ectarc

EARLY CHILDHOOD
EDUCATION SERVICES & TRAINING

ECTARC
Fee for Service
Student
Information
Handbook

Enriching futures together

Contents

Welcome to ECTARC

About this Handbook

This handbook contains useful information that applies to your program of study, so please read it carefully and keep it available 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 ECTARC.

1.0   Background

ECTARC is a community owned, not-for-profit registered training organisation that specialises in early childhood training and professional development. RTO Code: 90331. ECTARC 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
- 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 VET Quality Framework, including the Standards for Registered Training Organisations (RTOs) 2015.

1.1   Privacy Policy

ECTARC is committed to handling your personal information in accordance with the *Privacy Act 1988.* All records are managed securely and confidentially and are available for student/client perusal upon request. A copy of ECTARC's *Privacy Policy* is available on the ECTARC website www.ectarc.com.au

1.2   Access and Equity Policy

ECTARC staff are 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. A copy of ECTARC's *Code of Practice* is available on the ECTARC website www.ectarc.com.au

Under the relevant Commonwealth legislation, ECTARC will make reasonable adjustments for people with individual 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, customising to students' specific needs, where required
- ECTARC has policies and procedures to ensure all students receive appropriate welfare and guidance

throughout their program.

ECTARC is 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 in line with the requirements of the applicable Training Package to facilitate equitable participation for all students. The inclusion policy will be reflected in delivery design, monitoring and evaluation.

Aspects to be reviewed include:

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

Reasonable adjustments may include:

- adjusting the sequence of units
- extending the program duration (where appropriate) – please note extension fees apply
- providing mixed mode delivery
- customisation of training and assessment.

1.3 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 additional needs and provision for special cultural and religious needs (where applicable). All efforts are made to offer flexibility of assessment to support students to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution. ECTARC also maintains a list of support services that students can access in different regions. Please contact ECTARC or visit www.ectarc.com.au for further details.

Financial assistance

Some of ECTARC's Education and Care qualifications are Centrelink approved. For more information, please phone Centrelink on 13 24 90. Please note: Centrelink completes checks on student progress. ECTARC provides information to Centrelink on request about a students' progression, however has no responsibility for ensuring students meet Centrelink requirements, or any requirements to re-pay money where students are not fulfilling their requirements.

1.4 Foundation Skills Questionnaire

Students are required to complete a Foundation Skills Questionnaire as part of their enrolment application to assist ECTARC in determining if the qualification is suitable for their skills and needs and if further support is needed 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 Training and Development Officer (TDO). This support can be provided through an online training session, additional mentoring support or a visit to the workplace (where possible). If required, additional Foundation Skills training must be completed externally by attending another RTO. This is at the cost of the student.

Where ECTARC feels a student would benefit from a different mode of delivery (e.g. face-to-face), an ECTARC TDO will speak to the student and the enrolment fee will be refunded in full.

1.5   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. For further information please refer to the ECTARC website www.ectarc.com.au

The Appeals Procedure

If at any time you wish to query your assessment outcome, you must notify ECTARC in writing, adequately identifying and providing details of the query. Once the information is received, a panel of no less than three ECTARC TDOs will convene 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.

1.6   Work Health and Safety

ECTARC is required by law to provide a safe learning environment through meeting relevant Work Health and Safety standards. In the interests of work 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. Whilst on unpaid practicum, a student is covered by ECTARC's Insurance Policy.

1.7   Code of 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 and quality work
- conduct themselves in a manner which will promote cooperation and teamwork
- 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 uphold 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 free environments
- attendance under the influence of alcohol or drugs is unacceptable
- littering is not permitted
- compliance with safety regulations is compulsory
- bullying, intimidations and/or the use of physical and/or verbal aggression will not be tolerated.

Students have the right to:

- a program of study which meets current industry standards and accreditation requirements
- receive 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 from 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 resources and assessment tools
- manage their own learning
- complete all required assessments honestly, without cheating or plagiarism
- behave in a non-discriminatory/non-harassing manner
- follow normal workplace health and safety procedures.

