



EARLY CHILDHOOD
EDUCATION SERVICES & TRAINING



ECTARC QLD Traineeship & Apprenticeship Information Handbook



Enriching futures together

Table of Contents	
Introduction	4
Government Funding	5
Traineeship and Apprenticeship Information	6
Responsibilities of Parties	8
CHC30121 Certificate III in Early Childhood Education and Care – Traineeship What needs to be completed during the traineeship?	13
CHC50121 Diploma of Early Childhood Education and Care – Apprenticeship What needs to be completed during the apprenticeship?	14
Record of Training and Assessment	15
First Aid	16
Fees: Exemptions/Reductions/Refunds	16
How the training will be delivered	18
Assessment	19
Academic Misconduct	22
A Guide for the Workplace Supervisor	24
Credit Transfer	25
Recognition of Prior Learning	25
Foundation Skills - Language, Literacy and Numeracy	25
Access and Equity	26
Cancellation of Contract	26
Completion	27
Issuance of a Qualification	27
Statements of Attainment	28
Complaints and Appeals	28
QLD Training and Employment Recognition Council Discipline	30
Travel and Accommodation	30
Assistance	30
Appendix 1: Unit Hours and Prices (CHC30121 Certificate III in Early Childhood Education and Care)	33
Appendix 2: Unit Hours and Prices (CHC50121 Diploma of Early Childhood Education and Care)	34
Contact Numbers	35

1.0 Introduction

This handbook provides information on traineeship and apprenticeship programs to enable employers and prospective trainees/apprentices to make an informed decision about employing or becoming a trainee/apprentice. It is important that trainees/apprentices enrol in training that best suits their personal and career aspirations and be fully informed of requirements and fee costs prior to contract agreement. The information in this handbook should be read and discussed with the employer, prospective trainee/apprentice, guardian and school representative (if applicable). If you are unsure if this is the right action for you, you should contact ECTARC or an Australian Apprenticeship Support Network (AASN) for further details.

What are traineeships and apprenticeships?

- Traineeships and apprenticeships are funded by the QLD Government and delivered under a **User Choice** Contract Agreement
- Traineeships and apprenticeships combine work with structured training
- Traineeships and apprenticeships can be fulltime, part time, or school based (where some of the training is undertaken while the trainee or apprentice is in high school)
- Existing employees may undertake an apprenticeship or traineeship
- Traineeships and apprenticeships require employers to enter into a training contract with the apprentice or trainee
- Employers work with a Supervising Registered Training Organisation (SRTTO) and the trainee or apprentice to draw up a Training Plan
- Training options must be negotiated and outlined in the Training Plan
- Traineeships vary in length from two to four years, while apprenticeships are generally three to six
- The term of a part-time trainee or apprentice is generally double that of the full-time term.

1.1 About ECTARC

At ECTARC you will find a team of early childhood professionals committed to excellence in the delivery of training that fosters educators who can provide high quality education and care to young children. For over 20 years our focus has been training high quality graduates who have the skills and knowledge to deliver best practice in early childhood education and care services.

ECTARC was established in 1998 as a community owned, not for profit Registered Training Organisation (RTO) that specialises in early childhood training and professional development. ECTARC also manages 11 early childhood education and care services in the Illawarra and Shoalhaven areas of NSW. The close working connection with these services ensures that training provided continues to meet the needs of the early childhood sector and regulatory bodies.

The Department of Employment, Small Business and Training (DESBT) contracts ECTARC to deliver publicly funded training and assessment services for the early childhood sector. ECTARC is a 'Skills Assure Supplier' (SAS) and has held a User Choice contract for delivering traineeships and apprenticeships in Queensland since 1998.

Our specialist early childhood knowledge, extensive experience in the sector and commitment to providing the best early childhood training is why we are a leading, well respected, award winning RTO. We welcome you to our organisation and we look forward to supporting you on your learning journey.

Please call and speak to one of our Training and Development Officers (TDOs) about your training and professional development needs. ECTARC TDOs hold early childhood and training qualifications and have many years' experience working in the early childhood sector.

Please retain this handbook for referral purposes.

1.2 What is User Choice?

User Choice is a Queensland State program that provides public funding to RTOs for the delivery of accredited formal training to trainees and apprentices, including school based trainees and apprentices. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which trainees and apprentices (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification. Qualifications funded under this arrangement for new and existing workers are:

- CHC30121 Certificate III in Early Childhood Education and Care – Traineeship
- CHC50121 Diploma of Early Childhood Education and Care – Apprenticeship

The Queensland User Choice program enable trainees, apprentices and their employers to select a preferred Supervised Registered Training Organisation (SRTO) from a list of Skills Assure Suppliers for the delivery of accredited training to meet their specific needs. The program reflects the department's priority for supporting the creation of genuine new job opportunities and for allowing young people the opportunity to more easily make the transition from school to work.

Further information about eligibility, rights, roles and requirements for employers, prospective trainees/apprentices, parents and staff is available from the DESBT website: <https://desbt.qld.gov.au/training/providers/funded/userchoice> or by calling **1800 210 210 210**

1.3 The Department of Employment, Small Business and Training (DESBT)

The Department of Employment, Small Business and Training (DESBT) supports apprenticeships under the *Further Education and Training Act 2014*. DESBT is committed to improving education and care for children by assisting people to gain recognised qualifications through the provision of the User Choice program. This requires the parties to enter into a training contract with an AASN who will lodge the contract with the Queensland government for registration. The Queensland government pays ECTARC for training, with a nominal co-contribution fee charged to the trainee/apprentice or employer (*see fee information*).

