



EARLY CHILDHOOD
EDUCATION SERVICES & TRAINING



ECTARC NSW Traineeship Information Handbook



Enriching futures together

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Welcome

to ECTARC

ECTARC

ECTARC is a community owned, not-for-profit Registered Training Organisation (RTO) that specialises in early childhood training and professional development.

ECTARC is registered with the ASQA (Australian Skills Quality Authority), our RTO code is 90331. ASQA conducts audits on ECTARC's operations to ensure that it meets the Standards for Registered Training Organisations (RTOs) 2015.

ECTARC is managed by Illawarra Area Child Care Ltd (IACC). ECTARC also manages 11 community owned early childhood education and care services in the Illawarra and Shoalhaven areas. The close working connection with the services ensures that the training provided continues to meet the needs of the early childhood sector and regulatory bodies.

About the ECTARC Team

ECTARC has a dedicated team of Training and Development Officers (TDOs) and staff who aim to provide a high quality training experience for every student, so they gain the required skills and knowledge to deliver high quality care and education to children in the workplace. The Training and Development Officers are qualified and have many years experience working in the early childhood industry. All Training and Development Officers also hold the additional qualification of the TAE40116 Certificate IV in Training and Assessment.

Award Winning Training

The NSW Training Awards are conducted annually by Training Services NSW to recognise outstanding achievement in the Vocational Education and Training sector. ECTARC has not entered the awards in the last few years but we are proud to have won the following awards:

STATE WINNER - 2012 NSW Training Awards
NSW Small Training Provider of the Year

STATE FINALIST - 2008 NSW Training Awards
2008 NSW Small Training Provider of the Year

NATIONAL WINNER - 2007 Australian Innovative Business Award

NATIONAL FINALIST 2007 Australian Training Awards
Australian Small Training Provider of the Year Finalist
2007 NSW Small Training Provider of the Year

STATE WINNER - 2007 NSW Training Awards
NSW Small Training Provider of the Year

STATE WINNER - 2006 NSW Training Awards
NSW Small Training Provider of the Year

STATE FINALIST - 2005 NSW Training Awards
NSW Small Training Provider of the Year



Trainee Induction

Smart and Skilled

1.0 Introduction

This handbook is designed to provide induction information for the:

- CHC30121 Certificate III in Early Childhood Education and Care Traineeship**
- CHC40113 Certificate IV in School Age Education and Care Traineeship**
- CHC50121 Diploma of Early Childhood Education and Care Traineeship**
- CHC50213 Diploma of School Age Education and Care Traineeship**

The information in this guide has been developed to enable employers and employees to make an informed decision about becoming or employing a trainee. This handbook outlines all points that need to be covered in the induction process and explains the responsibilities of all parties and assistance that is available. Please retain this handbook for referral purposes. This handbook is also located on the ECTARC Student Portal.

1.1 Eligibility

To be eligible to undertake a traineeship, an individual must be an Australian citizen or permanent resident and provide evidence of a satisfactory 'Working with Children Check'. Additional eligibility requirements are listed on the table on page 6.

Visit www.australianapprenticeships.gov.au or contact your local Apprenticeship Support Network to provide further information of eligibility.

2.0 Trainee Induction

2.1 What is Smart and Skilled?

Smart and Skilled is a NSW Department of Industry initiative that provides eligible students with an entitlement to government-subsidised training:

- up to and including Certificate III government funding for higher-level courses (Certificate IV and above) in targeted priority areas
- up to and including Certificate III government funding for higher-level courses (Certificate IV and

above) in targeted priority areas.

For more information on Smart and Skilled visit <https://smartandskilled.nsw.gov.au> or call 1300 772 104

2.2 What is a Traineeship?

A traineeship is a formal agreement made between the trainee, the employer, the Australian Apprenticeship Support Network (AASN) and the Registered Training Organisation (RTO). All parties entering into the traineeship are required to sign a formal Smart and Skilled training contract (where the trainee is under the age of 18, a parent or guardian must also sign as a party). A traineeship consists of a combination of training and paid employment, under the National Training Wage.

