

# **10165NAT**

## **Certificate IV in Assistive Technology Mentoring**

### **Training Guide**



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## Purpose of this Training Guide

The purpose of this Guide is to provide an overview of the Certificate IV in Assistive Technology Mentoring Course, the nationally accredited qualification 10165NAT.

Prior to enrolling in Certificate IV in Assistive Technology Mentoring Course, please read this Training Guide and the Student Handbook. If you have any questions, or would like to more information about Assistive Technology Australia as a Registered Training Organisation (RTO No90707) and the requirements for the enrolment in certificate IV in Assistive Technology Mentoring Course, please phone (02) 9912 5800 or email: [training@at-aust.org](mailto:training@at-aust.org)

## Assistive Technology Australia – Registered Training Organisation

AT-AUST is a registered training organisation, providing competency-based training for allied health professionals and environment professionals. The AT-AUST vision is to provide endless possibilities for all. The purpose of the AT-AUST is to provide impartial advice, information and leadership on assistive technology that builds possibilities for choice. The need for accessible, universally designed built environment to suits people of all ages & abilities have been reflected in the AT-AUST vision & mission statements for more than 30 years.

Information about AT AUST programs can be found by:

- calling our office on telephone 02 9912 5800
- emailing [training@at-aust.org](mailto:training@at-aust.org)
- visiting the AT Australia website: <http://www.at-aust.org>

Our staff will provide personalised advice to help with training needs. All training is interactive and practical, creating an environment where students learn with, and from each other.

## 10165NAT - Certificate IV in Assistive Technology Mentoring Course

### Program's Aim

The aim of the training program is to provide students with a range of knowledge and skills to perform as an Assistive Technology Mentor (AT Mentor).

AT Mentors assist and support people with disabilities and/or carers to make informed choices about their assistive technology and home modification needs.

Students who successfully complete this course will be able to:

- research suitable assistive technology and home modification options to meet the needs and goals of others
- teach and support others to find assistive technology solutions for themselves
- provide impartial information and guidance about assistive technology possibilities to support choice.

### AT AUST Trainers and Assessors

- have the TAE40110 Certificate IV in Training and Assessment qualification along with extensive training and assessment experience.
- are qualified Allied Health Professionals with 3+ years' experience working in assistive technology.
- other industry experts may also be involved, working alongside the assessor to conduct training and assessment.
- have participated in a training program induction giving them a sound understanding of the complete training package and all AT Australia Training policies and procedures.
- participate in continuous professional development programs to maintain currency in their areas of expertise.

AT AUST is a leader in its field. All staff employed to deliver training and conduct workplace assessments meet the curriculum requirements for vocational training qualifications including WHS, access and equity awareness and also have recent industry experience.

### Course Overview

The 10165NAT Certificate IV in Assistive Technology Mentoring covers the knowledge and skills to achieve seventeen units of competency. Assessment is an integral component of this course and students must be deemed competent in all seventeen units of competency and work placement to attain the full qualification.

AT AUST will be delivering the following units of competency in the Certificate IV in Assistive Technology Mentoring. All these units are nationally recognised.

<b>Unit</b>	<b>Unit Code</b>	<b>Unit title</b>
1	CHCCOM005	Communicate and work in health or community services
2	ATMATC401	Provide expert advice and guidance on assistive technology for communication
3	ATMGWM402	Provide expert advice and guidance on walking and mobility aids
4	ATMGMW403	Provide expert advice and guidance on manual wheelchairs
5	ATMGPM404	Provide expert advice and guidance on powered mobility options
6	ATMGSC405	Provide expert advice and guidance on assistive technology for self-care activities
7	ATMGLT406	Provide expert advice and guidance on assistive technology for lifting and transferring activities
8	ATMATT407	Provide expert advice and guidance on assistive technology for transport
9	ATMGDL408	Provide expert advice and guidance on assistive technology for daily living activities
10	ATMGCO409	Provide expert advice and guidance on assistive technology for computer access and office activities
11	ATMGPS410	Provide expert advice and guidance on pressure support surfaces
12	ATMGBE411	Provide expert advice and guidance on assistive technology in the built environment
13	ATMGDT412	Provide expert advice and guidance on digital assistive technology solutions
14	ATMGLA413	Provide expert advice and guidance on assistive technology for leisure activities
15	ATMGVI414	Provide expert advice and guidance on assistive technology for vision impairment
16	ATMGHI415	Provide expert advice and guidance on assistive technology for hearing impairment
17	ATMGML416	Provide expert advice and guidance on assistive technology for memory loss

At the end of the course, students will be able to apply knowledge of a broad range of AT options & solutions to individuals with different needs and goals in a range of different situations.