1.4 Australian Government Incentives

The Australian Government provides incentive funding to employers who employ new trainees and apprentices. If you are considering employing an Australian Apprentice (trainee or apprentice), your business may be eligible for financial support, through the Australian Apprenticeship Incentive Program. Funding is provided to assist in alleviating the problem of skill shortages and unemployment in the community.

The Australian Apprenticeships Incentives Program contains a range of incentives and personal benefits, depending on individual situation and employment status, including:

- standard incentives
- special and additional incentives and personal benefits where the Australian Apprentice is undertaking an Australian Apprenticeship leading to an occupation listed on the National Skills Needs List
- other special and additional incentives and personal benefits.

Additional support or incentives may be available for:

- an Australian apprentice with a disability
- Australian school-based apprentices
- assistance for tutorial, interpreter and mentor services
- mature aged workers (45 years and over)
- mid-career workers (aged 30 years or more)
- rural and regional areas where a skill shortage in a non-metropolitan area can be identified
- declared drought areas.

Eligibility criteria apply for incentives so contact should be made with an Australian Apprenticeships Support Network (AASN). For further information call ECTARC or the AASN hotline on **1800 020 108**.

2.0 New Australian Apprenticeships

2.1 What is an Australian Apprenticeship?

Traineeships and apprenticeships are a combination of work and training. Trainees and apprentices complete a nationally recognised qualification while learning valuable skills at work under the guidance of a Supervising Registered Training Organisation (SRTO).

The traineeship/apprenticeship is a formal agreement made between the trainee/apprentice, the employer, an AASN, the SRTO and the school (in the case of a school-based trainee). All parties entering into the traineeship/apprenticeship are required to sign a formal training contract (where the trainee/apprentice is under the age of 18, a parent or guardian must sign as a party).

Once completed the contract is then lodged with DESBT for registration. DESBT is the only authority with responsibility to approve, refuse, amend, monitor and regulate traineeships and apprenticeships in Queensland. This contract is legally binding and by signing, all parties agree to abide by the conditions laid out in the *Further Education and Training Act 2014*.

Further information regarding traineeships and apprenticeships in Queensland can be accessed at: <https://desbt.qld.gov.au/training/apprentices/about>

2.2 Eligibility for trainee or apprentice

2.2.1 An Australian apprenticeship consists of a combination of training and paid employment, either set out in the award or agreement that applies to your business. To enter into a contract agreement, trainees and apprentices may be new or existing workers employed on a full-time or part-time basis with a minimum number of 30 hours employment per fortnight (school-based trainee hours may differ). Traineeships and apprenticeships are not permissible under casual employment arrangements.

If you are already employed, you can still commence a traineeship or apprenticeship. Existing employees entering in a traineeship or apprenticeship may be subject to the Existing Workers Policy which may affect funding. Further information regarding the Existing Workers Policy can be accessed at: https://desbt.qld.gov.au/data/assets/pdf_file/0021/8166/existing-workers-policy.pdf

Trainees and apprentices can only receive one government contribution for a User Choice funded qualification at any single point in time. In addition, a maximum of two government contributions will be funded per trainee/apprentice under the current User Choice program.

Qualifications which do not contribute to the maximum government contribution are:

- Qualifications funded outside the User Choice program
- User choice funded qualifications which commenced, but were not completed

A second qualification is funded only if it is:

- A Priority One qualification, or
- A higher priority than the first qualification.

As the early childhood traineeship/apprenticeship qualifications are both priority one rating, this means that a trainee that has completed the Certificate III traineeship, is eligible to progress (under a new contract) to the Diploma Apprenticeship.

2.2.2 Pre-requisites: No entry requirements apply for the CHC30121 Certificate III in Early Childhood Education and Care Traineeship. Students enrolling in the CHC50121 must hold either the CHC30121 Certificate III in Early Childhood Education and Care or the CHC30113 Certificate III in Early Childhood Education and Care.

2.2.3 Age requirements: Individuals who are 13 years of age or older may be eligible to undertake a traineeship or apprenticeship in most occupations. However, trainees and apprentices must be over 17 years of age to be counted in child to staff ratios.

Section 120 of the National Regulations requires the approved provider of a centre-based service must ensure that any educator at the service who is under 18 years of age:

- a) does not work alone at the service
- b) is adequately supervised at all times by an educator who has attained the age of 18 years.

Where an employer is seeking to engage somebody younger than 17 years of age they must ensure that they comply with the Education and Care Services National Law Act 2010. This information is available at: <https://www.acecqa.gov.au/>

If you are under 18 years of age at the start date of your traineeship or apprenticeship, your parent or guardian must provide signed consent, if appropriate, amongst other responsibilities.

2.2.4 Blue Card: Any person undertaking a traineeship or apprenticeship must undergo a criminal history check (this includes school-based trainees and apprentices) as stated by Education and Care Services National Law Act 2010, and be eligible for a Positive Notice 'Blue Card'. It is an offence to engage in any child related paid or voluntary employment, or to carry on a child related business without a current Positive Notice.

