



EARLY CHILDHOOD
EDUCATION SERVICES & TRAINING



ECTARC Distance Information Handbook

Enriching futures together

Contents

About this Handbook – Background	4
Privacy Policy	4
Access and Equity Policy	4
Welfare and Guidance Services	5
Foundation Skills Questionnaire	5
Complaints and Appeals	6
Work Health and Safety	6
Code Of Conduct Policy	6
Student Feedback	7
Training Program Information	7
General Information	7
Fees and Charges	7
Enrolment Fee	7
Cost per Program Unit	8
Refund Policy	8
Course Extension Fees	8
Recognition Pathways	8
Credit Transfer	8
Recognition of Prior Learning (RPL)	9
ECTARC Study Programs	9
University Advanced Standing	9
Program Durations	9
ECTARC Student Portals	10
Learning Materials	10
Assessment	11
Assessment Requirements	11
Submitting Assessments	11
Results	11
Assessment Feedback	12
Referencing	12
Academic Misconduct	13
Work Placement Requirements	13
Issuance of Qualification	14
Managing the Demands of Your Program of Study	14
Student/Client Advice and Support	14
Study Strategies	15
Withdrawing or Taking a Break from Your Studies	15
Change of Details	15
Appendices	16
The CHC Community Services Training Package	16
BSB42015 Certificate IV in Leadership and Management	18
Complaints Handling Procedure	19
Academic Misconduct	21
Frequently Asked Questions	22
Contact Details	23

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).

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.

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.

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, considering 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.

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
- providing/customising the learning outcomes
- extending the program duration
- providing mixed mode delivery
- customisation of 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 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. ECTARC also maintains a list of support services that students can access in different regions. Please contact ECTARC for further details.

Financial assistance

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

1.4 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 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).

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 *Appendix 2 - Complaints Handling Procedure* or contact ECTARC.

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 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.

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 materials
- 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 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. Email any 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 – The 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.

2.2 Fees and Charges

2.2.1 Enrolment Fee

All programs incur an enrolment fee which is reviewed annually. See the *Fee Schedule* available on the ECTARC website for further details.

2.2.2 Cost per Program Unit

Program fees are detailed in the *Fee Schedule* 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. 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.

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.

The number of units to complete may vary if a student receives Credit Transfer (CT) or Recognition of Prior Learning (RPL) for some units – please refer to the *Recognition Pathways* section for further information.

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 clients 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 of the request. Please email info@ectarc.com.au to apply for a refund and state the reasons you wish to receive a refund.

2.2.4 Course Extension Fees

Extension fees apply for distance 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* for the extension fee structure. These fees **do not apply** to ECTARC trainees and apprentices.

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; this can be provided 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.

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 former qualifications, statements of participation in professional development, photographs and examples of their work.

Please contact ECTARC for more information about RPL.

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)*
- *HLTFSE001 Follow basic food safety practices - Statement of Attainment*
- *CHCECE004 Promote and provide healthy food and drinks - Statement of Attainment*
- *HLTFSE001, HLTFSE007, HLTFSE005 - 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 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:

- *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 – **6 months** (1 unit)
- *BSB42015 Certificate IV in Leadership and Management* – **2 years** (12 units over 24 months).

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).

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 their TDO
- Download additional course resources.

5.2 The ECTARC Training Portal

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

The ECTARC Training Portal allows you to:

- Access, download and print the learning materials
- 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.

6.0 Learning Materials

Each qualification consists of a series of units, each of which has its own learning materials. The learning materials 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 materials 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
- notes to support each element of the unit of competency
- 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, role play, observations on-the-job, verbal and practical assessment tasks. Each individual unit contains *Learner Assessment Instructions* which will be provided on the ECTARC Training Portal. These instructions contain general information and guidance about how and when assessments will occur.

Assessment for each unit 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.

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.

7.1 Assessment 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.*

7.2 Submitting Assessments

Assessments will need to be 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 the learning materials before attempting the assessments
- complete whole units before submitting assessments
- 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.

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 for written work and on-the-job evaluation are not graded. Your assessment results will be recorded as either:

S- 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 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.

NC – Not Competent

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
- Third Party Report
- Practical Assessment (by ECTARC Assessor in the workplace)
- Work placement hours.

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 all of 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.

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

- plagiarism
- cheating
- collusion
- falsifying records.

11.0 Work Placement Requirements

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 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. 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 an education and care service you will need to arrange to complete work placement hours in an education and care service. The work placement hours 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 (30) hours working with service management.

IMPORTANT INFORMATION FOR ALL STUDENTS

ALL students must complete and submit to ECTARC a DETAILS OF PRACTICUM PLACEMENT form. Students will identify on the form if they have all age groups required at their service. If there is an identified gap, students will need to complete a second form and return this to their TDO providing details of where they will complete the remaining required work placement hours.

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.

12.0 Issuance of Qualification

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

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

Qualifications will be sent by registered mail to your home address – please ensure that 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.

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 available via distance/correspondence mode and can be supported by online webinars and study sessions, phone, email, messaging through the ECTARC Training Portal and through face-to-face assessment visits.

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 you can continue studying with ECTARC wherever you live in Australia.

13.1 Student/Client Advice and Support

The support offered by ECTARC includes options in learning, 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 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 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 materials 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 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 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 – 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 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***):

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	BSBFIA412	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

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. assessments, work placement), 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 to Friday from 8 am to 6pm nationally) or via email at 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 Office of the Australian Information Commissioner
- Department of Education.

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 ECTARC 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, 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.

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.



New South Wales

Telephone: 02 4223 1111

Email: info@ectarc.com.au

Queensland

Telephone: 07 3290 2966

Email: QLDInfo@ectarc.com.au

Website

www.ectarc.com.au

Correspondence to

Unit 2 / 210 Shellharbour Road
Warrawong NSW 2502