

**Nurses Around The Clock Pty. Ltd.  
Trading As  
Nurses Around The Clock**

**RTO 90973**

# Student Handbook

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**STUDENT HANDBOOK**

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***From the Principal....***

*Welcome to Nurses Around The Clock.*

Nurses Around The Clock is a premier education / professional development centre for providing training to students in Aged Care in New South Wales. Nurses Around The Clock provides an alternative pathway to Nursing and is supported by its membership of students, professionals and corporate partners.

Nurses Around The Clock achieves its mission of developing an innovative and diverse aged care training culture through the following range of activities, services and events.

- Nationally Recognized Training
- Professional Development
- Practical work experience
- Advice and training from some of the industry's most reputable trainers in Aged care.

*"We hope to provide an environment which enhances your vision to work in the Aged Care Industry".*

*Ann P. Wennerbom*  
*Principal*

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**USING THIS HANDBOOK**

This handbook is to be issued to all those students who are looking to join us and commence or improve their knowledge of aged care techniques.

**ABBREVIATIONS USED IN THIS HANDBOOK**

- **VETAB**

Vocational Education Training Accreditation Board

- **NTIS**

National Training Information Service

**HISTORY**

Nurses Around The Clock is an employment agency and registered training organisation which takes pride in the quality of training and services delivered. Nurses Around The Clock works within the Australian Qualification Training Framework (AQTF) which has brought about major changes in the vocational pathways we are able to offer to our students.

**LICENSING AND REGULATORY REQUIREMENTS**

We are registered by the Vocational Education Training Accreditation Board in New South Wales to deliver training to Australian and non Australian students holding a permanent resident visa status.

Our scope of registration is:

- CHC30208 Certificate III in Aged Care Work

**BUSINESS AND TRAINING LOCATIONS**

**HEAD OFFICE**

Level 3, Suite 17, 56 Neridah Street Chatswood NSW 2067

**TRAINING VENUE**

Level 3, Suite 224, 813 Pacific Highway Chatswood NSW 2067

**KEY CONTACTS**

William W. Torrez

Steve W. Torrez

Elizabeth Petrie

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**NAC PERSONNEL**

**Instructing Staff**

The Principal is responsible for the standard of training within Nurses Around The Clock and for the assessments conducted whilst students are attending the college.

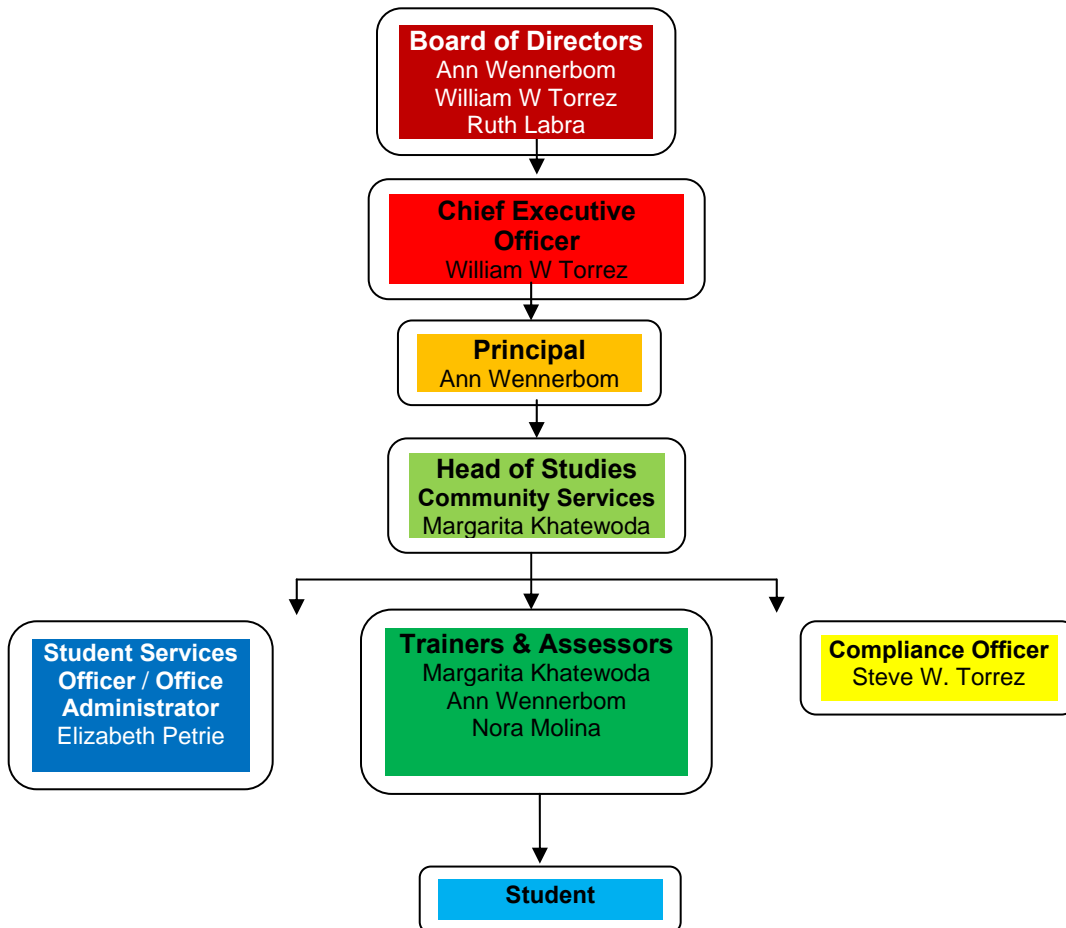
The trainers/assessors at Nurses Around The Clock perform all training and assessments. All training staff have Certificate IV in Assessment and Workplace Training or Certificate IV in Training and Assessment and have all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