Once completed, the contract is then lodged with Training Services NSW for registration. Training Services NSW is the only authority with responsibility to approve, refuse, amend, monitor and regulate traineeships in NSW. This contract is legally binding and by signing, all parties agree to abide by the conditions laid out in the Training and Employment Act 2000.

Traineeships are classified as *New Entrant* or *Existing Worker*. See table on the next page for details.

Please note: Existing Worker traineeships do not affect an employee's current salary or employment conditions during the course of the traineeship.

2.3 Duration of Contract

Traineeships can be undertaken on a full-time or part-time (pro-rata) basis. Although a qualification has a nominal duration, competency based training means that once all parties are in agreement that competency has been achieved, a qualification can be issued. This does not mean that the traineeship is complete. The duration for each type of traineeship is outlined in the table on page 6. If a trainee successfully completes their qualification prior to the end of the nominal term of the traineeship they are able to apply for early completion.

2.4 Probationary Period

To enable all parties to gain full understanding of their commitment and contractual requirements, a probation period is provided on the commencement of every contract. The probation period is two months from the commencement date of the traineeship contract during which any party can cancel. After two months,

Traineeship Overview

types of traineeships, eligibility and completion times

Type of Traineeship	Eligibility	Time it takes to complete the traineeship
CHC30121 Certificate III in Early Childhood Education and Care	<ul style="list-style-type: none"> must not have completed a qualification via a traineeship must <u>not</u> have worked 3 months full-time or 12 months part-time in the early childhood service 	<p>18 months full-time</p> <p>Up to 36 months part-time (minimum of 15 hours per week)</p>
CHC40113 Certificate IV in School Age Education and Care	<ul style="list-style-type: none"> must not have completed a qualification via a traineeship higher than a Certificate III level must <u>not</u> have worked 3 months full-time or 12 months part-time in the early childhood service 	<p>12 months full-time</p> <p>Up to 24 months part-time (minimum of 15 hours per week)</p>
New Entrant CHC50121 Diploma of Early Childhood Education and Care	<ul style="list-style-type: none"> must <u>not</u> have worked 3 months full-time or 12 months part-time in the early childhood service 	<p>2 years full-time</p> <p>3.5 years part-time (minimum of 21 hours per week)</p>
<p>Existing Worker CHC50121 Diploma of Early Childhood Education and Care</p> <p>Existing Worker CHC50213 Diploma of School Age Education and Care</p> <p>New Entrant CHC50213 Diploma of School Age Education and Care</p>	<ul style="list-style-type: none"> must have worked a minimum of 3 months full-time or 12 months part-time in the early childhood service part time employees required to complete a minimum of 21 hours per week at a service 	<p>2 years full-time</p> <p>36 months part-time (minimum of 21 hours per week)</p> <p>18 months (if hold CHC40113 Certificate IV in School Age Education and Care)</p>

Responsibilities

Apprenticeship Network Provider, RTO and Employer

cancellation must be mutually agreeable. This time allows each member to reflect on:

- suitability between employee and work role
- trainee responsibilities
- employer/Workplace Supervisor responsibilities
- training requirements
- commitment to the duration of the contract
- potential for a successful outcome

Your AASN can assist you with further information on the appropriate probationary period.

2.5 Tuition Fees

Tuition fees are not payable for New Entrant trainees.

Existing Worker Fees: The employer and student must come to a mutual agreement as to who is responsible for the payment of fees. ECTARC will invoice the service for the training. Please see the *ECTARC Fee Schedule* for current fees at www.ectarc.com.au.

2.6 Assistance

Financial assistance may be available to trainees to help meet the costs of travelling and to assist those who have to live away from home during their traineeship. Please contact Centrelink for more information.

3.0 Responsibilities of Parties

3.1 Australian Apprenticeship Support Network

AASNs are contracted by the Commonwealth Government to provide information, advice, and assistance to employers and trainees throughout the training contract. They are responsible for the signing of the traineeship contract, registering the contract with Training Services NSW and administering the Commonwealth Government incentive and subsidy program. They offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement.

3.2 Registered Training Organisation

As your Registered Training Organisation (RTO), ECTARC is responsible for the development, delivery and monitoring of the Training Plan for all units of competency necessary for your qualification. The RTO can provide employers and employees with information

on contractual requirements, obligations, responsibilities and support in all areas of the traineeship.