1.8   Student Feedback

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

2.0   Training Program Information

2.1   General Information

ECTARC currently offers the following qualifications:

- *CHC30121 Certificate III in Early Childhood Education and Care*
- *CHC50121 Diploma of Early Childhood Education and Care*
- *CHC40113 Certificate IV in School Age Education and Care*
- *CHC50213 Diploma of School Age Education and Care*
- *BSB40520 Certificate IV in Leadership and Management.*

Mapping and bridging are also available to upgrade from superseded qualifications, including the CHC30113 Certificate III in Early Childhood Education and Care and the CHC50113 Diploma of Early Childhood Education and Care.

For further information regarding these programs, please refer to *Appendix 1 – Qualification Information,* visit www.ectarc.com.au or contact ECTARC.

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

- interactions with children
- administration and legal requirements
- 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.

2.2 Fees and Charges

2.2.1 Enrolment Fee

All programs incur an enrolment fee which is reviewed annually. See the ECTARC *Fee Schedule* available on the ECTARC website www.ectarc.com.au

2.2.2 Cost per Program Unit

Program fees are detailed in the ECTARC *Fee Schedule* available on the ECTARC website www.ectarc.com.au. 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. 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. Fee increases will be applied to all students from the date they are introduced.

ECTARC students are permitted to pay no more than $1,000 prior to commencement of the program or $1,500 throughout the program. Where an amount greater than this is paid, the student will be contacted and refunded the difference. Where a third party is paying for the program, this amount may be increased with the approval of the CEO. Where fees increase throughout the duration of the program, the third party will receive an invoice for the increased amount.

The number of units to complete may vary if a student receives Credit Transfer (CT) or Recognition of Prior Learning (RPL) is available for eligible students – please refer to the *Recognition Pathways* section for further information, or speak to an ECTARC Training and Development Officer.

2.2.3 Refund Policy

The enrolment fee is non-refundable, except where the student withdraws their application within the 14-day cooling off period, or they do not satisfy the enrolment criteria, in which case it is refunded in full. If a student is accepted by ECTARC and then elects not to participate in the course after the cooling off period, then the enrolment fee is non-refundable.

ECTARC offers refunds on fees paid in the following circumstances:

- within 10 business days of purchase – cost of the unit less a 20% administration fee
- where a student has overpaid the enrolment fee/unit charges – full refund of the difference
- where a course 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 and approval of the request. Please email info@ectarc.com.au to apply for a refund and state the reasons you wish to receive a refund. For more information on refunds please see *Fee & Refund Policy* at www.ectarc.com.au/training/about/policies

2.2.4 Course Extension Fees

Extension fees apply for fee for service students who do not complete their qualification within the required time frame and wish to extend their course. Please refer to the ECTARC *Fee Schedule* at www.ectarc.com.au for the extension fee structure. [These fees **do not apply** to ECTARC trainees and apprentices. Please note: any student who is under a government contract must seek advice from ECTARC and their employer should they feel they will not complete by their end date. An extension must be applied for through Training Services NSW]. A request for an extension must be made **prior** to the end date and will commence the day after the original end date. Payment for the extension must be made prior to its approval.

3.0   Recognition Pathways

You may be eligible for Credit Transfer or Recognition of Prior Learning in your chosen study program if:

- you have studied with another Registered Training Organisation (RTO) - *Credit Transfer*
- you have worked extensively in the education and care sector and have life/work experiences which would serve as evidence of competency in a particular unit *- Recognition of Prior Learning (RPL).*

3.1   Credit Transfer

Credit Transfer may be granted if you have completed a unit of competency in a previous qualification. To be granted Credit Transfer, ECTARC requires evidence of successful completion of the unit. A student must provide ECTARC with a copy of their Statement of Attainment **OR** their academic transcript on enrolment. This will be verified through the USI Portal or by ECTARC contacting the issuing RTO to verify the transcript or Statement of Attainment. Once this evidence is verified, Credit Transfer will be granted for the relevant unit/s.

3.2   Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process where candidates provide evidence of previous experience to demonstrate that they hold the required skills and knowledge of one or more units of competency. Previous experience may include (but is not limited to) paid or voluntary work, life experience, professional development or formal qualifications.