If you do not currently hold a card, or have not already applied, application forms are available from the Queensland Government Blue Card Services at: <https://my.bluecard.qld.gov.au/login>. For more information please visit the website or phone **1800 113 611** or **3211 6999**, Monday to Friday from 8:00am to 5:00pm.

2.2.5 Citizenship: As a rule, only Australian citizens and New Zealand citizens who have entered Australia on a valid passport, have unrestricted rights to traineeships and apprenticeships in Australia. Any other person wanting to participate in a traineeship or apprenticeship in Australia must have a visa allowing employment.

Visa holders may engage in traineeships and apprenticeships provided their work rights allows this, based on information and advice provided by the Department of Home Affairs.

2.2.6 Proof of Identity is required at enrolment. A verified copy of ID may be requested in cases where an ECTARC Training and Development Officer cannot personally verify documents. A Unique Student Identifier (USI) number is also required at enrolment.

2.2.7 Alternatives are available to a person denied access to public funding.

A person denied access to User Choice public funding may:

- consider the Certificate 3 Guarantee and Higher Level Skills funded programs. Please contact ECTARC for further information on these programs.
- negotiate with their training provider for their employer, or themselves, to fund the traineeship through a fee for service arrangement.

2.3 What is a school-based traineeship?

Compulsory participation is a phase of education and training in which young people are required to continue to engage in education or training, until they have completed a Queensland Certificate of Education, a Senior Statement, a Certificate III or IV vocational qualification, or until they have turned 17 years of age. Historically, apprenticeships and traineeships have only been available under full-time or part-time employment arrangements, however the introduction of school-based arrangements has added a third option to access apprenticeships and traineeships in Queensland, thus aiding in meeting compulsory participation requirements.

A school-based traineeship is a legally binding contract for training and paid employment between an employer and the trainee/apprentice. The school student's timetable or curriculum reflects a combination of work; training and school study, which together lead to the award of a Senior Certificate or its equivalent, and progress towards a vocational qualification.

A Learner Unique Identifier (LUI) is a number assigned to each school student's learning account and is used by training providers when notifying the Queensland Curriculum and Assessment Authority of participation in enrolments and results under school-based arrangements. School based trainees / apprentices must provide ECTARC with their LUI number on enrolment.

The trainee/apprentice will have the support of their employer, school, and parents in modifying their school timetable to include an agreed pattern of release from school activities to allow theoretical and work-based practical training in their chosen traineeship. Should employment and training arrangements not impact on the student's school timetable, the traineeship cannot be considered to be school based.

ECTARC recommend that school-based trainees undertake the CHC30121 Certificate III in Early Childhood Education and Care. To ensure appropriate employment arrangements are in place, all training contracts which are received by DESBT for registration will be sent to the applicable regional office for review prior to a delegated officer making a decision to register or refuse to register the training contract.

2.4 Duration of Contract

The contract duration for apprenticeships and traineeships varies depending if employment is full-time or part-time. The Traineeship (Certificate III level) will be 2 years full-time or 4 years part-time and the Apprenticeship (Diploma level) is 3 years full-time and 6 years part-time apprenticeship.

Although each qualification has a nominal duration, competency based training means that once all parties are in agreement that competency has been achieved, the contract can be finalised and completed.

2.5 Probationary Period

To enable all parties to gain a full understanding of their commitment and contractual requirements, a probation period is provided on the commencement of every contract. Probation is a period of time when a trainee or apprentice works and trains with their employer before each decides whether to continue with the traineeship or apprenticeship. The duration of the probation period varies between 30-60 days for all traineeships and 90 days for all apprenticeships.

This time allows each member to reflect on:

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

3.0 Responsibilities of Parties

3.1 The Department of Employment, Small Business and Training (DESBT)

DESBT has authority to approve, refuse, amend, monitor and regulate apprenticeships and traineeships in Queensland. The Department works cooperatively with AASN's, Supervising Registered Training Organisations (SRTO) and the various education sectors in exercising its authorities. The parties to a training contract may raise any issue or concern regarding the traineeship or apprenticeship or the provision of services with either the AASN, the SRTO or directly with the local office of the Department. For advice, assistance or more information, contact the Department's Training Line on **1300 369 935**.

3.2 Australian Apprenticeships Support Networks (AASN)

AASN's are contracted by the Australian Government to provide information, advice and assistance to employers and trainees/apprentices throughout the training contract. They are responsible for the signing of the apprenticeship/traineeship contract, registering the contract with DESBT and administering the Australian Apprenticeship Incentive Program. They offer assistance and advice with regards to obligations and responsibilities in all aspects of the agreement. Contact your AASN for assistance with forms and employment issues.

3.3 School/School Career Counsellors

The school representative must ensure that the trainee/apprentice is available to the employer for work and/or available for training during those hours of release agreed by the school and as detailed within the Training Plan. It is necessary that the Training Plan schedule identifies the periods of release agreed to accommodate vocational or off the job training of the trainee/apprentice i.e. those periods of release set aside for work activities. Alterations to the student's timetable must show an integrated plan for the undertaking of vocational training and employment that is in the best interests of the student.

By agreement, the trainee/apprentice may also attend employment or vocational training during school holidays, weekends or at other times. These arrangements must be documented within the Training Plan.