## 10165NAT Certificate IV in Assistive Technology Mentoring – Units of Competency

Please see below for list of key topics covered in each unit of competency.

### CHCCOM005 - Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers.

This unit applies to a range of health and community service contexts where workers may communicate face-to-face, in writing or using digital media and work with limited responsibility under direct or indirect supervision.

Element	Key Topics
1. Communicate effectively with people	1.1 Use verbal and non-verbal communication to enhance understanding and demonstrate respect 1.2 Communicate service information in a manner that is clear and easily understood 1.3 Confirm the person's understanding 1.4 Listen to requests, clarify meaning and respond appropriately 1.5 Exchange information clearly in a timely manner and within confidentiality procedures
2. Collaborate with colleagues	2.1 Listen to, clarify and agree timeframes for carrying out workplace instructions 2.2 Identify lines of communication between organisation and other services 2.3 Use industry terminology correctly in verbal, written and digital communications 2.4 Follow communication protocols that apply to interactions with different people and lines of authority
3. Address constraints to communication	3.1 Identify early signs of potentially complicated or difficult situations and report according to organisation procedures 3.2 Identify actual constraints to effective communication and resolve using appropriate communication strategies and techniques 3.3 Use communication skills to avoid, defuse and resolve conflict situations

<b>Element</b>	<b>Key Topics</b>
4. Report problems to supervisor	4.1 Comply with legal and ethical responsibilities and discuss difficulties with supervisor 4.2 Refer any breach or non-adherence to standard procedures or adverse event to appropriate people 4.3 Refer issues impacting on achievement of employee, employer and/or client rights and responsibilities 4.4 Refer unresolved conflict situations to supervisor
5. Complete workplace correspondence and documentation	5.1 Complete documentation according to legal requirement and organisation procedures 5.2 Read workplace documents relating to role and clarify understanding with supervisor 5.3 Complete written and electronic workplace documents to organisation standards 5.4 Follow organisation communication policies and procedures for using digital media 5.5 Use clear, accurate and objective language when documenting events
6. Contribute to continuous improvement	6.1 Contribute to identifying and voicing improvements in work practices 6.2 Promote and model changes to improved work practices and procedures in accordance with organisation requirements 6.3 Seek feedback and advice from appropriate people on areas for skill and knowledge development 6.4 Consult with manager regarding options for accessing skill development opportunities and initiate action



### **ATMATC401 - Provide expert advice and guidance on assistive technology for communication**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of communication devices and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research communication assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMGWM402 - Provide expert advice and guidance on walking and mobility aids**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of mobility options and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client.	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research mobility assistive technology that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMGMW403 - Provide expert advice and guidance on manual wheelchairs**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of manual wheelchairs and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research manual wheelchair options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMGPM404 - Provide expert advice and guidance on powered mobility options.**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of powered mobility options and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals client	1.1	Identify the client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research powered mobility options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## ATMGSC405 - Provide expert advice and guidance on assistive technology for self –care activities

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with self-care activities and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research self- care assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## ATMGLT406 - Provide expert advice and guidance on assistive technology for lifting and transferring activities

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with lifting and transferring activities and other assistive technology solutions for clients.

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research lifting and transferring assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMATT407- Provide expert advice and guidance on assistive technology for transport**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of transport and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research transport assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **ATMGDL408- Provide expert advice and guidance on assistive technology for daily living activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with daily living activities and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research daily living assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.



