SA Administration receives your completed enrolment form you will receive an acknowledgement of application letter and a tax invoice for the fees owing. Upon receipt of fees SHine SA will forward a confirmation letter and participant handbook.

If you are not a permanent Australian resident you must inform SHine SA prior to enrolling.

Adult learning

During the course you will experience an environment that provides an opportunity for you and other participants to share knowledge and opinions.

Providing a safe, non-threatening environment where the facilitator and the learner have room to negotiate some of the learning process is a vital aspect of adult learning. While educators will be conscious of creating a safe environment to enable a wide range of views to be explored, each individual is also responsible for contributing to the safety of the group. This can be done by:

- being aware of your own limits with regard to what you want to share about yourself and your views
- challenging the issues and not the participants

Participants will be on a learning journey which can lead to one's world view being challenged. This can be exciting and/or uncomfortable and can feel unsafe. You have the right to 'pass' on any topic or activity that you find too challenging. Support can be provided to participants who wish to further their exploration in a one-to-one consultation with the course coordinator.

Style of learning

Learning begins with awareness. During the course, you will undertake activities that assist you to gain new knowledge, skills and awareness and to build a connection with your work. The assessment option will provide you with another opportunity to integrate that awareness into your work and to provide evidence of that connection over time.

Learning will occur through:

- practical demonstrations
- simulated tasks, games, role plays
- readings provided
- interactions and explorations between participants
- interactions and explorations with facilitators
- written and practical tasks
- video activities
- guest speakers

People learn in different ways and we will try to provide a wide range of activities to cover all styles of learning. If you feel that your learning style is not being catered for please talk to your course coordinator.

Specific learning needs

Some people have specific learning needs that may mean that parts of the course delivery, learning activities and the assessment process are not manageable. This could include not being able to hear, read, write and/or understand English easily, or some other issue that requires specific equipment or assistance.

If for some reason you are having difficulty doing the course activities or the assessment tasks set by the course coordinator, you have the right to negotiate an activity or assessment task that suits your learning needs. Please talk to your course coordinator if this is the case.

Participant responsibilities

As a participant you have rights and responsibilities which are set by law and/or organisational policy. You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Occupational Health Safety and Welfare general requirements:

- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person.
- To cooperate with health and safety directives given by SHine SA staff.
- To follow emergency procedures and exit plans.
- SHine SA is a smoke-free worksite
- Should you be involved in any accident which results in personal injury and/or damage to equipment or facilities, notify the course coordinator immediately.

Participants may be asked to contribute to the development of 'group norms' within their course. These 'group norms' are developed for the benefit of all course participants, guest speakers and facilitators to ensure each participant has the best opportunity to learn.

If you are going to be absent from a scheduled session or activity or need to leave early, please let your course coordinator know as early as possible.

In most instances, due dates on assignments will be negotiated with course participants. You are asked to submit your assignments by the due date to ensure timely feedback. If you are unable to keep to the due date please negotiate with your course coordinator prior to the due date.

Information of a personal or sensitive nature gained by attending a session or course should be considered as confidential and remain private.

Mobile phones must be turned off in all sessions. In emergency situations where you need to be contacted, please advise your coordinator.

Racism, sexual harassment or bullying will not be tolerated. Concerns about such behaviour should be communicated immediately to the course coordinator.

Termination of studies

Participants who wish to withdraw from the course should inform the appropriate course coordinator.

No refunds will be made if the participant does not complete the course. However, the Manager, Workforce Development & Resources will consider special circumstances.

Unacceptable behaviour

Where a participant's behaviour is deemed by the Course Coordinator to be disruptive or unacceptable disciplinary action will be taken. This may result in the participant being refused entry to the class or being asked to leave. Should the behaviour threaten the safety of others or damage property the police will be contacted.

SHine SA responsibilities

Your Course Coordinator is responsible for all matters relating to the conduct of your course and assessment tasks. If you have questions, problems or any issues to do with course content or assessment, please discuss this with the Course Coordinator.

The Course Administrator can assist you with any administrative issues including your registration, changes to personal details, issuing of Statements of Attainment or Certificates of Attendance.

The Coordinator, Library & Resource Centre is available to help you locate any specialist education resources, books, journals or manuals that might be in the Resource Centre or the Library at SHine SA. Library membership is free to South Australians at any of our locations. The Resource Centre's audiovisual and teaching resources are available to organisations that subscribe to the service.