ECTARC must:

- assign a Training and Development Officer
- develop a Training Plan to suit the trainee and employer needs
- assess support needs of the trainee
- provide all learning resources
- support the trainee throughout their contract
- maintain records of assessments and progress
- keep the trainee motivated
- advise and assist in relation to additional support and funding requirements
- issue the qualification upon completion
- charge required fees.

For those cases where state funding is not available for training (e.g. existing worker traineeship), a 'Fee for Service' mode of delivery for trainees is available. This means the employer or trainee pays ECTARC for the training.

All trainees have a choice of RTO. Should you choose to change from ECTARC to another training provider, you are able to do this at any time during your contract period. However, ECTARC requires two weeks' notice of change of RTO and can supply appropriate forms for notifying Training Services NSW if required.

3.3 Employer Responsibilities

Employers are required to provide a range of supervision, facilities and training to allow the trainee to achieve competency.

3.3.1 Supervision

Employers are required to provide supervision of the trainee by a designated qualified member of staff (the Workplace Supervisor), who is required to have an early childhood Diploma qualification, equivalent or higher. The trainee must also have access to a qualified and experienced worker to mentor and assist them with hands on support, discussion and reflection. NOTE: in some services, this may be the same person. ECTARC are required to maintain a copy of this qualification for each student.

Responsibilities

Employee

3.3.2 Facilities and range of work

Employers must provide both the facilities and the range of work to train a trainee in the competencies/learning outcomes identified in the Training Plan and ensure the trainee receives adequate training, supervision and assessment. With regard to children's services, facilities would mean the service itself must be licensed a regulated education and care service, and range of work means the trainee has been employed to work with children of all required age groups and not as a support worker (e.g. cook, cleaner or bus driver).

The Employer must:

- sign a training contract within the probation period
- provide the trainee with a staff handbook and job description
- provide the trainee with a roster of working hours
- provide quality on-the-job training in a safe working environment
- allow the trainee to go to another service, during working hours, if the required ages are not available at the service of employment
- support the trainee by providing time each week for study (a minimum of 3 hours)
- assist the trainee to become an effective team member by providing feedback and advice
- ensure the trainee receives appropriate wages as outlined by Training Services NSW and Industrial Relations www.industrialrelations.nsw.gov.au
- notify Training Services NSW in writing within 14 days of the following:
 - ⇒ to amend or cancel the training contract
 - ⇒ the sale or disposal of the business
 - ⇒ dissolution of partnership
 - ⇒ belief that the trainee is failing to make reasonable progress
 - ⇒ belief that the trainee will not complete
- notify ECTARC of any of the above Training Services NSW notices, as well as any changes in the Training Plan, change of RTO and completions of contract requirements.

The Workplace Supervisor must:

- have regular discussions with the trainee about the on-the-job component of the traineeship (Third Party Report)
- assist the trainee to follow service policies and procedures

- mentor and support the trainee
- ensure that the trainee is keeping on track with their written work
- counter sign the trainee's Training Plan.

The role of the Workplace Supervisor includes supervising and supporting the trainee observing their skills and completing the Third Party Reports. The supervision process is described in Appendix 1 (see pages 17-18).

3.4 Employee

The trainee is responsible for meeting and maintaining their obligations under the Training Contract. If the trainee is under 18 years of age, a parent or guardian is also responsible for meeting obligations under the agreement. Once the trainee turns 18 the parent/guardian is no longer part of the contract.

As part of your induction it is important to disclose any special needs/disabilities that you may have and any prior qualifications/study that you have completed. This will allow ECTARC to provide suitable assistance if required, and to ensure your Training Plan is designed to meet your needs and skills.

The Trainee must:

- observe the conditions of the employment agreement or award
- attend and perform work duties as directed (job description, roster)
- follow relevant regulations and lawful commands
- follow the service's policies, procedures and guidelines
- observe confidentiality on behalf of the employer and clients
- complete all assessments as set out in the Training Plan using allocated study time
- undertake training and assessment as set out in the Training Plan
- discuss their progress with the Workplace Supervisor
- pay the tuition fee
- notify the ECTARC Training and Development Officer of the following :
 - ⇒ if you are having difficulties with assessment tasks
 - ⇒ any agreement to amend or cancel the training contract

Practical Experience

Hours

- ⇒ change of RTO and completions of contract requirements
- ⇒ if you require any changes to your Training Plan
- ⇒ belief that the employer is failing to meet their obligations
- ⇒ belief that you will not complete in due time.