### **ATMGCO409- Provide expert advice and guidance on assistive technology for computer access and office activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of computer access options and office assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research computer access and office assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMGPS410 - Provide expert advice and guidance on pressure support surfaces**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of pressure support surfaces and pressure redistribution solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research pressure support surfaces that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options to the individual.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **ATMGBE411- Provide expert advice and guidance on assistive technology in the built environment**

This unit applies to workers within the disability health and aging sectors who require a broad knowledge of minor home modification options and other assistive technology solutions for the built environment.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology for the built environment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

**ATMGDT412 - Provide expert advice and guidance on digital assistive technology solutions**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of digital technology options as assistive technology solutions for choice

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the individual's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research digital technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment.
		2.4	Consider and address other factors that may influence the reliable, repetitive and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Information is provided about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **ATMGLA413 - Provide expert advice and guidance on assistive technology for Leisure activities**

This unit applies to workers within the disability, health and aging sectors who require a broad knowledge of assistive technology options to assist with leisure activities and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research leisure assistive technology options that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

### **ATMGVI414 - Provide expert advice and guidance on assistive technology for vision impairment**

This unit applies to workers within the disability, health and aging sectors who require, a broad knowledge of assistive technology options to assist with vision and other assistive technology solutions for clients.

	<b>Element</b>		<b>Key Topics</b>
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology	2.1	Research assistive technology options for vision impairment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## ATMGHI415 - Provide expert advice and guidance on assistive technology to assist with hearing impairment

This unit applies to workers within the disability, health and aging sectors, who require a broad knowledge of assistive technology options to assist with hearing and other assistive technology solutions for individuals.

	Element		Key Topics
1	Identify needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology options for hearing impairment that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.

## ATMGML416 - Provide expert advice and guidance on assistive technology for memory loss

This unit applies to workers within the disability, health and aging sectors, who require a broad knowledge of assistive technology options to assist with memory loss and other assistive technology solutions for clients

	Element		Key Topics
1	Establish needs and goals of client	1.1	Identify client's current level of functioning and any future changes that may occur.
		1.2	Identify what is required for client to participate in activities and tasks important to them.
		1.3	Identify environmental supports and barriers that impact the client's ability to participate in activities and tasks.
		1.4	Identify the type of assistive technology that may assist the client.
2	Explore and source assistive technology options	2.1	Research assistive technology options for memory loss that suit the client's needs and goals.
		2.2	Identify features of the assistive technology and apply these to the client's needs.
		2.3	Determine specifications of the assistive technology meet the requirements of the client and their environment/s.
		2.4	Consider and address other factors that may influence the reliable, repetitive, safe and effective use of the assistive technology.
3	Provide advice and guidance to client	3.1	Present assistive technology options for choice.
		3.2	Provide information about considerations when using the assistive technology.
		3.3	Identify and provide detail when further assistance is required to determine suitable assistive technology selection.



## Delivery Strategies

Training may be delivered using a mixture of delivery modes, including face to face, online or structured distance and workplace training.

To achieve the full qualification, students must complete at least 100 hours of work placement. Where access to workplace training is not available, workplace simulation must occur.

Supports are available to ensure students receive training that addresses their needs and abilities.

This may include:

- personal support services
- assistive technology or special equipment
- modification of the format of content
- adjustment to the physical environment.
- additional time to complete the tasks

Some costs incurred may be the responsibility of the student.

## Delivery Plan

Nominal hours	Hours
Face-to-face/ Zoom	80
Work placement	100
Assignments	320
Non nominal hours	Hours
Self-learning/ research	170
<b>Total hours</b>	<b>670</b>

Note: 100 hours of work placement is a mandatory requirement of this course; however, in instances where access to the workplace is unavailable realistic simulation must be used. The work placement should be completed within a 5 month period following the delivery of the last unit.

## Program Information

No one unit of study is a prerequisite for another. All units of competency are stand alone.

However all units are delivered & assessed together for the full qualification; Certificate IV in Assistive Technology Mentoring.

For students wishing to only complete a unit or group of units, if assessment is completed for each unit, a nationally recognised statement of attainment is awarded for the unit.

Students will be required to undertake learning and assessment tasks outside the allocated training time. On average, 28 hours per unit of study will need to be dedicated to completing these tasks over the duration of the course.

Tasks and activities may include (not limited to)

- completing private study
- visiting suppliers & other organisations who display AT
- conducting research on AT possibilities

The time required to undertake these activities will vary between students based on their experience.

An approximate guide for the study time that will be required for a successful outcome is outlined within the Delivery plan.

## Assessment

How is the program assessed?

Student's competence will be assessed by a fully qualified Assessor and will be assessed against the units of competency.

Assessment of performance will be *competency based* and completed after the conclusion of training.