3.4 Supervising Registered Training Organisation (SRTO)

Supervising Registered Training Organisations (SRTO) delivers training and assessment to trainees and apprentices. ECTARC TDOs will work with you and your employer to help develop a Training Plan, deliver training, assess your achievement of skills, and issue the qualification on successful completion of your traineeship or apprenticeship. ECTARC can provide employers and employees with information on contractual requirements, obligations, responsibilities and support in all areas of traineeships/apprenticeships.

ECTARC will:

- assign a Training and Development Officer (TDO)
- develop a Training Plan to suit trainee/apprentice and employer needs and provide a copy of the final, signed version within 14 days of it being signed
- issue a Record of Training and Assessment within 14 days of the Training Plan being signed
- assess Foundation Skills and support needs of trainee/apprentice
- provide all learning resources
- maintain regular training and assessment as per the Training Plan
- support the trainee/apprentice throughout their contract
- maintain records of training and assessment progress
- advise and assist in relation to additional support and funding requirements
- issue the qualification upon completion
- charge a student contribution fee in accordance with DESBT guidelines
- ensure an Employer Resource Assessment (ERA) is completed and monitored. Where all requirements cannot be met ECTARC are required to notify the employer, the AASN and Department immediately.

Each trainee/apprentice has a choice of SRTO. Should you choose to change from ECTARC to another training provider, you are able to do this at any time during your contract period. ECTARC requires two weeks' notice of change of SRTO and can supply appropriate forms for notifying DESBT.

3.5 Employer Responsibilities

Employers taking on a trainee/apprentice are required to undertake an Employer Resource Assessment (ERA) to ensure that they can provide the range of work, facilities, supervision and training required under the trainee/apprentice Training Plan. The ERA is conducted at the commencement of the traineeship/apprenticeship and then at intervals of no longer than three (3) months. The ERA includes:

3.5.1 Ratio check

For trainee/apprentice approval purposes, there must be a ratio of one qualified person employed to each trainee/apprentice employed in the service. E.g. If there are three trainees in a service, there should also be three Certificate III or higher qualified educators employed at the service.

3.5.2 Supervision check

The minimum requirement for adequate training supervision is a designated qualified person. This person is required to be a permanent employee at the same workplace as the trainee/apprentice, as well as be predominantly employed during the same working hours as the trainee/apprentice in order to support and mentor them.

3.5.3 Facilities and range of work

Employers must provide both the facilities and the range of work to support trainees/apprentices' learning in the units of competency identified in the Training Plan, and ensure that the trainee/apprentice receives adequate training, supervision and assessment. With regard to children's services, facilities would mean the service itself meaning a regulated service, and range of work means the trainee/apprentice has been employed to work with the children, not as a support worker (e.g. the cook, cleaner or bus driver).

Please note: where more than one trainee/apprentice is at the service, separate ERAs may be required to be completed.

The employer must:

- sign a Training Plan within three (3) months of commencement
- provide the trainee/apprentice with a staff handbook and job description
- provide the trainee/apprentice with a roster of working hours
- provide quality on-the-job instruction in a safe working environment
- allocate a Workplace Supervisor and provide ECTARC with a copy of the Workplace Supervisor's qualification
- release the trainee/apprentice from the floor to complete training and assessment
- assist the trainee/apprentice to become an effective team member by providing feedback and advice
- ensure that the trainee/apprentice receives appropriate wages as outlined by the Fair Work Commission. All employers are advised to contact the Fair Work Commission to determine which Award/Arrangement your employees are paid under.
- notify the nearest DESBT office in writing within 14 days of the following:
 - an agreement to amend or cancel the training contract
 - the sale or disposal of the business
 - belief that the trainee/apprentice is failing to make reasonable progress
 - belief that the trainee/apprentice will not complete

ECTARC can assist you by providing the required forms or contact details for your nearest DESBT office. The employer must also notify ECTARC of:

- any of the above DESBT notices
- any changes required to the Training Plan
- a change of SRTO (two weeks' notice required)
- completion of contract requirements

3.5.4 Workplace Supervisor

The Workplace Supervisor must be a qualified educator who holds a qualification equivalent or higher, the trainee (CHC30121 Certificate III in Early Childhood Education and Care) or apprentice (CHC50121 Diploma of Early Childhood Education and Care). A copy of this qualification must be provided to ECTARC.

The Workplace Supervisor must:

- mentor and support the trainee/apprentice
- provide range of work and opportunity to develop skills as per each unit of competency

- have regular discussions with the trainee/apprentice about the practical component and give feedback and direction about performance
- complete and sign the *Third Party Reports* for each unit
- ensure the trainee/apprentice is prepared and ready for training and assessment
- assist the trainee/apprentice to follow service policies and procedures
- ensure the trainee/apprentice is keeping on track with their written work
- counter sign the trainee/apprentice Record of Training and Assessment

3.5.5 Employer not to prevent participation in training

The employer of a trainee or apprentice must not directly, or indirectly -

- a) obstruct the trainee/apprentice from participating in training required under the Training Plan for the trainee/apprentice to be delivered by the Supervising Registered Training Organisation (*required training*); **or**
- b) prejudice the trainee/apprentices employment, or place the trainee/apprentice at a disadvantage, because the trainee/apprentice participates in the required training; **or** discourage or coerce the trainee/apprentice from participating in the required training.

