



ECTARC

The Early Childhood Training Specialists



Student Information Handbook

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Welcome to the Early Childhood Training And Resource Centre

About this handbook

This handbook contains useful information that applies to your program of study. It is designed to complement our learning materials, so please read it thoroughly and keep it somewhere safe to refer to when necessary. If you have any questions regarding anything in the handbook, or if at any time throughout the program you would like further guidance, support or advice, please do not hesitate to contact a Training and Development Officer (TDO) at ECTARC.

1.0 Background

ECTARC is a community owned, not for profit, early childhood industry training and resource centre. RTO Code 90331. It is managed by Illawarra Area Child Care (IACC) Ltd and was established with the support of the Australian National Training Authority (ANTA) to provide:

- accredited vocational training for those wishing to achieve qualifications
- quality upskilling/in-service workshops for those working in or with an interest in the early childhood/community services field
- dynamic, proactive and responsive leadership in early childhood/community service training and research

ECTARC offers a range of qualifications and vocational training programs that are:

- nationally recognised
- based on nationally endorsed industry competency standards
- supported by qualified, vocational trainers/assessors
- accessible to all students
- not restricted by age or work experiences
- flexibly delivered

ECTARC has in place a quality management system to ensure compliance with the Australian Skills Quality Authority standards and other state/territory legislation for registered training organisations.

1.1 Privacy Policy

ECTARC is committed to handling your personal information in accordance with the Privacy Act. All records are managed securely and confidentially and are available for student/client perusal upon request. Please contact ECTARC for a copy of our *Privacy Policy*.

1.2 Access and Equity Policy

All ECTARC staff is required to act in accordance with ECTARC's *Code of Practice* and ensure that all students/clients are made aware of their rights and responsibilities. The Code of Practice can be viewed on the ECTARC website at www.ectarc.com.au.

Under the relevant Commonwealth legislation, ECTARC will make reasonable adjustments for people with additional needs. This may include Aboriginal and Torres Strait Islander people, South Sea Islander people, people from culturally diverse backgrounds, people with disabilities and people living in rural and remote areas.

This means:

- ECTARC offers additional language, literacy and numeracy support to students where required
- assessment tasks will be assessed flexibly – taking into account students' specific needs

- ECTARC has policies and procedures to ensure all students receive appropriate welfare and guidance throughout their program. All efforts are made to offer a flexible method of assessment to enable students to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution.

1.3 Anti-Discrimination Policy

ECTARC has committed to the equality of opportunity in its programs by ensuring that all students learn in an environment free from discrimination.

ECTARC will implement inclusive practice into curricula/training packages to facilitate equitable participation of students. This will be reflected in curricula design, monitoring and evaluation, including:

- learning styles
- delivery modes
- assessment
- language and communication access, and
- adaptive equipment/technology.

Reasonable adjustments may include:

- adjusting the sequence of units
- providing/customising the learning outcomes
- extending the unit/course duration
- providing mixed mode delivery

1.4 Welfare and Guidance Services

ECTARC has policies and procedures to ensure all students receive appropriate welfare and guidance throughout their program. This includes review of payment schedules when requested, learning pathways, possible RPL opportunities, provision for special needs and provision for special cultural and religious needs (where applicable). All efforts are made to offer a flexible method of assessment to enable students to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution. Refer to our policy section on the ECTARC website for information. ECTARC also maintains a list of support services that students can access in different regions. Please contact ECTARC for further details.

Financial assistance

ECTARC's Education and Care qualifications are Centrelink approved. For more information, please telephone Centrelink's Youth and Student Services on 13 24 90.

1.5 Foundation Skills Questionnaire

ECTARC provides provisions for language, literacy and numeracy (LL&N) assistance on request. Students are required to complete a Foundation Skills Questionnaire as part of their enrolment to assist ECTARC in determining if they need further assistance in this area.

Students can request additional assistance or support at any time throughout their studies. ECTARC will endeavour to meet each individual student's learning needs. We encourage you to discuss any concerns you may have with your TDO.

1.6 Complaints and Appeals

ECTARC offers students the opportunity to appeal against an assessment decision or make a complaint. The appeals and complaints process is considered a valuable tool for management to improve the products, services and business operations it delivers to students. Students are encouraged to contact ECTARC to raise any concerns or complaints and are to be reassured that their complaint/concern will be dealt with:

- promptly and efficiently
- in a fair and equitable manner
- respectfully, confidentially and ensuring impartiality is maintained
- so that parties are informed regularly of action being taken/progress
- in a manner whereby follow up checks are made at a later date to review the appropriateness of solutions reached so that documented records are maintained

For further information please refer to Appendix 2, *Complaints Handling Procedure* or contact ECTARC.

Appeals

If at any time you wish to query your assessment outcome, you must notify the Manager of ECTARC in writing. In the appeals letter to the Manager, you must provide details of the query and any other relevant information. The appeals letter can be forwarded to: The Manager, ECTARC, 2/210 Shellharbour Road, Warrawong NSW 2502.

Once the information is received, a meeting will be held with a panel of three ECTARC TDO's (including a Manager) to conduct a full review of the original assessment. The outcome of the review will be documented and forwarded to the student who has made the appeal. If the student is satisfied with the outcome of the appeal, then no further action will be taken. If the student does not feel as though the issue has been resolved satisfactorily, then the formal complaints process must be followed.

1.7 Work Health and Safety Policy

ECTARC is required by law to provide a safe learning environment through meeting relevant Workplace Health and Safety standards. In the interests of health and safety, you are required to comply with ECTARC's workplace health and safety requirements by observing standard safety practices during on- and/or off-the-job training as appropriate.