RPL is suited to candidates who have demonstrated experience in an education and care service or equivalent. For those wishing to apply for RPL for a full qualification, ECTARC recommends experience of a minimum of 5 years, working in a variety of roles within an education and care service.

Evidence to demonstrate competence against a unit of competency may include:

- **Competency Conversation:** an ECTARC TDO will discuss with the candidate their previous experience to determine the extent of their skills and knowledge for each unit of competency.

- **Practical Assessment:** an ECTARC TDO will observe the candidate in the workplace to ensure that they are performing the practical skills required in a unit of competency.

- **Portfolio:** the candidate provides a portfolio of evidence of previous experiences, such as testimonials, copies of previous qualifications, statements of participation in professional development, photographs and examples of their work.

Please visit www.ectarc.com.au or contact ECTARC for more information about RPL.

Payments for RPL are paid prior to the commencement of each unit. Please see the ECTARC Fee Schedule for more information.

4.0   ECTARC Study Programs

ECTARC offers the following nationally recognised vocational training programs:

Qualification	Funded	Traineeship
CHC30121 Certificate III in Early Childhood Education and Care	NSW Queensland	NSW ACT Queensland
CHC40113 Certificate IV in School Age Education and Care	NSW	NSW ACT

CHC50121 Diploma of Early Childhood Education and Care	NSW Queensland	NSW ACT Queensland *(Apprenticeship)*
CHC50213 Diploma of School Age Education and Care	NSW Queensland	NSW ACT Queensland
BSB40520 Certificate IV in Leadership and Management	NSW	

4.1   University Advanced Standing

ECTARC's qualifications are nationally recognised. Universities offer 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:

- *CHC30121 Certificate III in Early Childhood Education and Care* – **2 years** (17 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)
- *CHC50121 Diploma of Early Childhood Education and Care* – **2 years** (15 units over 24 months)
- *BSB40520 Certificate IV in Leadership and Management* – **2 years** (12 units over 24 months).
- Statement of Attainment – **6 months** (1 unit).

Should you require more time please contact your TDO stating your anticipated end date and reason for the request. Note: extension fees apply (refer to the ECTARC *Fee Schedule* for extension fee structure).

Please note: if you are receiving Centrelink payments based on your studies you must complete one unit every 3 weeks to be considered full-time.

5.0   ECTARC Student Portals

Once enrolled, you will have access to both the ECTARC Student Management Portal and the ECTARC Training Portal.

5.1   The ECTARC Student Management Portal

The ECTARC Student Management Portal gives you access to their personal information and student records at any time.

The ECTARC Student Management Portal allows you to:

- Review your progress and assessment results
- View assessment due dates
- Update personal contact details
- Send/receive messages to/from your TDO
- Download additional course resources.

5.2   The ECTARC Training Portal

The ECTARC Training Portal gives you access to your learning resources and assessments.

The ECTARC Training Portal allows you to:

- Access, download and print the learning resources
- Access and submit assessments
- View assessment results and feedback
- Access unit specific resources at any time.

All students will have 14 days access to the ECTARC Training Portal after their course completion date to download content and any completed assessments for future reference. To download completed assessments, go to the relevant unit and click on the ASSIGNMENTS link to view your assessment tasks. Click on the assessment task you wish to copy and then right click on your mouse and choose the PRINT function. Change the destination from your printer to the PDF setting and click SAVE. If you have any questions regarding the saving of your online content, please call 02 4223 1111.

If you require access after this period, charges apply. Please see the ECTARC *Fee Schedule* at www.ectarc.com.au for associated costs.

6.0 Learning Resources

Each qualification consists of a series of units, each of which has its own learning resources. The learning resources capture best practice and the essential skills and knowledge required by the education and care sector. You will be inspired by the colourful layout and visuals which bring the content to life. The learning resources are designed with real life scenarios and meaningful practical tasks to reinforce knowledge and encourage in-depth reflection.

They include:
- an introduction/overview of the unit
- information to support each element of the unit of competency
- video clips
- website links
- quotes and images
- scenarios
- activities to support learning.

Activities are self-assessed, meaning that the answers are provided for you. These do not have to be submitted to ECTARC.

