

YOUR LEARNING PORTAL

FAQ- Frequently Asked Questions

We look forward to seeing you at your training session. You might have some general questions you need to ask beforehand and that's OK. We're happy to help.

Firstly, have a read below to see if we can answer them for you. If not, please feel free to contact the Training Coordinator 0411 849 194 or admin@yourlearningportal.com.au

Is there any training material I need to read through prior or anything I need to download?

Not at all. There are no downloads or workbooks required to be read prior to our non-accredited training. Everything you will need will be issued to you on the day. This includes your workbook, pen and skills assessment.

Do I need to bring anything with me?

You will just need to bring lunch (full day sessions) or a light snack. Water, coffee, tea and biscuits are provided and will be available during tea breaks.

What facilities do you have on site?

We are fully equipped with all necessary facilities including disabled toilets, lift access and a student kitchen. We also do have some on-site parking and other parking located nearby. We simply ask you to be careful with parking time limits and also respect our neighbours and not park in their designated zones. We also pride ourselves on having a large amount of resources available, for our students. These include relevant books, computer and library systems, learning resources such as medical mannequins, high quality equipment and manual handling machinery.

What if I'm sick and can't make it to my training session?

If you wake up feeling unwell or can't make it to class for the day, you can contact 0411 849 194. Leave a voicemail or feel free to send a text message. In order to be able to issue you with a refund or reschedule your class, we will need to see a valid sick certificate as per the Student T's and C's that you agree to, when you book your session.

Can I reschedule my training session for another time?

Mistakes happen, we understand that, just try to give us as much notice as possible so as per our T's and C's but yes you can if it is within the designated time frame.

What happens if I don't pass my session?

We always ask students to arrive ready and alert for their session. This includes distractions such as phones, put away, plenty of water beside you and being alert and paying attention. This assists you with ensuring you get the most out of your session. Our trainers will do everything during the allocated time to assist you with achieving competency however if the trainer feels as though you require further training, they will notify you. In this event, you will need to sit another class at your own cost.

When will I get my certificate?

Generally it will be issued within 3 business days. If it is urgent, feel free to contact the Training Coordinator:
admin@yourlearningportal.com.au

How long are certificates valid for?

Below is our recommendations for the validity of certificates based on our course content and government regulations.

Manual Handling	2 years
Dysphagia and Mealtime Management	2 years
Assist with Medication	2 years
Safe Environments Full	3 years
Safe Environments refresh	18 months
Basic Health Support	2 years

Are your courses face to face or online?

All of our training is face to face.

Do we do the practicals in class?

Yes absolutely. The great thing about face-to-face training is that you do everything during your allocated session time.

Who does the training?

All of our training is conducted by fully qualified and experienced healthcare professionals such as Registered or Enrolled Nurses.

How often are your programs updated?

Generally, whenever the NDIS Practice Standards change. We pride ourselves on being current with the NDIS Practice Standards and the High Intensity Support Skills Descriptors which staff in the healthcare industry need to be highly knowledgeable and current in. All training should be mapped closely with these guidelines. Our programs are always reviewed and whenever we receive feedback regarding improvement, we're always happy to take it on board for continual professional development.

Still didn't answer your question...?

That's ok! Send us an email or give us a call and we can answer it for you.