1.8 Code of Ethics/Conduct Policy

In performing their roles and responsibilities, ECTARC *students* and *employees* will:

- model and provide the highest standards of professional action and service
- perform their duties efficiently and effectively with integrity and objectivity
- strive to improve personal competence
- conduct themselves in a manner which will promote cooperation and team work
- avoid real or apparent conflicts of interests
- maintain the confidentiality of information received in the course of their duties/studies
- employ efficient, economical and effective ways of accomplishing tasks
- act in a manner that will enhance the stature, reputation and integrity of ECTARC

All *employees*, *students* and *visitors* need to respect the following conditions of entry to on- and off-the-job training with ECTARC:

- all workplaces are non-smoking
- alcohol and drug use during on- and off-the-job training is unacceptable
- attendance under the influence of alcohol or drugs is unacceptable
- littering is not permitted
- compliance with safety regulations is compulsory

Students, in particular, have the right to:

- a program of study which meets current industry standards and accreditation requirements
- be given information about assessment requirements at the commencement of each unit
- have their work assessed as promptly as possible to receive feedback about their progress
- be treated fairly and with respect

- learn in an environment free of discrimination and harassment
- have personal records kept private and made available to authorised persons only
- learn in a supportive environment

Students have a responsibility to:

- pay fees in advance prior to issue of learning materials
- manage their own learning
- complete all required assessment tasks honestly, without cheating or plagiarism
- behave in a non-discriminatory/non-harassing manner
- follow normal workplace health and safety procedures

1.9 Student Feedback

ECTARC encourages students to provide feedback on products and services at any time throughout their study program. Feedback can be provided over the telephone, by email, in writing, or there is opportunity to complete periodic surveys/questionnaires to provide management with feedback. This feedback helps us know and understand the changing needs and expectations of our customers and is a valuable tool that management uses to improve products, services and business practices. Email your feedback to info@ectarc.com.au.

2.0 Training Program Information

2.1 General Information

ECTARC currently offers the following programs from the CHC Community Services Training Package to students wishing to study by correspondence:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC50113 Diploma of Early Childhood Education and Care*
- *CHC40113 Certificate IV in School Age Education and Care*
- *CHC50213 Diploma of School Age Education and Care*

Programs and mapping are also available to upgrade from superseded qualifications including the CHC30712 Certificate III in Children's Services and the CHC50908 Diploma of Children's Services (Early childhood education and care).

These study programs are part of the *CHC Community Services Training Package*. For further information regarding this program, please refer to Appendix 1, *CHC Community Services Training Package* or contact ECTARC.

Each program is designed to provide the skills, underpinning knowledge, understanding and values for those who want to work in the education and care sector. The areas of study include:

- administration and legal requirements
- interactions with children
- service management
- fostering children's development and wellbeing
- providing for children's individual needs
- programming and using approved learning frameworks
- workplace performance
- relationships and partnerships with families and communities

ECTARC also offers the *BSB42015 Certificate IV in Leadership and Management* (distance study), and short courses in *Safe Food Handling – HLTFS207C Follow basic food safety practices* and *Nutrition and Menu Planning – CHCECE004 Promote and provide healthy food and drinks* (distance study) – which are all accredited and nationally recognised programs. Please contact the ECTARC office if you require further information about these programs.

2.2 Fees and Charges

2.2.1 Enrolment Fee

All programs incur an enrolment fee which is reviewed annually. See *Fee Schedule* brochure for further details.

2.2.2 Cost Per Program Unit

Program fees are detailed in the *Fee Schedule* brochure available on the ECTARC website. Please note fees are subject to variation as part of the annual review of program costs. Current students will be notified before any fee increases are introduced. A maximum of \$1000 on enrolment and \$1500 throughout the program can be received by ECTARC at any one time.

The number of units you need to complete may vary if you receive exemption for some units – please refer to the *Recognition Pathways* section for further information. ECTARC also reserves the right to vary the contents of all study programs and any changes may lead to a variation in the number of units and/or the cost of the program.

2.2.3 Refund Policy

The enrolment fee is non-refundable, except where an applicant does not satisfy the enrolment criteria, in which case it will be refunded in full. If a student is accepted by ECTARC and then elects not to participate in the program, then the enrolment fee is non-refundable.

ECTARC will offer clients refunds on fees paid in the following circumstances:

- if program units are returned in good condition within 30 days of purchase – refund less a 20% administration fee
- where a student has overpaid the enrolment fee/unit charges – full refund of the difference
- where a program is cancelled by ECTARC – full refund

Students must request a refund in writing. All refunds will be forwarded to the student within 2 weeks of receipt of the request.

3.0 Recognition Pathways

You may be eligible for exemption from some units in your chosen study program if:

- you have studied with another RTO (***Credit Transfer***)
- you have worked extensively in the child care industry and have life/work experiences which would serve as evidence of competency in a particular unit (***Recognition of Prior Learning***)
- you have worked in the child care industry for a minimum of 5 years (***Workplace Assessment***)

3.1 Credit Transfer

ECTARC recognises all AQF and VET qualifications and VET Statements of Attainment issued by other RTO's. Where a unit/s of competency has been achieved previously a Credit Transfer shall be granted. To receive a Credit Transfer, you must post an original Justice of the Peace certified copy of your transcript.

3.2 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process which recognises that people can learn informally through work and life experiences as well as through formal education and training.

Evidence can be based on:

- formal training programs (e.g. professional development workshops)
- paid or unpaid work experience
- community or voluntary work
- life experiences
- any combination of the above

To be granted RPL you will need to provide ECTARC with current, documented evidence that demonstrates you are able to meet all of the elements/performance criteria for a particular unit of competency. This includes demonstration of the underpinning knowledge, values and attitudes, as well as the practical skills required, to perform to the standard stated for that unit.

All assessment of RPL applications will be reviewed by no less than two staff that is qualified to conduct the assessment. From time to time or when deemed necessary, we reserve the right to invite a subject matter expert as part of an assessment process.

If you feel you are eligible to apply for RPL, contact ECTARC for a copy of the *Recognition of Prior Learning Information Guide*.