All Registered Training Organisation staff follow the Standard Code of Practice produced by the Training and Skills Commission of SA. SHine SA is responsible for creating an environment conducive to learning, using appropriate learning materials and monitoring and assessing participant performance.

Occupational Health, Safety and Welfare (OHSW)

SHine SA has responsibilities under the *Occupational Health, Safety and Welfare Act 2000*. A copy of the Act is in the SHine SA library for viewing.

SHine SA OHSW policies and procedures will be explained to you by your Course Coordinator. Upon entering the building, you will need to register at the front reception as a visitor for the day and wear a visitor's badge in case of accident, emergency or fire and building evacuation.

Harassment and discrimination

All employees and clients of SHine SA have the right to be treated with respect and dignity. SHine SA is committed to access and equity principles and therefore will work to provide an environment that is free from harassment and discrimination of all kinds.

SHine SA will treat all complaints of harassment and discrimination seriously and will deal with them promptly, impartially and confidentially.

Confidentiality

At SHine SA we are committed to ensuring the privacy of personal information provided to us and are bound by the 10 National Privacy Principles that form a part of the *Privacy Amendment (Private sector) Act 2000*.

This applies to all staff of SHine SA, any persons on secondment, visiting practitioners, course participants, students on placements, volunteers and all persons jointly providing services with SHine SA staff to SHine SA clients. It covers all service activities including clinic services, counselling, professional education, group work, courses, health promotion and community work programs.

The exceptions will only be those resulting from certain legal requirements (e.g. Mandatory Reporting).

Information about course participants will remain confidential. Course participants can view their personal files and notes kept by Course Coordinators on request.

Grievances

Grievances, disputes or conflicts which sometimes occur are likely to arise from a misunderstanding or wrong expectations. In the first instance, SHine SA will encourage parties to resolve problems through discussion and conciliation. If not resolved, then a formal complaint can be made.

Course participants have the right to make complaints. SHine SA will investigate all complaints thoroughly and fairly, will take participant complaints seriously, and respond in a positive, productive manner. If you have a complaint about any aspect of your contact with SHine SA please speak with your Course Coordinator.

If the issue is not satisfactorily dealt with please contact:

Lucy Cirocco, Manager, Workforce Development & Resources

Tel: (08) 8300 5348

If this does not resolve the issue satisfactorily contact:

Kaisu Vartto, Chief Executive Officer

Tel: (08) 8300 5300

If you are dissatisfied with SHine SA's complaints process or feel that you have not been given a fair hearing or that the process was not followed, the next step is to personally contact the relevant state registering body:

Department of Further Education, Employment, Science & Technology

Quality Directorate

Tel: (08) 8226 3065

www.training.sa.gov.au

The following agencies may also help resolve any issues regarding your training:

Office of the Training Advocate

Tel: (08) 8226 4242

Freecall: 1800 006 488

Equal Opportunity Commission

Tel: (08) 8207 1977

SHine SA Contact Information

Lucy Cirocco: Manager, Workforce Development & Resources

Tel: (08) 8300 5348 Email: lucy.cirocco@health.sa.gov.au

Lud Allen: Course Coordinator, Youth Worker Education

Tel: (08) 8300 5325 Email: lud.allen@health.sa.gov.au

Ralph Brew: Course Coordinator, Disability Worker Education

Tel: (08) 8300 5318 Email: ralph.brew@health.sa.gov.au

Wendy Lawrie: Course Coordinator, Aboriginal Women's Education

Tel: (08) 8300 5324 Email: wendy.lawrie@health.sa.gov.au

Dominic Guerrera: Course Coordinator, Aboriginal Men's Education

Tel: (08) 8300 5323 Email: dominic.guerrera@health.sa.gov.au

Sharon Formosa: Course Administrator

Tel: (08) 8300 5317 Email: SHineSACourses@health.sa.gov.au

Sharon Pawelski, Coordinator, Library and Resource Centre

Tel: (08) 8300 5312 Email: sharon.pawelski@health.sa.gov.au

The Library & Resource Centre is located at:

SHine SA, GP Plus Health Care Centre

64c Woodville Road, Woodville SA