7.0 Assessment

Assessments may be a combination of written assessment tasks, simulations, practical assessment/observation in the workplace, and practical assessment tasks. Each individual unit contains *Learner Assessment Instructions* which are provided on the ECTARC Training Portal. These instructions contain general information and guidance about how and when assessments will occur and what you must do to satisfactorily complete each assessment task.

Assessment for each unit also includes a *Third Party Report* which outlines a set of observable skills and abilities that an early childhood educator must perform for that unit of competency. This **must** be submitted with each assessment task. The *Third Party Report* is completed by the student's Workplace Supervisor, a member of staff who holds a Diploma qualification, Early Childhood degree or equivalent. A copy of the Workplace Supervisor's qualification must be submitted to ECTARC for our records.

Assessments may 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. Any customisation must still ensure the integrity of the unit and that all requirements have been met.

7.1   Assessment Requirements

Students enrolled in a qualification must submit an assessment task within a six (6) month period or their enrolment will be made inactive. ECTARC will contact the student by phone and email to determine their intentions to continue with their studies. If ECTARC cannot contact the student and does not receive an assignment within three months of these attempts the student will be withdrawn from the qualification. 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 under the National Quality Framework or meet the requirements of Centrelink.*

7.2   Submitting Assessments

Assessments are completed and submitted on the ECTARC Training Portal. Your assessments will be marked and feedback given to support your learning and progress.

IMPORTANT: the *Third Party Report* must be completed, signed and uploaded with every assessment when submitting work for marking. Assessments will not be marked without the completed *Third Party Report.*

Completing your assessments:

- make sure you have worked through all of the learning resources before attempting the assessments for a unit
- if you have any questions, please contact your ECTARC TDO – they are there to support you.

For more information on how to submit an assessment, please see the *ECTARC Training Portal FAQ* page on the ECTARC website www.ectarc.com.au

8.0   Results

Marked assessment tasks will be available on the ECTARC Training Portal for you to access. You will receive an email every time an assessment has been marked. Assessment results are not graded, your assessment results will be recorded as:

S- Satisfactory
To be assessed as Satisfactory, you will need to successfully complete all parts of 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 is an area/s of the unit that you have not yet demonstrated. Your TDO will identify the area(s) for you and provide guidance and support as to what is required for you to achieve a Satisfactory result.

C- Competent

For each unit of competency, you must successfully complete:
- A Written Assessment task
- A Third Party Report
- Practical Assessment (by ECTARC Assessor in the workplace)
- Work placement hours (where applicable).

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

NC – Not Competent

ECTARC can assess you on a unit of competency up to a maximum of three (3) times. This means you have two chances to resubmit an assessment. Should you be deemed Not Yet Satisfactory after the third submission, you will be required to re-enrol in that unit (see the ECTARC *Fee Schedule* for charges).

Where you have been deemed Competent in a unit however do not keep up the expected standard for a unit, your TDO can, in consultation with you, reverse the assessment decision. Where ECTARC have been made aware of academic misconduct after you have been deemed Competent in a unit, that assessment judgement will also be reversed.

8.1   Assessment Feedback

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

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 identify the area(s) for you and provide guidance and support as to what is required for you to achieve a Satisfactory result.

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

9.0   Referencing

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

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.

10.0   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 2 – Academic Misconduct* for further definitions of academic misconduct. Academic misconduct can include:

- plagiarism
- cheating
- collusion
- falsifying records.

ECTARC completes random checks for academic misconduct. Where a student is found to have done any of the above they may have an assessment judgement reversed or be withdrawn from the program. Please see *Appendix 2 – Academic Misconduct.*

11.0   Work Placement Requirements

The *CHC30121 Certificate III in Early Childhood Education and Care*, *CHC40113 Certificate IV in School Age Education and Care, CHC50121 Diploma of Early Childhood Education and Care*, and *CHC50213 Diploma of School Age Education and Care* all contain units that have Work Placement requirements. The requirements of each qualification 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.

All students completing the below qualifications are required to complete the following work placement hours/ practicums in one or more regulated education and care service:

CHC30121 Certificate III in Early Childhood Education and Care – 160 hours

- forty (40) hours working with birth – 23-month-olds
- forty (40) hours working with 2-3 year-olds
- eighty (80) hours working with 3-5 year-olds.