3.3 Self Assessment/RPL Workplace Assessment

This pathway is designed for candidates with extensive industry experience (suggested a minimum of 5 years), who do not hold the required formal qualifications and wish to see RPL for a number of units of competency. The RPL Workplace Assessment process involves supplying current evidence (documentation, pictures, video, portfolio, etc) to establish that you have current skills that match the competencies for each unit in a program. An RPL Workplace Assessment record book is provided to assist with collecting evidence. Once all evidence has been collected and payment has been made, an ECTARC Assessor will visit the workplace to validate the evidence and assess the applicant on the job. **Important note for students undertaking RPL Workplace Assessment – please see item 4.4 of this handbook.**

An ECTARC Assessor will notify the candidate of the unit/s in which they have been deemed competent. A list of the units the candidate is required to study to complete the program will also be provided. Any remaining units will be studied via on- and off-the-job training and assessment pathways. If you feel you are eligible to undertake an RPL Workplace Assessment, contact ECTARC for an information guide which outlines the process in detail.

4.0 ECTARC Study Programs

ECTARC offers the following nationally recognised vocational training programs:

- *CHC30113 Certificate III in Early Childhood Education and Care*
- *CHC30113 Certificate III in Early Childhood Education and Care – Traineeship (NSW and QLD)*
- *CHC40113 Certificate IV in School Age Education and Care*
- *CHC40113 Certificate IV in School Age Education and Care – Traineeship (NSW only)*
- *CHC50113 Diploma of Early Childhood Education and Care*
- *CHC50113 Diploma of Early Childhood Education and Care – Traineeship (NSW only)*
- *CHC50113 Diploma of Early Childhood Education and Care – Apprenticeship (QLD only)*
- *CHC50213 Diploma of School Age Education and Care*
- *CHC50213 Diploma of School Age Education and Care – Traineeship (NSW and QLD)*

- *HLTFS207C Follow basic food safety practices - Statement of Attainment*
- *CHCECE004 Promote and provide healthy food and drinks - Statement of Attainment*
- *HLTFS207C, HLTFS309C, HLTFS310C - Statement of Attainment for Food Safety Supervisor*
- *BSB42015 Certificate IV in Leadership and Management*

4.1 University Advanced Standing

ECTARC's qualifications are accredited and nationally recognised. Universities are now offering advanced standing for vocational education and training qualifications. Each university has its own criteria for assessing advanced standing. ECTARC recommends you contact the university of your choice to discuss their entry and advanced standing requirements.

4.2 Program Durations

All ECTARC study programs are offered by flexible learning, which means you work at your own pace. However, programs must be completed within the time frames below:

- CHC30113 Certificate III in Early Childhood Education and Care – **2 years** (18 units over 24 months)
- CHC40113 Certificate IV in School Age Education and Care – **2 years** (19 units over 24 months)
- CHC50213 Diploma of School Age Education and Care – **3 years** (25 units over 36 months)
- CHC50113 Diploma of Early Childhood Education and Care – **3 years** (28 units over 36 months)
- Statement of Attainment one unit programs – **1 year** (12 months)
- BSB42015 Certificate IV in Leadership and Management – **2 years** (12 units over 24 months)

Should you require more time please send a letter/email to your Training and Development Officer stating your anticipated end date and reason for the request.

4.3 Assessment Submission Requirements

Students from all programs must submit an assessment task within a 6 month period or their student record will be made inactive. Students will be required to re-enrol, pay a re-enrolment fee and the current program fees to reactivate their records. *Please note: Submitting one assessment task in six months **would not be considered as "actively working towards a qualification"**.*

4.4 RPL Workplace Assessment Requirements

Those students, who enrol to undertake an RPL Workplace Assessment for any ECTARC program, must book and have the assessment conducted within 12 months of the enrolment date. If a student has not compiled their evidence, booked the assessment date and had the assessment conducted within 12 months of enrolling, the student file will be made inactive. Students will be required to re-enrol, pay an enrolment fee and the current program fees to reactivate their records.

5.0 Learning Guides

Each qualification consists of a series of units, each of which has its own learning guide. A definition of terminology used in the learning guides can be found at the back of this handbook. The learning guides are set out as follows:

- introduction/overview of the unit
- how competence for the unit is to be assessed
- on- and off-the-job assessment tasks and assessment cover sheets
- notes to support each element of the unit of competency
- activities to support learning

Learning materials and assessments can be customised to best suit a student's needs. ECTARC is committed to offering flexible learning and assessment procedures to offer the optimum training experience for students.

For most units both *direct* and *indirect* evidence is sought:

- *direct* evidence is related to practical on-the-job evidence which is covered further in the Practicum's section
- *indirect* evidence refers to the off-the-job component which is written assignments that you submit to ECTARC

Each unit describes assessment tasks in detail and includes an assessment cover sheet and On the Job Third Party Report to be signed and sent in with your assignments.

For some assignments you may be given specific instructions regarding the setting out of your work (check your unit learning guide). Please ensure you clearly identify:

- your name and address
- the unit of competency
- the task number(s) and/or title(s) that you are submitting

Any work submitted to ECTARC should be:

- word processed or neatly hand written (in dark blue or black ink)
- have a side margin (approx 5cm or 2") on each page as well as the question number (where applicable) at the beginning of each answer and pages numbered

You **must** also keep a copy of your assignments to avoid having to redo them should they become lost in transit.

Once marked, assignments will be uploaded to the ECTARC Student Portal. Should you want the original assignment to be posted back to you please speak to your ECTARC Training and Development Officer.

Throughout the learning guides there are a number of activities to help enhance your understanding of the unit. These activities are self-assessed meaning that the answers are provided for you at the back of the readings. These do not have to be submitted to ECTARC.

6.0 Referencing

It is essential to acknowledge **all** references you use when completing an assignment - whether you quote directly from author(s) or use/paraphrase their ideas. This information should be presented at the conclusion of the assignment.

The referencing format should contain the following information:

Surname of author; initials of given names; year of publication; name of publication; name of publisher; location of publisher. For example:

Silberg, J. 1993, *Games to Play with Two Year Olds*, Gryphon House, Beltsville, Maryland.

Black, KB. and Puckett, MB. 1996, *The Young Child: Development from pre-birth through age eight*, Prentice Hall Inc, New Jersey.