3.5.6 Record keeping and reporting

Employers are required to keep and maintain specific records during the course of the Traineeship/Apprenticeship training contract. These records monitor the trainee/apprentices work and training progress.

Records that the employer should keep and maintain include:

- the approval letter from your state or territory training authority once the training contract has been approved
- a copy of the trainee/apprentice training contract
- a copy of the Training Plan as agreed with the SRTO
- a copy of the award or workplace agreement under which the trainee/apprentice-is employed.

Employers also need to monitor the trainee/apprentice's progress and confirm that they are developing the required skills and knowledge. The Training Contract requires the employer to work with the assistance of the SRTO and the trainee/apprentice to ensure that the Training Plan is complied with, and that training records are kept up to date and progress monitored and reviewed.

The various records which you must maintain include:

- records of time worked and wages paid to the trainee/apprentice
- your trainee/apprentice's *Third Party Reports*, and Record of Training and Assessment provided by ECTARC, which documents the on-the-job performance, the practical hours undertaken with specific age groups and progress made

3.6 Employee (or prospective employee)

3.6.1 Unique Student Identifier (USI)

Any person undertaking a nationally recognised qualification or unit of competency is required to have a USI. Your USI links to an online account that contains a person's training records and results that have been completed since January 2015. By having a USI you will be able to access your training records and results whenever you need them. It is very important that all students register for a USI. If you don't have a USI, you will need to create one in order to enrol.

Visit www.usi.gov.au and follow the steps to obtain your USI number. It is quick and easy to do and will look something like this: **5NW87ZL1P9**

Once you have obtained your USI number, you are required to provide ECTARC with your USI so your enrolment can be processed and training can commence.

3.6.2 Commencement

The traineeship / apprenticeship starts on the day agreed to by employer and trainee / apprentice. When a start date has been established, the following steps are undertaken:

1. The employer contacts an AASN (Australian Apprenticeships Support Network) provider to facilitate the signing of the training contract. The training contract must be signed within 14 days after the start of the traineeship / apprenticeship.
2. The AASN provider will visit the workplace to establish the training contract and advise the employer and trainee/apprentice of their obligations under the contract.
3. The employer and trainee/ apprentice must choose a Supervising Registered Training Organisation (SRTO) to deliver the training. A list of training organisations relevant to your chosen traineeship or apprenticeship is provided by the AASN or DESBT. **To nominate ECTARC as your provider, simply tell your AASN at induction.**
4. The AASN provider will contact the Supervising Registered Training Organisation to accept their involvement in the traineeship/apprenticeship.
5. ECTARC will contact the employer to arrange an induction to take place and negotiate a training plan to suit the needs of the employer and trainee/apprentice. This must occur within three months of the start date. The Training Plan sets out what you will learn, where you will learn it, how often you will be trained, and how and when you will be assessed.
6. Workplace training should commence as soon as possible.

3.6.3 As a trainee/apprentice

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

As part of your induction it is important that you undertake a Foundations Skills Questionnaire and disclose any additional 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.

Note: A verified copy of ID and a USI number is required for sign up by your ECTARC Training and Development Officer.

The trainee/apprentice must:

- obtain a Unique Student Identifier number
- 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 by using allocated study time
- undertake training and assessment as set out in the Training Plan
- complete practicum requirements as outlined in the chosen program
- maintain Record of Training and Assessment (this will need to be retained at the workplace)
- have the Workplace Supervisor observe and comment on performance
- discuss progress with the Workplace Supervisor
- notify the ECTARC TDO if you are unable to attend training/assessment visits
- notify the ECTARC TDO of the following:
 - if you are having difficulties with study/assessments
 - any agreement to amend or cancel the training contract
 - change of SRTO and completion of contract requirements
 - if you require any changes to your Training Plan
 - if you lose your Record of Training and Assessment

- if you are unable to fulfil your practicum obligations
- belief that the employer is failing to meet their obligations
- belief that you will not complete in due time

Trainees/Apprentices will be asked to complete a survey at induction and upon completion or withdrawal from their program as part of ECTARC's requirement to seek feedback and provide reports to Government Departments. Opportunities to provide feedback on each unit of competency is provided in the ECTARC Training Portal.

4.0 Qualifications

4.1 CHC30121 Certificate III in Early Childhood Education and Care - Traineeship

CHC30121 Certificate III in Early Childhood Education and Care is an entry level III competency based program assessed against the CHC Community Services Training Package.

There are two components to the traineeship:

- On-the-job training – Practical learning in the workplace to gain skills and knowledge
- Off-the-job training – Formal training and assessment by ECTARC

Duration of both will vary according to electives chosen, student skills, knowledge and experience.

160 Practicum hours (minimum), will be completed at your place of employment with appropriate age groups or at your host regulated education and care service. ALL trainees must complete and submit a Workplace Hours Log Book for their course requirements for the following age groups:

- **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.

Off-the-job: The CHC30121 Certificate III in Early Childhood Education and Care consists of the following units. There are 17 units of self-paced learning resources. This is made up of **15 core** units and **2 electives** (selected during Training Plan development).