**Administration Staff**

The Administration staff are responsible for all enquiries, day to day course administration as well as coordinating and liaising with training staff to ensure training courses run efficiently and suit the needs of all students.

**ORGANISATION CHART**

The following organisation chart will help you understand the role of each staff member in our college.



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### SECTION ONE — WHAT YOU NEED TO KNOW BEFORE YOU ENROL

#### STUDENT SELECTION

We encourage applications from males and females of all cultures and groups provided that they meet the entry requirements outlined in the training package (see course brochure). Training enquiries are directed to the Office Administrator and co-ordinated by the Principal.

Nurses Around The Clock provides equal opportunity in education. Each of our staff members is responsible for access and equity issues for all our students. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities throughout this Student Handbook.

Nurses Around The Clock:

- Aims to ensure that access to employment and training is available to all students, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
- Facilities are updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conducts student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encourages the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance for students in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff are required to comply with access and equity requirements at all times.

#### LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. As part of the Enrolment process, students are required to complete a language and literacy assessment. In the event of English being the second language, every effort will be made to assist the student during the course. If student's level of communication is insufficient to competently participate in the course, students will be recommended to do English remedial studies prior to enrolling in a future course.

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**ENROLMENT**

The best way to enrol in any of the courses is to either come in and see us or download information from our website. On our website you will find:

- This Student Handbook;
- Information on recognition of prior learning;
- A fee schedule showing current tuition fees and other costs associated with our courses;
- Refund information;
- Complaints and appeals information;
- Course information and outcomes.

When you've been accepted into the course you must pay a course deposit to secure your position. Please refer to the Fee Schedule for payment of fees. No certificate or qualification will be issued until course tuition fees have been paid in full.

The Principal will be making a decision about your Enrolment based on the information you provide.

**ATTENDANCE REQUIREMENTS**

Attendance on training days (institution or workplace) is compulsory. Trainers and assessors must, by law, maintain accurate records of attendance and participation of all students. Poor attendance without documented evidence will result in course failure.

• **Sick Leave**

Students who take sick leave are required to submit a medical certificate from a registered medical provider, to the College. Whilst sick days will be noted in the daily attendance records, if a student is absent for more than 4 days they may be required to attend additional tuition from the trainer and complete all required assessments to ensure competency is achieved. Absence from work placement will be required to be made up at the end of the training course.

• **Approved leave**

In the event of a student requiring leave during a course, they must submit supporting documentation e.g. travel documents etc to justify the leave to the Principal. More than 1 week's leave may result in the student being required to defer to another course at a later date. No further charge applies.

**FEES**

The tuition fees as well as Recognition of Prior Learning fees are available on our website or by request from the Office Administrator.

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**REFUND POLICY**

Students are provided with our refund policy and application form prior to Enrolment. Refund information is available from our website or by request from the Office Administrator. Please note: course refunds are only applicable in some circumstances and may be either a full or partial refund.

**CHANGES TO TERMS AND CONDITIONS**

Nurses Around The Clock reserves the right to change fees, conditions, course times or course commencement dates and will endeavour to advise of these changes within a reasonable timeframe.

**RECOGNITION OF PRIOR LEARNING**

All students are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to course commencement. To do this, applicants should request an RPL Kit prior to enrolling. RPL kits are available on our website or by request from the Office Administrator. The costs associated with recognition of prior learning are summarized on the Fee Schedule.