7.0 Academic Misconduct

Academic misconduct is acting in a way, or attempting to act in a way, or assisting another student to act in a way which could reasonably be expected to defeat the purpose of a learning experience or an item of assessment. See *Appendix 3* for further definitions of academic misconduct. Academic misconduct can include:

- plagiarism
- cheating
- collusion
- falsifying records

8.0 Submitting Assignments

8.1 Uploading to ECTARC Student Portal

When you have completed an assignment, you must upload it to the ECTARC Student Portal for marking (login details provided upon enrolment). You can complete your assignment on a word document and save it as a Word file or PDF file (PDF is preferred) on your computer. If you like to hand write your assignments, you can do this and then scan the documents to a PDF format (please make sure that the document scanned has come out clear on the PDF).

When you upload an assignment your Training and Development Officer will receive a notification that you have uploaded a document and that it is ready for marking.

Assignments must be accompanied by a completed pink *Record of Assessment* and *On-the Job Third Party Report*. Assignments will not be marked if these forms are not uploaded.

Note: For more information on how to upload an assignment to the ECTARC Student Portal, please see the '*ECTARC Student Portal Instruction Handbook*' on your thumbdrive.

Confirmation that your assignment has been received will be entered on the ECTARC Student Portal.

8.2 Submitting Assignments by Email (*for students who have applied for special consideration only*)

If for any reason you unable to upload your assignment to the ECTARC Student Portal, you may apply in writing to ECTARC Management for special consideration to submit by email. If approved, assignments must be emailed directly to your Training and Development Officer.

Note: ECTARC cannot guarantee the confidentiality or security of any information transmitted by email.

9.0 Results

Marked assessment tasks will be uploaded to the ECTARC Student Portal for you to access. You will receive an email every time an assessment has been marked and uploaded. Assessment results for written work and on-the-job evaluation are not graded. Your assessment results will be recorded as either:

Satisfactory

To be assessed as Satisfactory, you will need to complete all parts and questions in the assessment, providing sufficient evidence of your knowledge, understanding and skills to a standard that consistently demonstrates the requirements of the unit.

NYS - Not Yet Satisfactory

A Not Yet Satisfactory result means that there may be certain elements or performance criteria that you have

not yet demonstrated. Your Training and Development Officer (TDO) will identify the area(s) for you and provide guidance and support as to what is required for you to achieve competence.

If you do not keep up the expected standard after being assessed as competent for a unit, your TDO can, in consultation with you, reverse the assessment after you have received an alert.

At any time throughout your study program you can request a progression transcript from ECTARC.

Note: ECTARC can re-assess you on a unit of competency up to a maximum of three (3) times. Should you be deemed Not Yet Satisfactory for a third time you will be required to re-enrol in that unit (see fee schedule for costs).

C- Competent

Once all requirements of a unit have been met, it will then be deemed as competent.

For each unit of competency, you must successfully complete:

- Written Assessment task
- On the Job Third Party Report
- Practical Assessment (by ECTARC Assessor in the workplace)
- Practicum hours
- Any practicum hours relevant to each unit

9.1 Assignment Feedback

On enrolment, you will be allocated an ECTARC TDO for the duration of your program. This TDO will be responsible for all your marking, however, it may be necessary for a different TDO to mark your work on occasions.

Should you ever feel dissatisfied with the assessment of, or comment on your work, or that you have not been given sufficient feedback, do not hesitate to contact your TDO and explain your concerns.

From time to time you may be asked to resubmit an assessment task. This may be because you have misinterpreted the question or the instructions, left out part of the question or not provided sufficient information/evidence. Your TDO will return your work to you with comments on how to improve it.

ECTARC welcomes any feedback about the services provided to you.

10.0 Practicum/s

As previously indicated, the *CHC30113 Certificate III in Early Childhood Education and Care*, *CHC40113 Certificate IV in School Age Education and Care*, *CHC50113 Diploma of Early Childhood Education and Care*, and *CHC50213 Diploma of School Age Education and Care*, all have work placement/practicum requirements. The required hours are set by the CHC Training Package in which ECTARC must follow. How these are completed depends on whether you currently work in a regulated education and care service or not.

If you are working paid/unpaid in a regulated education and care service you *may* be able to fulfil *most* of the practical requirements at your service. As you complete each unit of competency, you must also submit *all cover sheets* and *on-the-job third party reports*. However please note that if your workplace does not cater to all the practicum groups covered in your course, you will need to undertake a practicum in another service to be assessed.

If you do not currently work paid/unpaid in a child care service you will need to arrange to complete a practicum in a child care service. The practicum to be completed is:

CHC30113 Certificate III in Early Childhood Education and Care – 120 hours

- thirty (30) hours working with infants (i.e. Birth-2 year olds)
- thirty (30) hours working with toddlers (i.e. 2-3 year olds)
- sixty (60) hours working with preschoolers (i.e. 3-5 year olds)

CHC50113 Diploma of Early Childhood Education and Care – 240 hours

- sixty (60) hours working with infants/toddlers (i.e. Birth -2 year olds)
- sixty (60) hours working with toddlers (i.e. 2-3 year olds)
- sixty (60) hours working with preschoolers (i.e. 3-5 year olds)
- thirty (30) hours - this can be in any age group and must include a child with additional needs
- thirty (30) hours working with service management

CHC40113 Certificate IV in School Age Education and Care – 120 hours

- one hundred and twenty (120) hours working in School Age Education and Care (i.e. 6-12 year olds)

CHC50213 Diploma of School Age Education and Care – 240 hours

- one hundred and eighty (180) hours working in School Age Education and Care (i.e. 6-12 year olds)
- thirty (30) hours – this can be in any age group and must include a child with additional needs
- thirty (3) hours working with service management

IMPORTANT INFORMATION FOR ALL STUDENTS

ALL students must complete and submit to ECTARC a DETAILS OF PRACTICUM PLACEMENT form. A Student Practicum Information Handbook will not be sent out to students until the Details of Practicum Placement form is returned. If you have not received this form please contact ECTARC.