	Unit Code	Unit Name
Core	HLTWHS001	Participate in workplace health and safety
Core	CHCPRT001	Identify and respond to children and young people at risk
Core	CHCECE055	Meet legal and ethical obligations in children's education and care
Core	CHCECE056	Work effectively in children's education and care
Core	CHCECE031	Support children's health, safety and wellbeing
Core	CHCECE034	Use an approved learning framework to guide practice
Core	CHCECE030	Support inclusion and diversity
Core	CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures
Core	CHCECE035	Support the holistic learning and development of children
Core	CHCECE038	Observe children to inform practice
Core	CHCECE033	Develop positive and respectful relationships with children
Core	CHCECE032	Nurture babies and toddlers
Core	CHCECE036	Provide experiences to support children's play and learning
Core	CHCECE037	Support children to connect with the natural environment
Core	HLTAID012	Provide First Aid in an education and care setting
Elective	CHCDIV001	Work with diverse people
Elective	HLTFSE001	Follow basic food safety practices

Please note that other electives can be chosen if they meet the requirements of the training package.

The trainee and employer choose which electives best suit the needs of the trainee. All units have learning support materials (readings), reflective practice exercises, written assessments and practical skills for completion. These must be submitted consistently during the program.

4.2 CHC50121 Diploma of Early Childhood Education and Care – Apprenticeship

CHC50121 Diploma of Early Childhood Education and Care is a level V qualification assessed against the CHC Community Services Training Package.

There are two components to the apprenticeship:

- On-the-job training – Practical learning in the workplace to gain skills and knowledge
- Off-the-job training – Formal training and assessment by ECTARC

Duration of both will vary according to electives chosen, student skills, knowledge and experience.

280 Practicum hours (minimum), will be completed at your place of employment with appropriate age groups or at your host regulated education and care service. ALL apprentices must complete and submit a Workplace Hours Log Book for their course requirements for the following age groups:

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

Off-the-job: The CHC50121 Diploma of Early Childhood Education and Care consists of 15 units of self-paced learning resources. This is made up of **12 compulsory** units and **3 electives** (selected at Training Plan development).

Persons who have completed a superseded Certificate III qualification and are enrolling in the CHC50121 Diploma of Early Childhood Education and Care must provide ECTARC with permission to access your USI records on the USI Portal or provide a copy of your transcript and ECTARC will contact the issuing RTO to verify its authenticity. Following this you may be required to complete a bridging assessment for gaps identified.

	Unit Code	Unit Name
Core	CHCPRP003	Reflect on and improve own professional practice
Core	CHCECE041	Maintain a safe and healthy environment for children
Core	CHCECE050	Work in partnership with children’s families
Core	CHCECE042	Foster holistic early childhood learning, development and wellbeing
Core	CHCECE047	Analyse information to inform children’s learning
Core	CHCECE043	Nurture creativity in children
Core	CHCECE049	Embed environmental responsibility in service operations
Core	CHCECE048	Plan and implement children’s education and care curriculum
Core	CHCECE045	Foster positive and respectful interactions and behaviour in children
Core	CHCECE046	Implement strategies for the inclusion of all children
Core	CHCECE044	Facilitate compliance in a children’s education and care service
Core	BSBTWK502	Manage team effectiveness
Elective	CHCMGT003	Lead the work team
Elective	BSBHRM413	Develop teams and individuals
Elective	BSBSTR501	Establish innovative work environments

Please note that other electives can be chosen if they meet the requirements of the training package.

The apprentice and employer choose which electives best suit the needs of the apprentice. All units have learning support materials (readings), reflective practice exercises, written assessments and practical skills for completion. These must be submitted consistently during the apprenticeship.

4.3 Workplace learning

The essence of an apprenticeship or traineeship is the workplace learning and experience that you will gain. Under the legally binding training contract, apprentices and trainees must make every effort to acquire the skills and knowledge required to successfully complete their course.

It is a requirement of the CHC Training Package that an ECTARC TDO observe students in a workplace to assess them performing the required practical skills. It is the employer's responsibility to provide a Workplace Supervisor who will ensure students are instructed properly and given every opportunity to develop and practice skills in the relevant competencies. The Workplace Supervisor should be a good role model and provide support and guidance on relevant job roles and duties. He/she will provide constructive feedback and advice on ways of overcoming any identified gaps in performance.

It is advised that students meet with the Workplace Supervisor at the commencement of each unit to familiarise themselves with service performance standards and determine practical learning requirements. 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. The Third Party Report is completed by the Workplace Supervisor and verifies observation of the student consistently performing required practical skills, applying essential knowledge and displaying the required attributes to a satisfactory level.

Students will need to:

- demonstrate competency at work by answering questions that the Workplace Supervisor asks to demonstrate skills and knowledge
- participate in workplace activities that can be observed to determine performance level
- work cooperatively with the Workplace Supervisor in accepting feedback constructively
- assist in identifying gaps in performance and ways of achieving these skills and knowledge
- work towards demonstrating skills and knowledge (competency) in further units.

5.0 Record of Training and Assessment

A **Record of Training and Assessment** is an official record of your achievements and progress. It documents all formal training by your SRTO (ECTARC), the skills and knowledge that you have gained through your on-the-job learning, completion of required practicum hours and the final assessment results for all competencies.

It is the students responsibility to complete the appropriate documents and records correctly and ensure that copies of your **Training Plan** (updated every three months to show your progression) and **Record of Training and Assessment** are retained. These documents will be signed off by an ECTARC TDO at intervals of no more than **three months** throughout the program and progress reports will be returned to you for retention. Regular updates allow all parties the opportunity to discuss training and ensure that the trainee/apprentice are receiving the full range of work and are progressing satisfactorily.