4.0 Traineeship Qualifications

The traineeship qualifications offered are competency based programs which are assessed against the CHC Community Services Training Package. ECTARC offers the following qualifications:

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

CHC50213 Diploma of School Age Education and Care

As part of your traineeship, you must complete the practical workplace requirements as outlined in *4.2 Practical workplace requirements for each qualification*. If the service where you are employed does not have children in all of the necessary age groups, you will be required to do short practicums at other services to prove competency.

4.1 What needs to be completed during the traineeship

- 17 units of competency to be completed for the CHC30121 Certificate III in Early Childhood Education and Care Traineeship
- 19 units of competency to be completed for the CHC40113 Certificate IV in School Age Education and Care Traineeship
- 15 units of competency to be completed for the CHC50121 Diploma of Early Childhood Education and Care Traineeship
- 25 units of competency to be completed for the CHC50213 Diploma of School Age Education and Care Traineeship

Each unit of competency has learning resources for the student to work through. The resources are designed

with real life scenarios and meaningful practical tasks to reinforce knowledge and encourage in-depth reflection. Both the learning resources and the assessment tasks are provided in the ECTARC Training Portal.

A **Third Party Report** is an official record of on-the-job competencies, which is completed by the Workplace Supervisor as the trainee completes the relevant units.

4.2 Practical workplace requirements for each qualification

The trainee **MUST** complete hours with the following ages to meet the practical workplace requirements for the CHC Community Services Training Package. Please note: these are minimum hours required per age group **NOT** hours required per traineeship (*see 4.0 Traineeship courses*).

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 – 240 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 - this can be in any age group which must include a child with additional needs
- eighty (80) hours in service management.

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

- one hundred and sixty (160) hours working in School Age Education and Care (i.e. 6-12 year olds)

CHC50213 Diploma of School Age Education and Care – 240 hours

- two hundred and ten (210) hours working in School Age Education and Care (i.e. 6-12 year olds)
- thirty (30) hours - this can be in any age group which must include a child with additional needs

Assessment

Guidelines

5.0 First Aid

All trainees are required to complete HLTAID012 Provide First Aid in an education and care setting externally through a registered training provider. Before enrolling in your first aid course you will need to discuss with your Training and Development Officer the maximum amount ECTARC will reimburse towards the cost of the course. Please note: reimbursement will only be paid if the First Aid course has been completed after the ECTARC sign up date and in the term of the traineeship.

6.0 How the training will be delivered

ECTARC delivers training via a flexible delivery mode. At sign up, you will have been allocated an ECTARC Training and Development Officer who will guide you through your study program. ECTARC is responsible for delivering the off-the-job component of the traineeship, that is, conducting off-the-job assessments, marking assessments and assisting you with any support you may require. The qualified Workplace Supervisor is responsible for verifying the on-the-job performance is to a satisfactory standard. A Training Plan will be developed in conjunction with ECTARC, the trainee and employer, outlining the training and assessment dates for all units.

It is strongly recommended that your workplace will allocate you study time (minimum of 3 hours), for completing research, activities and assessments in the workplace. The allocated study time is recorded on the Training Plan at sign up and should be recorded in the Study Time Log Book found in the ECTARC Training Portal. The flow chart on Page 11 gives an overview of how training is delivered.

Managing your study time:

- Be prepared for your study/training time before it begins – have learning guides and assessments ready
- Ask your Workplace Supervisor for a quiet location so that you can concentrate
- Start your traineeship by using your Training Plan to keep on track – aim to have units finished the week before they are due
- Complete your Study Time Log Book each study time in the ECTARC Training Portal
- Keep on track – you will only have trouble trying to catch up

- Create a task list to help you keep track of the little things
- Be organised - keep things together to save confusion
- Remember you will need to do study time at home to complete all of the written requirements
- Use your traineeship as a valuable learning experience
- Remember to phone your ECTARC Training & Development Officer in your study time if you have any questions or need added motivation
- Enjoy your study – but remember to enjoy life as well.