PLEASE NOTE:

If you decide to withdraw prior to completing your qualification a Statement of Attainment can only be issued for some units where work placement requirements have been met.

11.0 Issuance of Qualification

Qualifications will only be issued once all requirements of a course have been successfully completed – that is, once you have demonstrated competency in both the on-the-job and off-the-job components, including any required work placement/practicum.

Please note: all fees must be paid prior to receiving learning guides and issuance of a qualification.

Qualifications will be sent by registered mail to your home address – please ensure this is current at all times.

Should you require a Statement of Attainment or progression transcript throughout your course, please call the ECTARC office – this is provided free of charge. Once a certificate for a qualification has been issued and a replacement is required, a fee applies.

If you require a transcript for units you have completed throughout your studies, ECTARC will provide two per qualification free of charge.

12.0 Managing the Demands of Your Program of Study

One of the benefits of studying with ECTARC is that the programs are flexibly delivered. Our programs are available via distance/correspondence mode and can be supported by face-to-face workshops, tutorials, teleconferencing, telephone or online support/webinars.

Studying by distance is self-paced learning - that is, you work at a pace that best suits your lifestyle. For some this may mean the opportunity to progress through a program more quickly, while for others a slower pace may appeal. You may choose the time and place to study and remember you can continue studying with ECTARC wherever you live in Australia.

12.1 Student/Client Advice and Support

The support offered by ECTARC includes options in learning, guidance offered by Training and Development Officers (TDOs), telephone/email support, training needs analysis (study plans, etc), information on the ECTARC website and Recognition of Prior Learning (RPL) assessments.

As you are working through the learning support materials, if you:

- come across a section you don't understand or find confusing
- do not know whether you are on the right track with an assessment task
- need further information on where additional resources can be found
- want to clarify the unit expectations and requirements

do not hesitate to telephone, email, or send your TDO an email explaining your concerns and we will endeavour to support you appropriately and promptly.

If, at any time throughout your program of study you are interested in taking part in workshop /tutorial/teleconference, contact ECTARC for further details.

12.2 Study Strategies

Studying by distance can be difficult; however implementing some simple strategies such as those listed below can assist you.

- Set regular study times - study when you are most alert and have realistic expectations as to when and for how long you think you will be able to study.
- Minimise distractions e.g. close doors, turn on the answering machine.
- While reading through materials use a highlighter for information or take notes for future reference.
- Each unit has a suggested study time so attempt to be guided by this not daunted.
- Take your individual desired breaks during study as everyone has different concentration spans.
- Contact ECTARC by email and phone support for clarification as you study.
- Read through the learning guides carefully – access other resources to enhance your learning experience.

13.0 Withdrawing or Taking a Break From Your Studies

If you wish to withdraw or take a break from your study program you must notify ECTARC in writing.

If you wish to take a break, please explain in your letter or email (info@ectarc.com.au) the reason and how long you wish to suspend your studies. Please note, student records can only be suspended for 12 months. Students must contact ECTARC before the 12 month period is over to notify whether they wish to continue with their studies or withdraw. If no notification has been received then student records become inactive. To reactivate a student record the person is required to re-enrol, pay an enrolment fee and pay the current fees.

Please note, as per the *ECTARC Refund Policy*, a refund will be given if program units are returned unopened within 30 days from date of purchase.

14.0 Change of Details

It is your responsibility to immediately notify ECTARC of any personal contact detail changes, e.g. address, telephone number, so we can advise you of any important changes to the program. If you change your name, ECTARC requires proof of this (e.g. copy of a marriage certificate), which will be kept in your file.

Appendix 1 – The CHC Community Services Training Package

The *CHC Community Services Training Package* is a suite of qualifications that provide a comprehensive package of training to meet the needs of the education and care sector. The training package is accredited nationally and therefore allows graduates to apply for work throughout Australia.

All ECTARC vocational training programs are based on national industry competency standards.

Each qualification consists of a group of individual units of competency. Each unit contains *elements*, *performance evidence*, and *knowledge evidence*:

- a unit of competency is a key work outcome or competency
- an element fully describes the unit of competency
- performance criteria specify the work activities and level of performance required
- performance and knowledge details specify knowledge and tasks that must be achieved

Listed below are the units for each of the CHC Community Services programs that ECTARC offers. For information on upgrade programs contact ECTARC on (02) 4223 1111 or email info@ectarc.com.au.

Practicum

Details regarding the practicum requirements for each program can be found in the Practicum section of this handbook.

First Aid

All students completing an education and care qualification are required to complete the following first aid unit with an approved first aid provider (*please ensure that the course you complete has the following code as other codes **are not** acceptable*):

HLTAID004 Provide an emergency first aid response in an education and care setting.

Please note: The First Aid certificate must be current on completion of the program.

CHC30113 Certificate III in Early Childhood Education and Care

The *CHC30113 Certificate III in Early Childhood Education and Care* consists of the following units (in the suggested order of completion):

	Unit Code	Unit Name
1	CHCECE002	Ensure the health and safety of children
2	CHCECE003	Provide care for children
3	CHCECE004	Promote and provide healthy food and drinks
4	CHCECE005	Provide care for babies and toddlers
5	CHCLEG001	Work legally and ethically
6	CHCECE001	Develop cultural competence
7	CHCECE007	Develop positive and respectful relationships with children
8	CHCECE009	Use an approved learning framework to guide practice
9	CHCECE010	Support the holistic development of children in early childhood
10	CHCECE011	Provide experiences to support children's play and learning
11	CHCECE013	Use information about children to inform practice
12	CHCPRT001	Identify and respond to children and young people at risk
13	HLTAID004	Provide an emergency first aid response in an education and care setting
14	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
15	HLTWHS001	Participate in workplace health and safety

Electives A total of **Three (3) Elective Units** must be completed. *Please refer to Course Guide or contact ECTARC*

CHC50113 Diploma of Early Childhood Education and Care

The *CHC50113 Diploma of Early Childhood Education and Care* consists of the following units (in the suggested order of completion):