The RPL process allows students to apply for credits for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Australian Quality Training Framework.

All RPL applications are reviewed by the Principal or a delegate who is qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The RPL assessment by the Principal is based upon their assessment of your ability to competently continue your development within the course.

Participants may request a review of the RPL decision through our appeals procedure (available from our website).

**CREDIT TRANSFER**

Nurses Around The Clock recognises other qualifications presented by a student, provided they are original (or verified) copies from an Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

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**COMPLAINTS AND APPEALS PROCEDURES**

Students are provided with the complaints and appeals policies prior to Enrolment. Complaints and appeals information is available from the website or by request to the Office Administrator. If you have problems that do not directly concern Nurses Around The Clock but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance. If you are appealing an assessment result, then this involves collection of all necessary documentation from you and from the College.

**FEEDBACK**

Nurses Around The Clock actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on an Improvement Request to ensure appropriate follow up action is taken.

**SUPPORT SERVICES**

The teaching and administrative staff of Nurses Around The Clock are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with an external service will be at your own expense.

**WELFARE AND GUIDANCE SERVICES**

We endeavour to provide welfare and guidance to all students/students. In the first instance, you should speak with the Principal who may put you in contact with another organisation such as the local Department of Community Services to resolve any matters that you may be worried about. This may include:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

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**USE OF YOUR PERSONAL INFORMATION**

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/or
- any State Government agencies.

**PRIVACY AND CONFIDENTIALITY**

Nurses Around The Clock is committed to protecting the privacy of your personal information.

You have the right to see and review your personal file and training file at any time provided you organise it with the Principal with 1 -2 days notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Nurses Around The Clock exercises strict control over confidential information. If a third party requires student information we will obtain your prior written consent prior to the release of any information.

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### SECTION TWO — NOW THAT YOU HAVE ENROLLED

#### INDUCTION ON ARRIVAL

An introduction to the course is conducted on the first day of course commencement. Its purpose is to inform students about the training course and to provide an introduction to studying. In addition our staff will be introduced and an opportunity to ask questions will be given.

#### ATTENDANCE PROCEDURES

You must sign the attendance register, carefully noting your time of arrival and your time of departure. If you do not sign the attendance record accurately you will be marked as absent. If you are sick or have a personal problem which cannot immediately be resolved, phone the Office Administrator and advise us of your absence before the commencement of class.

#### It is illegal to:

- Sign for another student
- Have another student sign for you
- Sign but not to note the time of attendance
- Sign for only the entry or exit of the class

#### COURSE DELIVERY AND OUTCOME

Each unit of the course has a theory and practical component. Further information can be found on the NTIS website [www.ntis.gov.au/national\\_training\\_packages/your\\_course](http://www.ntis.gov.au/national_training_packages/your_course). The course is based upon you being able to demonstrate knowledge and skills in each unit. This is done through a combination of institution and workplace training and assessment.

At various times throughout your course, you must undergo an assessment or test to show that you have learned the necessary skills and acquired enough knowledge on the subjects being taught. If you do not perform well re-assessment will take place. Assessments include both written assessments and practical demonstration in the workplace or simulated environment.

Course outcomes are described on the course advertising brochure. Upon the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

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**COMPETENCY BASED TRAINING AND ASSESSMENT**

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and on the [www.ntis.gov.au](http://www.ntis.gov.au) website.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skills. You may be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

**ASSESSMENT**

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered and which competencies require further practice.

To ensure you are successful in seeking employment it is in your best interests to ensure you have all the necessary skills; our aim is to help you to learn those skills

**ASSESSORS**

Your assessor is to objectively assess and judge your performance either through workplace or written assessments against a set of standards. Your Assessor has been selected because he/she has a sound knowledge of your course and is skilled in the industry.

**FORMS OF EVIDENCE**

In general, basic forms of skills evidence include:

- Direct performance evidence (current or from an acceptable past period) from:-
  - extracted examples within the workplace;
  - natural observation in the workplace; and
  - simulations, including competency and skills tests, projects, assignments.
  
- Supplementary evidence from:-
  - oral and written questioning;
  - Activities, Case Studies and Role Plays
  - personal reports; and
  - Witness testimony.

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### FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your trainer/assessor and where possible alternative learning/assessment strategies will be provided to you.