7.0 Assessment Guidelines

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

- **S Satisfactory**— to be assessed as Satisfactory, you will need to 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 NYS result means 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 to achieve a Satisfactory results.
- **C Competent**—for each unit of competency you must successfully complete: A Written Assessment task, a Third Party Report, Practical Assessment, and 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 re-assess you on a unit of competency up to a maximum of three times. After three attempts you will be deemed Not Competent.

Third Party Reports are completed by the Workplace Supervisor and the trainee, and involves both parties signing to verify that the trainee satisfactorily demonstrates the required skills.

Traineeship Process

Commence any time of the year

How ECTARC will deliver the training

Step 1 - ECTARC traineeship programs are delivered via distance learning via correspondence.

Learning resources are designed for self-study, with all the information a trainee needs to complete their qualification.

Step 2 - Sign up

An ECTARC Training and Development Officer (TDO) visits the trainee at the service or organises an online sign up for a comprehensive orientation meeting.

Step 3 - Workplace Supervisor and Mentor

The employer will nominate staff members for these roles to assist and guide the trainee during the traineeship.

Step 5 - Third Party Reports

As a trainee progresses through units and satisfactorily meets workplace standards, the Workplace Supervisor completes the Third Party Reports.

Step 4 - Study Time

Trainees are required to have a minimum of 3 hours off-the-floor study time per week. ECTARC recommends 5 hours to allow for successful completion of assessments. This is to be allocated by the employer.

Step 6 - ECTARC Trainee Support

An ECTARC TDO will contact the trainee on a regular basis to support and motivate the trainee. If a trainee requires support at any time during business hours, they can contact an ECTARC TDO.

Step 7 - Centre Visits

During the traineeship, an ECTARC TDO will make contact visits to the trainee at the centre to complete assessment visits.

Step 8 - Assessment tasks are submitted

Written assessment tasks are completed on the ECTARC Training Portal and submitted online. Written assessment tasks are marked and the trainee is given constructive feedback to support further learning. This continues until all units are completed over the term of the traineeship. Where an assessment is marked as Not Yet Competent, it must be resubmitted to ECTARC via the ECTARC Training Portal.

Assessment

Guidelines

All off-the-job components (assessments) will be assessed by an ECTARC Training and Development Officer.

7.1 Submitting assessments

Your 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.

When completing your assessments:

- make sure you have read the learning resources before attempting the assessments
- complete whole units before submitting assessments
- if you have any questions, please contact your ECTARC Training and Development Officer – 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.

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.

7.2 Referencing

It is important to acknowledge any references you use when completing an assignment - whether you quote directly from authors, or use/paraphrase other's ideas. The referencing format should contain the following information:

Surname of author; initials of given names; year of publication; name of publication; name of publisher;

location of publisher. For example:
Silberg, J. 1993, *Games to Play with Two Year Olds*, Gryphon House, Beltsville, Maryland.

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

7.3 Assessment feedback

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 Training and Development Officer will provide assistance and advice on how to complete the assessment. Alternative methods of assessment may be arranged to suit the needs of the trainee.

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 notify your Training and Development Officer and explain your concerns. If you wish to lodge a formal appeal please contact ECTARC.

8.0 Assessment Procedure

8.1 Credit Transfer

If you have undertaken a unit of competency or qualification with another Registered Training Organisation (RTO) and have documented evidence of your achievement (i.e. a Statement of Attainment/Certificate/Transcript), you can apply for *Credit Transfer* for the relevant assessment outcomes/unit(s) of competency. 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.

8.2 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

Assessment

Guidelines

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.

9.0 Foundation Skills

The Language, Literacy and Numeracy (LNN) needs of trainees are identified and discussed at sign up. Students are required to complete a Foundation Skills Questionnaire. This allows us to:

- identify students who may require additional training
- identify the specific training needs of individual students

Through this process, ECTARC is able to identify, negotiate, plan, and implement appropriate learning and assessment strategies to meet individual needs. ECTARC can offer support to trainees and Workplace Supervisors, and advise trainees of other support services.