Unit Code	Unit Name
1 CHCECE002	Ensure the health and safety of children
2 CHCECE003	Provide care for children
3 CHCECE004	Promote and provide healthy food and drinks
4 CHCECE005	Provide care for babies and toddlers
5 CHCLEG001	Work legally and ethically
6 CHCECE001	Develop cultural competence
7 CHCECE007	Develop positive and respectful relationships with children
8 CHCECE009	Use an approved learning framework to guide practice
9 CHCECE016	Establish and maintain a safe and healthy environment for children
10 CHCECE017	Foster the holistic development and wellbeing of the child in early childhood
11 CHCECE018	Nurture creativity in children
12 CHCECE019	Facilitate compliance in an education and care service
13 CHCECE020	Establish and implement plans for developing cooperative behaviour
14 CHCECE021	Implement strategies for the inclusion of all children
15 CHCECE022	Promote children's agency
16 CHCECE023	Analyse information to inform learning
17 CHCECE024	Design and implement the curriculum to foster children's learning and development
18 CHCECE025	Embed sustainable practices in service operations
19 CHCECE026	Work in partnership with families to provide appropriate education and care for children
20 CHCPRT001	Identify and respond to children and young people at risk
21 HLTAID004	Provide an emergency first aid response in an education and care setting
22 CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
23 HLTWHS003	Maintain work health and safety

Electives A total of **Five (5) Elective Units** must be completed. *Please refer to Course Guide or contact ECTARC*

CHC40113 Certificate IV in School Age Education and Care

The *CHC40113 Certificate IV in School Age Education and Care* consists of the following units (in the suggested order of completion):

Unit Code	Unit Name
1 CHCECE002	Ensure the health and safety of children
2 CHCECE004	Promote and provide healthy food and drinks
3 CHCLEG001	Work legally and ethically
4 CHCECE001	Develop cultural competence
5 CHCECE009	Use an approved learning framework to guide practice
6 CHCECE011	Provide experiences to support children's play and learning
7 CHCPRT001	Identify and respond to children and young people at risk
8 CHCSAC001	Support children to participate in school age care
9 CHCSAC002	Develop and implement play and leisure experiences in school age care

10	CHCSAC003	Work collaboratively and respectfully with children in school age care
11	CHCSAC004	Support the holistic development of children in school age care
12	HLTAID004	Provide an emergency first aid response in an education and care setting
13	CHCDIV001	Work with diverse people
14	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
15	HLTWHS001	Participate in workplace health and safety

Electives A total of **Four (4) Elective Units** must be completed. *Please refer to Course Guide or contact ECTARC*

CHC50213 Diploma of School Age Education and Care

The *CHC50213 Diploma of School Age Education and Care* consists of the following units (in the suggested order of completion):

	Unit Code	Unit Name
1	CHCECE001	Develop cultural competence
2	CHCECE004	Promote and provide healthy food and drinks
3	CHCECE009	Use an approved learning framework to guide practice
4	CHCECE011	Provide experiences to support children's play and learning
5	CHCECE016	Establish and maintain a safe and healthy environment for children
6	CHCECE018	Nurture creativity in children
7	CHCECE019	Facilitate compliance in an education and care service
8	CHCECE020	Establish and implement plans for developing cooperative behaviour
9	CHCECE021	Implement strategies for the inclusion of all children
10	CHCECE024	Design and implement the curriculum to foster children's learning and development
11	CHCECE026	Work in partnership with families to provide appropriate education and care for children
12	CHCPRT001	Identify and respond to children and young people at risk
13	CHCSAC001	Support children to participate in school age care
14	CHCSAC002	Develop and implement play and leisure experiences in school age care
15	CHCSAC003	Work collaboratively and respectfully with children in school age care
16	CHCSAC005	Foster the holistic development and wellbeing of the child in school age care
17	HLTAID004	Provide an emergency first aid response in an education and care setting
18	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety

Electives A total of **Seven (7) Elective Units** must be completed. *Please refer to Course Guide or contact ECTARC.*

BSB42015 Certificate IV in Leadership and Management

The *BSB42015 Certificate IV in Leadership and Management* consists of the following units (in the suggested order of completion):

	Unit Code	Unit Name
1	BSBLDR401	Communicate effectively as a workplace leader
2	BSBLDR402	Lead effective workplace relationships
3	BSBLDR403	Lead team effectiveness
4	BSBMGT402	Implement operational plan
5	BSBFIA402	Report on financial activity
6	BSBMGT403	Implement continuous improvement

- | | | |
|----|-----------|--|
| 7 | BSBWHS401 | Implement and monitor WHS policies, procedures and programs to meet legislative requirements |
| 8 | TAEDEL404 | Mentor in the workplace |
| 9 | BSBCMM401 | Make a presentation |
| 10 | BSBLED401 | Develop teams and individuals |
| 11 | BSBMGT401 | Show leadership in the workplace |
| 12 | BSBPMG522 | Undertake project work |

Appendix 2 – Complaints Handling Procedure

ECTARC is committed to providing a complaints handling procedure that ensures all complaints are dealt with:

- promptly and efficiently
- in a fair and equitable manner
- so as to respect confidentiality and maintain impartiality

Definition

A complaint is a statement or approach by a client or member of the community to an ECTARC staff member that may relate to:

- harassment or discrimination
- interpersonal conflict
- a lack of communication
- difficulties concerning allocation, interpretation or application of workload (e.g. assignments, practicum/s), procedures or policies

In line with its quality improvement philosophy and the Community Services (Complaints, Reviews and Monitoring) Act 1993 No. 2; ECTARC recognises the need for clear guidelines and procedures for handling complaints.

Our employees, students and the community need to be reassured that their complaints/concerns will be dealt with:

- promptly and efficiently
- in a fair and equitable manner
- so as to respect confidentiality and ensure impartiality is maintained
- so that parties are informed regularly of action being taken/progress
- in a manner whereby follow up checks are made at a later date to review the appropriateness of solutions reached
- so that documented records are maintained

The Informal Process

Ideally, complaints should be resolved as simply as possible at the level where it has occurred.