- Assessment tasks will be presented and discussed during face to face training.
  - Assessment activities may include,
    - written assessment
      - short and long answer questioning
      - case studies that require written response
      - multiple choice questions
      - collection of evidence – assistive technology possibilities
    - workplace assessment
      - assessor visiting workplace –direct observation
      - third party report/checklist
    - simulation
      - scenarios
      - role play activities
- Students are required to complete all assessment tasks outlined in each assessment booklet.
- When submitting each assessment booklet, a completed cover sheet must be attached.
- Each assessment booklet is to be submitted no later than 6 weeks after the completion of the face to face training unless directed otherwise by the assessor.
- Extension requests must be lodged prior at least 1 week to the due date. Refer to student handbook for procedure.
- The assessor will be the final arbiter to decide if there is sufficient and appropriate information provided to be deemed competent.
- Students can resubmit a written assessment 2 times if the assessor deems your work unsatisfactory. After the third submission, if work is still unsatisfactory AT AUST will discuss the most appropriate strategy for you.
- Resubmissions and/or request for supplements are due no later than 4 weeks after request date for additional information. If unable to submit by due date, this needs to be negotiated with assessor at time of request for additional information.
- Interactions with your assessor are highly recommended.
- If a student believes the decision made by the assessor is unfair, then you need to contact AT AUST in writing stating your concerns. The student Feedback and Complaints form can be used.

The assessor will assess the work, record feedback on the marking sheet and return the feedback directly to the student. The estimated return of marked assignment is about 4 weeks from date of submission. Any incomplete or unsatisfactory work will be indicated and a new submission due date recorded.

Submission of your assessments will be electronic via your student Portal. All emails are to be sent via the portal.

### **Assessment Submission**

When ready to submit assessment, please do the following.

- Upload file through the student portal

Students will be sent an acknowledgement email when assessment has been received.

### **Statements and Certificates**

Students will receive a Statement of Attainment for any units completed including assessment, if the full qualification is not completed.

Students who successfully complete all assessments will receive a Certificate for the full qualification which will be 10165NAT Certificate IV in Assistive Technology Mentoring, together with a student transcript.

Those who undertake only part of the training program or who do not successfully complete or choose not to complete the set learning and assessment tasks will be issued with a Certificate of Participation.

## **How is the Training Evaluated and Reviewed?**

AT-AUST in consultation with the appropriate Trainers and Assessors will progressively monitor the training delivery.

Documented evaluations include:

- Student Survey - to be completed by individual students at the end of the training. This is done through the Student Portal
- Employer Survey - to be completed by the student's employer at the end of training. Trainer to send Survey to Employer

We have appropriate policies in place and maintain high professional standards in the marketing and delivery of vocational education and training and safeguard your interests and welfare.

Ongoing evaluation will ensure programme, delivery and assessment processes meet your needs, the national standards for vocational training and the continuous improvement in our delivery of training programs.

## Study Support for Students

The completed Enrolment Form will be used by training staff as a tool for identifying students who may potentially require support, for example in language, literacy and/or numeracy or if the student has a disability. All students prior to commencing the course will complete this form.

You may access training support by contacting AT-AUST.

## Learning Support

During the course, students will be supported by:

- Qualified facilitators during training sessions
- Email and telephone support

Students are encouraged to use the support services offered by AT-AUST.

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the proposed training program.

## Prerequisites to Training

Pre requisites for Certificate IV in Assistive Technology Mentoring Course must:

- be a person with a disability or direct carer of person with disability
- have lived experience of assistive technology
- have capacity to apply their knowledge of disability and assistive technology to the unique experience of others
- have good communication skills
- have good computer skills including familiarity with computer database applications, e mail and internet
- have sound English, reading and numeracy comprehension
- meet the requirements for working with children and in the relevant Australian State/Territory.

***A person without disability will be awarded Certificate of attainment for completed units when deemed competent.***

## Enrolling in the 10165NAT Certificate IV in Assistive Technology Mentoring Course

The course brochure and the AT AUST website ([www.at-aust.org](http://www.at-aust.org)) give specific details with accurate, relevant and current information for employers and students

The 10165NAT Certificate IV in Assistive Technology Mentoring Course Training Guide, Student Handbook and Enrolment Form can be obtained from the website or you can contact AT AUST to have a copy forwarded by post or email.

### Fees

Total Course fee - AUD\$8500.00 (No GST is applicable)

Fee to be paid on enrolment - AUD\$1500.00

You may pay remaining course fee in six equal monthly instalments.