10.0 Access & Equity

All ECTARC staff is required to act in accordance with ECTARC's *Code of Practice* and ensure that all students/clients are made aware of their rights and responsibilities. The Code of Practice is available on the ECTARC Student Portal.

Under the relevant Commonwealth legislation, ECTARC will make reasonable adjustments for people with additional needs. This may include Aboriginal and Torres Strait Islander people, South Sea Islander people, people from culturally and linguistically 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 that enrol in a study program.
- Assessment tasks will be assessed flexibly – taking into account students' specific needs.

- ECTARC has policies and procedures to ensure that 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. Please speak to an ECTARC Training and Development Officer regarding your requirements.

If it is identified during sign up that you require adjustments to your assessment tools, ECTARC can customise your program to meet your needs.

11.0 Cancellation of Contract

1. Termination during the probation period requires one week's notice from either party.
2. Following the probation period, cancellation of the training contract can only occur through:
 - mutual agreement between employer, trainee, and where applicable, the parent
 - where the parties do not agree: application stating reasons must be made to Training Services NSW for investigation
 - serious misconduct
3. Should you need to withdraw from or terminate the traineeship you must:
 - Notify in writing to Training Services NSW to have the traineeship terminated.

All efforts should be made to work through difficulties and discuss options available. Support and mediation is available for trainees and employers through Training Services NSW or through Industrial Relations.

12.0 Completion

Completion of the training contract occurs when the employer, the trainee and ECTARC Training and Development Officer agree that all competencies have been achieved and training completed. Completion will only be approved by ECTARC when:

- ECTARC receives completion forms and all required assessment tasks are received and marked as Competent
- a certified copy of a current first aid certificate has

General Information

Complaints and Appeals

- been received
- a copy of the Workplace Supervisor's qualifications has been received
- the completed Third Party Reports have been received by an ECTARC Training and Development Officer for verification
- the actual completion date is determined by the RTO (in conjunction with Training Services NSW) during this process
- the tuition fee is paid
- a valid USI has been provided.

ECTARC will then issue the required qualification to the trainee and notify Training Services NSW that completion has occurred. Completion incentives can then be claimed by the employer.

Please note: if completion of the qualification occurs prior to the traineeship end date, a trainee must still complete the required time in the service as per the traineeship contract unless early completion is applied for through Training Services NSW.

13.0 Issuance of a Qualification

A qualification will only be issued once all completion steps (as above) have been followed. Please note, that the trainee will be due for any eligible pay increment as of the completion date.

All qualifications (and statement of attainments) are issued free of charge, however replacement qualifications (if lost or damaged) are provided at a cost of \$55.00. Qualifications will be issued within 30 days, provided all fees and charges have been paid.

14.0 Complaints and Appeals

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

- promptly and efficiently
- in a fair and equitable manner
- 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.

Appeals

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.

Complaints

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, procedures or policies.

In line with its quality improvement philosophy, ECTARC recognises the need for clear guidelines and procedures for handling complaints.

Complaints can be raised:

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

An empathetic ECTARC staff member 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, of lodging an official

General Information

Complaints and Appeals

complaint, should be undertaken.

Formal complaints process:

Step 1

To lodge an official complaint a written letter or email (natalie@ectarc.com.au) should be forwarded to the Consumer Protection Officer, Natalie Fernandes, adequately identifying and providing details of the complaint and the outcome sought. In the case that it is not possible to obtain a written document, a complaint can be given verbally with details recorded by an ECTARC staff member.

Step 2

The record of complaint will be forwarded to a Manager for review. With the complainant's consent, a Manager will call the parties together and attempt to reach an agreement. The employee, client or member of the community raising the complaint may, at any stage of the procedure, invite an external representative to advise, assist or advocate on your behalf. In an interview situation, a friend/colleague may be invited to support and observe.

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 3

At the end of the mediation process if an agreed position is reached, the Manager will document the outcome of the meeting in writing and forward to the person who initiated the complaint. A copy will also be forwarded to all other parties involved in the matter.

If an agreement is not reached, within an agreed timeframe, the matter will be referred to Training Services NSW.