CHC50121 Diploma of Early Childhood Education and Care – 280 hours

- forty (40) hours working with birth – 23-month-olds
- forty (40) hours working with 2-3 year-olds
- eighty (80) hours working with 3-5 year-olds
- forty (40) hours working with a child/children with additional needs (any age group)
- eighty (80) hours in service management.

CHC40113 Certificate IV in School Age Education and Care – 160 hours

- one hundred and sixty (160) hours working with school age children (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 (30) hours working with service management.

If you are working paid/unpaid in a regulated education and care service you *may* be able to fulfil *most* of the Work Placement requirements at your service. However please note, that if your workplace does not cater to all the practicum groups required in your qualification, you will need to undertake a practicum in another service to complete assessment requirements.

If you do not currently work paid/unpaid in an education and care service you will need to arrange to complete the Work Placement hours as a practicum in an education and care service.

IMPORTANT INFORMATION FOR ALL STUDENTS

On enrolment, all students are asked to provide information regarding their place of employment and the ages that they work with. If students are not currently working in a regulated education and care service in Australia, they will be required to complete practicum/s for the ages/groups they are not currently working with.

PLEASE NOTE:

If you decide to withdraw prior to completing your qualification, a Statement of Attainment can only be issued for units where all requirements have been met, including Work Placement hours and Practical Assessments.

All Work Placement hours must be completed prior to issuing a Statement of Attainment for the units listed below:

Early Childhood Education and Care Qualifications

CHCECE031 Support children's health, safety and wellbeing
CHCECE032 Nurture babies and toddlers
CHCECE033 Develop positive and respectful relationships with children
CHCECE035 Support the holistic learning and development of children
CHCECE036 Provide experiences to support children's play and learning
CHCECE042 Foster holistic early childhood learning, development and wellbeing
CHCECE048 Plan and implement children's education and care curriculum

School Age Education and Care Qualifications

CHCECE019 Facilitate compliance in an education and care services
CHCECE024 Design and implement the curriculum to foster children's learning and development
CHCSAC005 Foster the holistic development and wellbeing of the child in school aged care
CHCSAC001 Support children to participate in school age care
CHCSAC003 Work collaboratively and respectfully with children in school age care

12.0   Issuance of Qualification or Statement of Attainment

Qualifications and Statements of Attainment will only be issued once all requirements have been satisfactorily completed – that is, once you have demonstrated competency in all units of competency, including any required work placement.

Please note: all fees must be paid prior to receiving your qualification. Where fees are outstanding the qualification will be issued but withheld until all fees are paid.

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

Should you require a 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. Charges apply for Statements of Attainment if required for an individual unit of competency. Please see the ECTARC *Fee Schedule* at www.ectarc.com.au

13.0   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 offered via distance and can be supported by training sessions, phone, email, messaging through the ECTARC Training Portal and through face-to-face assessment visits.

ECTARC offers self-paced learning - that is, you work at a pace that best suits your lifestyle within your enrolment period. 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 you can continue studying with ECTARC wherever you live in Australia.

13.1 Student Support

The support offered by ECTARC includes optional real time online study sessions, pre-recorded introductions to each unit, guidance offered by 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 resources, 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 contact your TDO explaining your concerns and we will endeavour to support you appropriately and promptly.

13.2 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, put phone on silent
- Each unit has a suggested study time so attempt to be guided by this not daunted
- Take regular breaks
- Contact ECTARC for clarification as you study
- Read through the learning resources carefully – access other resources to enhance your learning experience.

14.0 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 defer your studies, please explain in your email (info@ectarc.com.au) the reason and how long you wish to defer your studies. Please note: student records can only be deferred for up to 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.

15.0 Change of Details

It is your responsibility to update 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 – Qualification Information

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 nationally recognised 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 *assessment requirements*:

• 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.

Work Placement

Details regarding the work placement requirements for each program can be found in the *Work Placement Requirements* 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):*

HLTAID012 Provide First Aid in an education and care setting
Please note: The First Aid certificate must be current on completion of the program.