If you wish to complete an individual unit/s, and not the full qualification (Certificate IV in Assistive Technology Mentoring), please contact AT AUST.

For other fees and charges that may apply, refer to student handbook

### Pre-Enrolment Interview

Before enrolment confirmation, a meeting / phone interview with the trainer will be conducted to discuss the course details.

### Confirmation of enrolment

Once the enrolment has been accepted and paid you will receive a confirmation acknowledgement, and gain access to your Student Portal where you will have access to all training materials according to each training material release schedule.

***NB. The Training Guide & Student Handbook must be read before signing the declaration on the enrolment form.***

## Recognition of Prior Learning (RPL)

For experienced people already working in industry, one of the ways to achieve National Qualifications is through a Recognition of Prior Learning (RPL) process.

RPL is a form of assessment which relies on the student being in a working situation when naturally occurring products and processes can be observed or produced in written form, or explained through a professional conversation and can therefore produce evidence of the student's skills, knowledge and competency as described in the unit standards contained in the qualification.

You will need to work with an assessor to identify: the qualification(s) you wish to achieve, the key elements and outcomes of each of the units which comprise the training program, in relation to the work you are doing and what you would be able to produce to use as evidence of your skills, knowledge and competency.

## Learning Materials

All students interested in enrolling in the course will receive:

- Student Handbook, Training Guide which includes contact details, overview of training and assessment strategies and AT-AUST policies and procedures.
- Enrolment Form.
- Course Manual including unit guides, course notes, learning and assessment tasks, attachments, and a list of other resources.
- Additional resources and reference materials will be provided for each of the units. These may include: texts, journals, videos, fact sheets and websites including Assistive Technology Australia.

### What resources will students need access to?

- Home PC with access to the Internet and a printer for completion of assessments.
- All students are required to set up a login (free) to the Assistive Technology Australia website.

## Course Information

The date, time and location of all courses are detailed on the 10165NAT Certificate IV in Assistive Technology Mentoring Course brochures available from the AT-AUST website and by contacting AT-AUST by phone or email.

## Contacts

All training and student correspondence must be made by;

- calling our office on telephone 02 9912 5800 or
- email [training@at-aust.org](mailto:training@at-aust.org)

### **Key Contacts**

Training Administration Assistant

Shop 4019, Westpoint Shopping Centre, 17 Patrick Street Blacktown NSW 2148

Phone: 02 9912 5800 Or 1300 452 679

Fax: 02 8814 9656

E-mail: [training@at-aust.org](mailto:training@at-aust.org)

Training Admin assists with general training information, enrolment and RPL/RCC enquiries and coordinates the supply of training equipment, materials and resources.

Robyn Chapman

Chief Executive Director/Privacy Officer

Shop 4019, Westpoint Shopping Centre, 17 Patrick Street Blacktown NSW 2148

Phone: 02 9912 5807

Fax: 02 8814 9656

E-mail: [robyn@at-aust.org](mailto:robyn@at-aust.org)

Robyn may be contacted should you need to discuss any concerns or to answer any questions you may have about AT-AUST Training's procedures and policies.



## Student Feedback and Complaints Form

To be filled out by the Student and submitted to the CEO by post or email.

Student Name:	Student ID Number:
Telephone:	Date of Incident:
Course:	Type of Incident: Feedback <input type="checkbox"/> Complaint <input type="checkbox"/>
Please describe the matter that you want to raise as feedback/complaint	
<b>Complaint Resolution-</b> Please answer the Q's below then describe efforts made to resolve the issue around the complaint following our procedures:	
Have you discussed this with the person involved or the relevant member of staff or the trainer? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Where that is not appropriate or not effective, the complaint can be discussed with the Training Manager or Administration Officer. Have you done this? <input type="checkbox"/> Yes <input type="checkbox"/> No	
If you are filling in this form, does this mean you are not satisfied with the suggested resolution? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Please explain :	
Student Signature:	Date:

### For official use only

<b>Follow up</b>			
Continuous Improvement Register Updated: <input type="checkbox"/> Yes <input type="checkbox"/> No		Date Raised:	
<b>CI Raised by:</b>		Note: Please attach completed form and any other supporting evidence and submit to the CEO within 24 hours.	
Signed:		Date:	
Received by the CEO <input type="checkbox"/> Yes <input type="checkbox"/> No			
Our policy is to keep a complaints and appeals register, and report these to management.			
Signature of the CEO:		Date:	