Complaints can be raised:

- in person
- in writing
- by telephone
- by email

An empathetic ECTARC Training and Development Officer will listen to your complaint, and if possible/appropriate, resolve the issue promptly at the local level. If you are satisfied with the response and/or follow-up action(s), no further steps will need to be undertaken. If the informal approach is considered by either party to be inadequate/inappropriate the formal approach should be undertaken.

Where a student feels that an issue needs to be addressed further by an external organisation they can contact the National Training Complaints Hotline. The hotline will not investigate complaints but will forward complaints to the most appropriate agency, authority or jurisdiction for consideration. Complaints can be registered with the National Training Complaints Hotline by **Phone:** 13 38 73, Monday – Friday, 8 am to 6pm nationally or via email skilling@education.gov.au.

The Formal Process

Step 1

Notify ECTARC in writing providing details of the complaint.

Step 2

The ECTARC Officer handling the complaint will record the details on a *Complaints Handling Form*:

- accurately
- in your own words
- and seek to identify the preferred outcome(s)

You will have the opportunity to check the details of the report for accuracy and be provided with a copy for your records.

Step 3

A copy of the report will be provided to the person(s) named in the matter and the ECTARC manager. (*The name of the complainant can be withheld if requested or deemed to be appropriate*).

Usually, an interview will be conducted to explain the issues. The person(s) named will be allowed time to seek advice on the matter before responding to the complaint.

Step 4

With your consent, both parties (or their representatives) will then be called together (in person or via teleconferencing) at a mutually convenient location/time, in an attempt to resolve the issue(s) and reach an agreement.

At any meeting conducted to investigate a complaint, you (the complainant) may elect to have an observer present. Note: an observer is not an active participant.

Step 5

Details of the agreement will be recorded on the *Complaints Handling Form*. Implementation and subsequent review dates will be discussed and recorded.

If an agreement is not reached within an agreed timeframe, the matter will be referred to the relevant agency to arbitrate.

Note: As a complainant, you have the right to receive assistance at any time during this process. You may choose to have a representative from an external agency to provide advice, support and/or advocacy, such as:

- the Anti-Discrimination Board
- a Union
- the Privacy Commission
- Department of Education and Communities

All matters will be responded to without prejudice and within the specified time frames – usually five to ten (5-10) working days.

To ensure confidentiality, employees, students or members of the community raising a complaint are advised to discuss the matter only with the person(s) directly involved.

In more serious or complex matters, or where the representatives are unable to resolve the complaint to the mutual satisfaction of the parties, either party shall have the right to pursue the resolution of the complaint further. In these circumstances, the complaint will be referred to the CEO and the IACC Board of Management.

Appendix 3 – Academic Misconduct

a) Plagiarism

A student plagiarises if he or she gives the impression that the ideas, words or work of another person are the ideas, words or work of the student. Plagiarism will include:

(i) copying any material from books, journals, study notes or tapes, the Web, the work of other students, or any other source without indicating this by quotation marks, by indentation, italics or spacing and without acknowledging that source, or

(ii) rephrasing ideas from books, journals, study notes or tapes, the Web, the work of other students, or any other source without acknowledging the source of those ideas.

Plagiarism is to be distinguished from inadequate and/or inappropriate attempts to acknowledge the words, works or ideas of someone else.

Plagiarism includes, but is not limited to:

- copying unacknowledged passages from textbooks
- reusing in whole or in part the work of another student
- obtaining materials from the Web and submitting them, modified or otherwise, as one's own work
- submitting work which is derived in whole or in part from the work of another person but which has been changed in superficial respects possibly by mechanical means

b) Cheating

A student cheats if he or she does not abide by the conditions set for a particular learning experience, item of assessment or examination.

Cheating includes, but is not limited to:

- falsifying data obtained from experiments, surveys, or similar activities
- making changes to an assignment that has been marked then returning it for re-marking claiming that it was not correctly marked

c) Collusion

A student colludes when he or she works without permission with another person or persons to produce work which is then presented as work completed independently by the student.

Collusion includes, but is not limited to:

- writing the whole or part of an assignment with another person
- using the notes of another person to prepare an assignment
- using for an assignment the resource materials of another person that have been annotated or parts of the text highlighted or underlined by that person
- allowing another student, who has to submit an assignment on the same topic, access to one's own assignment under conditions which would give that other student an advantage in submitting his or her assignment

d) Falsifying Records

A student is falsifying records if he or she provides false interpretation of results of study with ECTARC.

ECTARC reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct (e.g. plagiarism, cheating, collusion, or falsifying records).

ECTARC also reserves the right to ask a student to leave a face-to-face training session if a dysfunctional or disruptive behaviour is displayed.

Appendix 4 – Learning Guide Terminology

Case Studies

Are found throughout the learning guides. They provide ‘real life’ examples to complement the learning materials.

Competency Standards

Outline the skills required to work in a job or occupation, the variables that need to be considered and the conditions of assessment.

Department of Education

The Australian Government Department of Education is responsible for national policies and programmes that help Australians access quality and affordable child care; early childhood education, school education, post-school, higher education, international education and academic research.

Department of Employment

The Australian Government Department of Employment is responsible for national policies and programmes that help Australians find and keep employment and work in safe, fair and productive workplaces.

Elements

Elements identify the particular skills needed to achieve a unit of competency (e.g. ‘create opportunities for children to develop a wider range of physical skills’).

Evidence of Competence

Each learning guide clearly explains the skills you need to display, the knowledge you need and the conditions under which you should demonstrate your abilities. This is the ‘evidence’ that proves you are competent.

- **Direct Evidence** refers to practical demonstrations i.e. your behaviour and actions in the workplace. This must be verified by a qualified workplace supervisor/colleague and then submitted to ECTARC.
- **Indirect Evidence** is everything other than practical demonstrations e.g. Reflective practice exercises, written and practical assignments etc. The learning guides clearly specify the types of indirect evidence that you must provide. These types of evidence must also be submitted to ECTARC.