There are two Log Books located in the Record of Training and Assessment:

- A Workplace Hours Log which records the practicum hours completed at your place of employment with appropriate age groups
- A Study and Training Time Log which is used to record all time withdrawn from productive work for the purpose of formal training, study and assessment. These forms will also be provided at training for you to document time spent on each unit.

Your training record is yours to keep, and when fully completed may be used to:

- show your employer, SRTO or the Department of Employment, Small Business and Training, when requested
- provide evidence for recognition of learning
- provide evidence to licensing authorities, where applicable
- assist you in preparing future job applications.

It is important that the Record of Training and Assessment remains in your possession and is not lost or misplaced. This must be completed regularly and submitted to your ECTARC TDO at every visit.

PLEASE NOTE:

All units of competency must be completed by the trainee/apprentice by the contract completion date. If they are not, the final incentive payment cannot be claimed by the employer, and the trainee/apprentice will not be eligible to receive their qualification.

6.0 First Aid

The first aid component of the course - **HLTAID012 Provide First Aid in an education and care setting** must be completed externally through a registered training provider of the student's choice. Where eligible, ECTARC will cover the cost on behalf of the student.*

The nominated training provider must invoice ECTARC for the cost of HLTAID012 Provide First Aid in an education and care setting and reference the student's name on the invoice. Payments will be made within 7 days of receiving the invoice.

Once the course is completed, a certified copy of the First Aid Certificate must be provided to ECTARC to be added to the student's records as a Credit Transfer.

*Please note: If you have previously completed *HLTAID012 Provide First Aid in an education and care setting* as part of a program that has been funded by Qld Government, and need to update this throughout your enrolment period, this unit will not be eligible for funding. This means you will be required to pay the costs associated with this training directly to the external training provider as per their fees and charges.

7.0 Tuition Fees

All SRTO's are required by DESBT to charge an apprentice/trainee student co-contribution fee towards the cost of their training. The student co-contribution fee will be calculated at \$1.60 per nominal hour for each unit of competency being undertaken as outlined by DESBT. The exact cost of the program will depend on electives chosen and fees will be calculated accordingly as per units selected in Training Plan development. This fee policy also applies to any units being undertaken via the recognition process for prior knowledge and skills, but does not apply to units recognised and granted as Credit Transfer. ***See Appendix for the full list of units and individual prices.***

In accordance with contract guidelines, the supplier can negotiate additional fees with the employer or new trainee/apprentice for training and assessment in any units of competency, which is over and above that which is essential to the qualification outcome for the trainee/apprentice.

For those cases where state funding is not available for training, a 'Fee for Service' for trainees and apprentices is available at standard ECTARC rates. Please see the *ECTARC Fee Schedule* at www.ectarc.com.au. This means that the employer pays ECTARC for the training from incentive payments received by them from the Australian Government. For more information on Fee for Service traineeships/apprenticeships, and eligibility and criteria of employment, please contact ECTARC.

A number of payment options are available and the trainee/apprentice may choose a method that best suits their financial needs. Student co-contribution fees are payable by credit card or payment plan via direct debit. Forms for this purpose will be made available to students at sign up. If you need to discuss other payment options, please contact ECTARC on 07 3290 2966.

PLEASE NOTE:

Full payment of fees is required by the date of completion. ECTARC advises that they have the right to withhold training if fee payments have not commenced within **three months from induction**. **ECTARC will not complete training or assessment** for the final unit of competency **until full payment is received**.

***IMPORTANT:** under User Choice, the Department may amend the amount of fees chargeable at any time. Training package changes may also alter the total fee amount. Students will be informed of any changes to fee prior to occurring.*

7.1 Partial exemptions – tuition fees

Provision exists for partial and full exemptions on student co-contribution fees so **trainee/apprentices** are not financially disadvantaged. Exemption policies and procedures are explained and concession application forms are provided at sign up.

A trainee/apprentice is exempt from paying 60% of the student co-contribution fee if it can be shown that they fall into one or more of these exemption categories:

- a) the trainee/apprentice was or will be under 17 at the end of February in the year in which the training commences, and the trainee/apprentice is not at school and has not completed year 12;
- b) the trainee/apprentice holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- c) the trainee/apprentice issues ECTARC with an official form under Commonwealth law confirming that the trainee/apprentice, his or her partner, or the person of whom the trainee/apprentice is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- d) the trainee/apprentice is an Aboriginal or Torres Strait Islander person and identifies as such on the enrolment form.

Once your application for exemption is approved the trainee/apprentice is responsible for the payment of the remaining 40% of the fee owing.

7.2 Full exemption – tuition fees

A trainee/apprentice may be totally exempt from paying the student co-contribution fee if they fall into one or more of these exemption categories:

- the trainee/apprentice is a school-based trainee or apprentice
- the trainee/apprentice completed Year 12 and was a school leaver the year prior to commencement
- where payment of the student co-contribution fee would cause the trainee/apprentice extreme financial hardship, then ECTARC may exempt the trainee/apprentice from these fees.

ECTARC will determine if an exemption is accepted on the grounds of financial hardship. 'Financial hardship' is defined as foregoing the essentials in life.