CHC30121 Certificate III in Early Childhood Education and Care

The *CHC30121 Certificate III in Early Childhood Education and Care* consists of the following units:

	Unit Code	Unit Name
1	HLTWHS001	Participate in workplace health and safety
2	CHCPRT001	Identify and respond to children and young people at risk
3	CHCECE055	Meet legal and ethical obligations in children's education and care
4	CHCECE056	Work effectively in children's education and care
5	CHCECE031	Support children's health, safety and wellbeing
6	CHCECE034	Use an approved learning framework to guide practice
7	CHCECE030	Support inclusion and diversity
8	CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures
9	CHCECE035	Support the holistic learning and development of children
10	CHCECE038	Observe children to inform practice
11	CHCECE033	Develop positive and respectful relationships with children
12	CHCECE032	Nurture babies and toddlers
13	CHCECE036	Provide experiences to support children's play and learning
14	CHCECE037	Support children to connect with the natural environment
15	HLTAID012	Provide First Aid in an education and care setting

Electives — A total of **Two (2) Elective Units** must be completed. *Please refer to Course Guide or contact ECTARC.*

CHC50121 Diploma of Early Childhood Education and Care

The *CHC50121 Diploma of Early Childhood Education and Care* consists of the following units:

	Unit Code	Unit Name
1	CHCPRP003	Reflect on and improve own professional practice
2	CHCECE041	Maintain a safe and healthy environment for children
3	CHCECE050	Work in partnership with children's families
4	CHCECE042	Foster holistic early childhood learning, development and wellbeing
5	CHCECE047	Analyse information to inform children's learning
6	CHCECE043	Nurture creativity in children
7	CHCECE049	Embed environmental responsibility in service operations
8	CHCECE048	Plan and implement children's education and care curriculum
9	CHCECE045	Foster positive and respectful interactions and behaviour in children
10	CHCECE046	Implement strategies for the inclusion of all children
11	CHCECE044	Facilitate compliance in a children's education and care service
12	BSBTWK502	Manage team effectiveness

Electives   A total of **Three (3) 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:

	Unit Code	Unit Name
1	CHCLEG001	Work legally and ethically
2	CHCECE001	Develop cultural competence
3	CHCECE002	Ensure the health and safety of children
4	CHCECE004	Promote and provide healthy food and drinks
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.*

BSB40520 Certificate IV in Leadership and Management

The *BSB40520 Certificate IV in Leadership and Management* consists of the following units:

	Unit Code	Unit Name
1	BSBLDR411	Demonstrate leadership in the workplace
2	BSBLDR413	Lead effective workplace relationships
3	BSBOPS402	Coordinate business operational plans
4	BSBXCM401	Apply communication strategies in the workplace
5	BSBXTW401	Lead and facilitate a team
6	BSBLDR412	Communicate effectively as a workplace leader
7	BSBLDR414	Lead team effectiveness
8	BSBCRT412	Articulate, present and debate ideas
9	BSBPMG430	Undertake project work
10	BSBPEF402	Develop personal work priorities
11	BSBHRM413	Support the learning and development of teams and individuals
12	BSBWHS411	Implement and monitor WHS policies, procedures and programs

Appendix 2 – 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, 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, 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 assessment 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 assessment with another person
* using the notes of another person to prepare an assessment
* using for an assessment 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 assessment on the same topic, access to one's own assessment under conditions which would give that other student an advantage in submitting his or her assessment.

d) Falsification of Documentation
This occurs where documentation relates to misinterpretation of identity or falsifying the individual's certification or work history, or presenting false or misleading information in a portfolio of evidence.

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.

General 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 available on the ECTARC Training Portal within four weeks. If you have not received notification of your marked assessment task within 4 weeks, please contact the ECTARC office with details of when the assessment task was completed and which unit it was from.

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

Answer

All qualifications are issued within thirty calendar days of the student being assessed as meeting the requirements of the training program, provided all agreed fees have been paid to ECTARC.

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*. Units will be released on the ECTARC Training Portal within 3 business days.

Can I do my work placement 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 work placement at any regulated education and care service, so long as there is a qualified Workplace Supervisor 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.