Facilitator (also referred to as Training and Development Officer (TDO))

A facilitator (or TDO) is the person appointed by ECTARC to assist you with your learning. Facilitators offer feedback, mark your assignments and assess your ability to meet the competencies.

Learning Guide

Each learning guide is based on a unit of competency and assists your learning by providing information, activities, case studies and assessment tasks.

Off-the-Job Assessments/Activities

Also referred to as ‘indirect evidence’. These are assessments and activities that are completed outside of the workplace. They may consist of written assignments, research, practical assessment tasks and role-plays.

On-the-Job Assessments/Activities

Also referred to as ‘direct evidence’. These are activities and assessments that are undertaken in the workplace. Your skills are verified against performance criteria by a qualified workplace supervisor or colleague.

Performance Criteria

Performance criteria’s describe the specific tasks that you need to perform to prove that you are competent in an element.

Practical Assessment Tasks

A unit may include a practical assessment task. These are tasks that usually must be observed by an ECTARC TDO. You may be given the option to film yourself completing this task and submit this to ECTARC, however please ensure you have written permission from the service and parent/carer of any children that may be in the video (please use an ECTARC *Permission to Observe Form* and submit this with your film). We also recommend once you have submitted this to ECTARC and you have confirmed we have received it that you delete this from your camera/phone to ensure confidentiality. Any videos taken must ONLY be used for the purpose of your practical task and must not be shown to a third party.

Practical Assessment Visits

Each unit will need to be assessed on the job by an ECTARC Training and Development Officer through a practical assessment visit. A 'Student Practical Assessment Guide' will be provided to you on your thumbdrive (provided on enrolment) with more information about this.

Practicum

Practicum is organised to provide you with the opportunity to practice skills and display competence in an early childhood service with different age groups.

Recognition of Prior Learning (RPL)

If you feel you already possess the skills required to meet a unit of competency and can provide evidence of this contact ECTARC and you may be able to receive recognition for this, meaning you will not have to complete the assessments set in the learning guide.

Reflective Practice Exercise

These exercises ask you to think about what you have done in the workplace (to reflect on your practice), to consider the impact of your actions and assess how they could be improved. These must be submitted to ECTARC for marking.

Registered Training Organisation (RTO)

ECTARC is a registered training organisation. This means that ECTARC is approved by the state authorities to deliver training, conduct assessment and issue nationally recognised qualifications. Not all training organisations have RTO status.

Unit

A learning guide is often referred to as a unit - this is because each learning guide is based on a unit of competency. A unit is a particular skill (e.g. 'Provide care for children'), which is broken down into parts that can be measured (elements, performance criteria and performance and knowledge evidence).

Workplace Supervisor

A workplace supervisor is a qualified person within your workplace/practicum placement, who supervises your activities and verifies that you are satisfactorily meeting workplace requirements.

Written Assessment

Written assessments come in different forms. You may be required to do some research, or describe how you would behave in a certain situation or record examples of what you have done. Written assessments must be submitted to ECTARC for marking. They are designed to assess your skills, knowledge, attributes and values.

Frequently Asked Questions

How long does it take to have an assessment task marked?

Answer

Once an assessment task is received, you can expect that it will be marked and uploaded on the Student Portal within four weeks. If you have not received your marked assessment task within 4 weeks, please contact the ECTARC office with details of when the assessment task was uploaded and which unit it was from.

I have finished my last unit, when will I receive my qualification?

Answer

Once your last completed assignment/s is received at ECTARC, there is a four week turnaround period for marking of the assignments. Once the assignments are marked and all documentation completed, a Certificate/Statement of Attainment is issued. The processing of a Certificate/Statement of Attainment takes 14 days.

IMPORTANT NOTE: Don't save the assignments/assessment tasks from 4 or 5 units and submit a large number all at once. Submit assignments/assessment tasks as soon as they are completed. Submitting only one final unit's assignment/assessment task/s can reduce the time it takes to complete marking and issue a qualification.

Can I order units over the telephone?

Answer

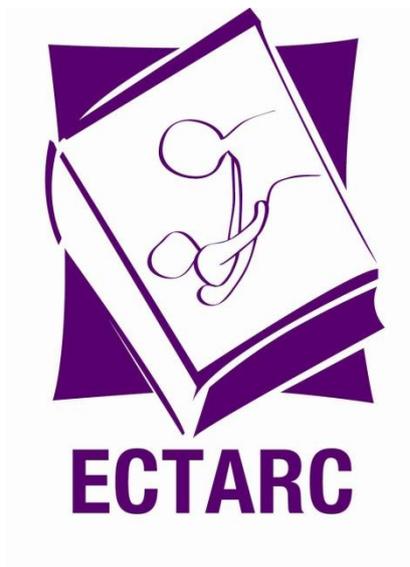
Yes, units can be ordered and purchased over the telephone with a credit card. Please call 02 4223 1111 to place an order. Units can also be purchased on the ECTARC website www.ectarc.com.au through the *Unit Purchasing Portal*. It can take up to 10 working days for units to be sent once payment has been received.

Can I do my practicum at the place where I work? And what happens if I don't have all of the ages there?

Answer

Yes, you can complete your practicum at any regulated education and care service, so long as there is a qualified Workplace Supervisor (who holds a Children's Services/Early Childhood Education and Care Diploma qualification or above) to supervise and mentor you. This can be voluntary, casual or permanent work.

If the required age groups are not at the service you are at, you will need to access another service (of your choice) to complete the required hours for that particular age group.



Early Childhood Training and Resource Centre

NSW	Telephone	02 4223 1111
	Facsimile	02 4223 1160
QLD	Telephone	07 3345 8272
	Facsimile	07 3345 3739

Free call throughout Australia

1800 678 336

Email

New South Wales: info@ectarc.com.au

Queensland: qld.ectarc@bigpond.com

Website

www.ectarc.com.au

Correspondence to

Unit 2 / 210 Shellharbour Road
Warrawong NSW 2502