Additional information

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, such as:

- the Anti-Discrimination Board
- a Union
- the Privacy Commission

to provide advice, support and/or advocacy.

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

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

15.0 Disciplinary Procedures

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

16.0 National Training Complaints Hotline

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

17.0 Training Services NSW

Training Services NSW supports traineeships under the Training and Employment Act 2000.

Further information about eligibility, rights, roles and requirements for employers, employees, parents and staff, is available from the Training Services NSW website: www.training.nsw.gov.au

18.0 Training Administration Charges & Assistance

Training Services NSW provides information on all aspects of traineeships for all parties involved. Information on all topics are available on the website: www.training.nsw.gov.au

Topics covered are:

General Information

Websites, contacts and assistance

- notifiable events
- travel and accommodation assistance
- appeals
- amendments to contract
- reductions and completions
- extensions
- incentive payments
- entitlements
- discipline
- eligibility

ECTARC and your AASN are also available to provide information and assistance at all times. We have provided some numbers and websites that you may find useful in item 19.0.

19.0 Information Websites and Contact Details

Training Services NSW

Website: www.training.nsw.gov.au

Industrial Relations

Ph: 131 628

Website: www.industrialrelations.nsw.gov.au

WorkCover NSW (Work Health and Safety)

Website: www.workcover.nsw.gov.au

Early Childhood Australia

Ph: 1800 356 900

Website: www.earlychildhoodaustralia.org.au

Kidsafe Child Accident Prevention Foundation of Australia

Website: <https://kidsafe.com.au>

Australian Skills Quality Authority

Website: www.asqa.gov.au

ACECQA

Website: www.acecqa.gov.au

Smart and Skilled

Website: <https://smartandskilled.nsw.gov.au>

Appendix 1

Workplace Supervisor Guide

A Guide for the Workplace Supervisor

Steps	Trainee	Workplace Supervisor
Step 1 Establish the on-the-job requirements	Familiarise yourself with the Third Party Reports, in particular, the skills that you need to show your Workplace Supervisor that you can do at work and the standards to which you can do them.	Familiarise yourself with the Third Party Reports, particularly the standard to which the skills must be performed by the trainee.
Step 2 Prepare the trainee	Discuss these skills with your Workplace Supervisor. If you don't understand something, ask your Workplace Supervisor for clarification.	Discuss the skills and to what level these skills have to be demonstrated at work with the trainee.
Step 3 Plan and prepare for observation	Discuss your understanding of what is required and how, and when the observations will take place with your Workplace Supervisor.	Establish a plan to observe, discuss, ask questions, etc., in order to determine the trainee's performance at a satisfactory level. ECTARC can assist you if required.
Step 4 Observation and verification	Demonstrate your skills and knowledge consistently at work by participating in a variety of work activities relevant to each unit.	Observe the trainee in the workplace providing feedback as they go.
Step 5 Provide feedback	Work cooperatively with your Workplace Supervisor and accept constructive feedback. Help your Workplace Supervisor to identify gaps in your performance and ways to build the relevant missing skills and knowledge. Work towards demonstrating your skills and knowledge in further units.	Provide the trainee with constructive feedback regarding their performance. Discuss ways to overcome any identified gaps. Provide information where required. <i>Continued next page</i>

Appendix 1

Workplace Supervisor Guide

A Guide for the Workplace Supervisor *(continued)*

Steps	Trainee	Workplace Supervisor
Step 6 Record results	Collect the Third Party Report from your Workplace Supervisor when completed. Review any comments made or suggestions for improvement.	Record details of the trainee's progress on the Third Party Report.
Step 7 Review the supervision process	Provide feedback about the supervision process to the Workplace Supervisor. If necessary, suggest ways to improve the supervision process.	Review and identify any suggested improvements to be made.
Step 8 Participate in the appeals process (if required)	Practice skills further. Allow your Workplace Supervisor to observe you demonstrating these skills. If you have any concerns about the outcome of these observations, speak to your ECTARC Training and Development Officer.	Provide feedback and counsel the trainee regarding the outcome or process. Report any disputed decision to the ECTARC Training and Development Officer – who will assist you to implement the appeals process.



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