What methods of payment are available?

Answer

Units are purchased online via the ECTARC Unit Purchasing Portal at https://ectarc.com.au/my-account/. If you wish to pay by cheque or money order please call the ECTARC office on 02 4223 1111.

Does ECTARC offer student personal loans?

Answer

No, ECTARC offers students the opportunity to pay as they progress through their studies. It is an interest free, affordable option for financing your study. A direct debit payment plan can be set up for each student.

Some financial institutions offer student personal loans. However, we strongly advise that you seek financial advice from a financial institution you can trust. Be wary of financial institutions that charge extremely high interest rates and exorbitant fees.

Can employers pay for a student's studies?

Answer

Yes, employers can pay for a student's studies. Any employer payments over $1500 must be approved by ECTARC Management and CEO prior to being made. Payments in advance remain as credit and programs are subject to any fee revisions that are made throughout the enrolment period. *Please note:* Where a student is not under a traineeship/apprenticeship agreement, permission must be given by the student prior to ECTARC releasing any information regarding the student's enrolment or progress to the employer.

What happens to fees paid by employers if I withdraw from my program?

Answer

Employers that pay on a student's behalf are entitled to transfer an enrolment for one staff member to another staff member. The first staff member that wishes to withdraw from the course is entitled to a Statement of Attainment for any units completed and fees associated with these units are charged in full and deducted from the amount paid. Incomplete units that have been provided to the student are subject to a 20% administration fee and the remaining amount paid for these units will be credited. Units not provided to the student will be credited in full.

The new staff member enrolling the qualification must pay the enrolment fee and is entitled to use the credit amount remaining from the purchase of the course by the employer. For example, if Student A has studied 5 units of a 15 units course, Student B will be entitled to a credit amount equal to the 10 units. If the full course duration has expired, then no refund will be issued. If an employer purchases a single unit course and wishes to move the enrolment from one staff member to another staff member, an administration fee of 20% of the course cost will be deducted from the original payment and the remaining credit will go towards the new enrolment. A $60 re-enrolment fee will apply. If the sic month course duration has expired then no refund or credit will be issued.

Certified and Verified Document Requirements

What does verification of Certification Documentation (Qualifications, Transcripts and Statements of Attainment) mean?

Answer

The Australian Governments' Standards for Registered Training Organisations (RTOs) 2015 requires RTOs, such as ECTARC, to authenticate VET qualifications, Statement of Attainments and transcripts that are provided by students for the purposes of granting credit transfer or Recognition of Prior Learning (RPL).To do this students must provide copies of qualifications, Statements of Attainments and/or transcripts to ECTARC and grant permission for ECTARC to view their records on the USI Portal at www.usi.gov.au

Where permission is not granted, ECTARC will contact the issuing RTO for verification.

How do I verify other documents?

Answer

From time to time ECTARC requires verified documentation (such as photo identification on enrolment).
To verify a document, the original must be seen, and the copy must be signed and dated by an employer, Director/Nominated Supervisor, ECTARC Training & Development Officer or ECTARC staff member. The person verifying the document must write on the document a statement that says "The original has been sighted. Verified by ", print their name, sign and put the date on the document. ECTARC requires that licences, passports and birth certificates are verified.

What does certified mean?

Answer

On occasions, ECTARC may request that a document is certified. A certified document means that you have had it sighted and signed by a Justice of the Peace. A Justice of the Peace (JP) is an independent and objective witness who can sign documents for people to use for official or legal purposes. Many post offices and banks have a staff member that is a Justice of the Peace. To find a Justice of the Peace in your area visit http://www.australia.gov.au/information-and-services/public-safety-and-law/justices-of-the-peace

1. Photocopy your document

2. Find a Justice of the Peace

3. You must take both the original document and the photocopy to the JP. They must sight the original document and sign the photocopy.

4. Post the signed photocopy to ECTARC.

IMPORTANT NOTE: Do **not** send originals of your documents to ECTARC – you need to send the JP signed photocopy of your documents to ECTARC by mail (not faxed or emailed). An emailed of faxed copy no longer becomes an official certified document.

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