### COURSE LEGISLATION

- Aged Care Act (Commonwealth) 1997 – <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-legislat-aca1997-acaindex.htm>
- Food Act 2003 - [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/fa200357/](http://www.austlii.edu.au/au/legis/nsw/consol_act/fa200357/)
- Guardianship Act 1987 - [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/ga1987136/notes.html](http://www.austlii.edu.au/au/legis/nsw/consol_act/ga1987136/notes.html)
- Health Records And Information Privacy Act 2002 - [http://www.lawlink.nsw.gov.au/lawlink/privacynsw/ll\\_pnsw.nsf/pages/PNSW\\_03\\_hripact](http://www.lawlink.nsw.gov.au/lawlink/privacynsw/ll_pnsw.nsf/pages/PNSW_03_hripact)
- Nurses Act 1999 - <http://www.legislation.sa.gov.au/LZ/C/A/Nurses%20Act%201999.aspx>
- Nursing Homes Act 1988 - [http://www.austlii.edu.au/au/legis/nsw/repealed\\_act/nha1988171/](http://www.austlii.edu.au/au/legis/nsw/repealed_act/nha1988171/)
- Occupational Health & Safety Act 2000 - [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/ohasa2000273/](http://www.austlii.edu.au/au/legis/nsw/consol_act/ohasa2000273/)
- Privacy Act (Commonwealth) 1988 - [http://www.austlii.edu.au/au/legis/cth/consol\\_act/pa1988108/](http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/)
- Retirement Villages Act 1999 - [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/rva1999217/](http://www.austlii.edu.au/au/legis/nsw/consol_act/rva1999217/)
- Workplace Injury Management and Workers Compensation Act 1998 - [http://www.austlii.edu.au/au/legis/nsw/consol\\_act/wimawca1998540/](http://www.austlii.edu.au/au/legis/nsw/consol_act/wimawca1998540/)
- Workplace Relations Act (Commonwealth) 1996 - <http://www.workplace.gov.au/workplace/Publications/Legislation/WRAAct/>

***You have the following rights once you have enrolled.....***

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in a safe, clean, orderly and cooperative environment.
- To have your personal property protected from damage or misuse.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

### DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity Legislation and Federal Anti-Discrimination laws protect your rights.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) you because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation

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It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, speak to the Principal or Chief Executive Officer immediately.

**STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES**

The College Principal is the person that you should direct all problems and information requests and they will then refer the issue to the most suitable person. The Chief Executive Officer is responsible for matters regarding access and equity so if you experience any harassment or discrimination, please refer the matter in writing to the Chief Executive Officer.

**SAFETY**

The Occupational Health and Safety Act is strongly enforced in New South Wales. It means that you cannot be placed at risk through anything that you may be asked to do by the College. Your trainers and assessors have been specially trained in the College's safety standards.

Should you be asked to do anything you feel is unsafe?

- Stop
- Advise the trainer of your worries and do not proceed
- Stop anyone else with you from doing anything unsafe

It is the Chief Executive Officer's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

If you act unsafely, then you may be required to undergo additional OH&S training to demonstrate that you understand the safety requirements and are able to comply with them.

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**WHAT YOU CAN AND CANNOT DO**

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who display dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if continues to occur, may result in the student being asked to leave the course.

Working with others within the college ensures an amiable study environment for both students and staff.

***Unacceptable behaviour may include:***

- Lack of personal hygiene.
- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disruptive and disrespectful to other participants.
- Using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Other objectionable behaviour.
- Not being mindful of surrounding offices.

**DRUG AND ALCOHOL CONSUMPTION**

We are an alcohol and drug free centre: arriving intoxicated or affected by drugs may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to the Police for appropriate action.

**For non-compliance of our rules, the following applies:**

- The Principal will contact you to discuss the issue. This will be documented, signed by all parties and included on your personal file.
- If unresolved the following steps will take place -
  - Firstly, you will be asked to attend an interview with the Principal
  - Secondly, you will be provided with a final warning in writing
  - Finally, you will be notified in writing that your Enrolment has been terminated

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

**Expulsion**

Nurses Around The Clock reserves the right to expel students for serious breaches of discipline based on our company's disciplinary policies and procedures. No fee paid is refunded for expelled students.

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**SECTION THREE – GRADUATION**

**GRADUATION**

Once you have successfully completed all of the units of competency required by your course, you will receive your certificate.

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

**INCOMPLETE QUALIFICATIONS**

If you leave the course without actually completing all of the units of competency, then you are entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

**REISSUING QUALIFICATIONS**

If you need additional copies of your qualification, an application must be made in writing to the Principal of the College with proof of your identity included.

Ideally you should attend the College to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred

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**RECEIPT**

I herewith confirm that I have read this Student Handbook and agree to follow the rules and requirements as stated in this handbook.

I have been given information about the course requirements under the National Training Package as well as further study options.

Name: .....

Signature: .....

Induction Date:.....