Note: School-based trainees or apprentices may be required to pay fees for any units undertaken once they have completed school and transfer their contract to a full-time/part-time trainee/apprentice status.

7.3 Credit transfer

Trainees/apprentices who are eligible for **Credit Transfer** automatically receive an exemption of student co-contribution fees for those units where Credit Transfer has been applied. An official Statement of Attainment from a Registered Training Organisation must be provided for Credit Transfer to be conducted.

7.4 Refunds

ECTARC has a fee and refund policy that includes:

- where a trainee/apprentice does not commence a unit of competency, then ECTARC will reimburse the trainee/apprentice for all student co-contribution fees collected in relation to that unit of competency
- where a trainee/apprentice withdraws from a unit of competency after commencing that unit of study but not completing the assessment, then 50% of the student co-contribution fee will be reimbursed.

ECTARC will refund student co-contribution fees for any of the following circumstances:

- the training contract is cancelled
- an trainee/apprentice is granted an exemption after full payment of student co-contribution fees
- change of training organisations

7.5 Additional charges

ECTARC advises that there are additional charges for the re-issue of ECTARC documents, qualifications and/or Statements of Attainment due to loss or misplacement. Prices of replacement documents are:

- Record of Training and Assessment \$25.00
- Qualification/SOA \$55.00

7.6 Payment of fees

All employers need to be aware of changes to the Children's Services Award from January 1, 2015 (Variation to Modern Award - insertion of Apprentice Conditions; 14.6 Apprentice conditions of employment).

Depending upon your employer status, the variation may or may not apply to you. All employers are advised to contact the Fair Work Commission to determine which Award/Arrangement your employees are paid under. Once this is determined, you are required to advise ECTARC so we can invoice the appropriate party for any applicable student co-contribution fees.

8.0 How the training will be delivered

ECTARC delivers training via a flexible delivery mode 40, which can include face-to-face, online, practical, self-paced learning activities, reading materials and Recognition of Prior Learning (RPL). At sign up, you will be allocated an ECTARC TDO who will guide you through your study program. ECTARC is responsible for delivering the off-the-job formal training component of the traineeship/apprenticeship, this includes: providing learning resources, delivering training, conducting assessment, marking assessments and providing any support that is required.

The qualified Workplace Supervisor is responsible for your learning within the workplace and must ensure that you are trained properly in various roles and duties and given every opportunity to develop and practice skills in all relevant competencies (*see Workplace learning*). They will monitor your progress and must provide you with constructive feedback and advice on ways of overcoming any identified gaps in your performance. Your Workplace Supervisor will complete Third Party Reports to verify on-the-job learning and indicate readiness for assessment. Outcomes of assessment will be recorded in your Training Plan and the Record of Training and Assessment.

A Training Plan will be developed in conjunction with ECTARC, the trainee/apprentice and employer/supervisor, outlining the training and assessment dates for all units of competency. These are suggested dates and **may change depending on student attendance at training sessions, ability to complete assessment, etc.** You may also progress faster through your learning.

Your workplace is required to arrange an opportunity for you to complete practicum hours as outlined. This may require you to work in a different room than usual and undertake normal duties and roles for that group. You may also be required to undertake practicum in a different service if your place of employment does not cater for all required ages/groups.

Your workplace will also allocate you study time, as recommended according to the course undertaken, for completing research, activities and assessments in the workplace. The allocated withdrawal time is recorded on the Training Plan at sign up. This withdrawal time is to be recorded in the Study & Training Time Log Book located in the back of the Record of Training and Assessment.

Managing your study time:

- Be prepared for your study/training time before it begins – have learning resources and assessments ready
- Always bring your Training Plan and Record of Training and Assessment
- Ask your Workplace Supervisor for a quiet location so that you can concentrate
- Use your Training Plan to keep on track – aim to have units/modules finished before they are due
- Have your Workplace Supervisor sign the Record of Training and Assessment the week before your TDO comes for assessment on that unit. This way you complete both components of assessment
- Complete your Study & Training Time Log Book each withdrawal time
- Create a task list to help you keep track of the little things
- Be organised - keep things together to save confusion and create a task list to help you keep track of the little things
- Use your apprenticeship/traineeship as a valuable learning experience
- Remember to phone your ECTARC TDO in your study time if you have any questions or need added motivation
- Enjoy your study – but remember to enjoy life as well.

9.0 Assessment

The CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care are competency-based programs that are assessed against the CHC Community Services Training Package.

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

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

Assessments may be customised to best suit a student's needs. ECTARC is committed to offering flexible learning and assessment procedures to offer the optimum training experience for students. Any customisation must still ensure the integrity of the unit and that all requirements have been met.

9.1 Making assessment judgments

ECTARC is responsible for ensuring honest, valid and reliable assessment is conducted throughout all programs. This includes ensuring all trainees/apprentices are assessed against the **assessment requirements** which apply to every unit of competency within the program. These include:

- the individual being assessed must provide evidence of specified essential knowledge, as well as skills
- all units must be assessed on the job under the normal workplace conditions for a range of age groups, a range of conditions, over a number of assessment situations
- consistency in performance is best assessed for a range of age groups, a range of conditions and over a number of assessment situations

Employability Skills are integral to workplace competency. Employability Skills are embedded and explicit within each unit of competency. The facets included in the framework are deemed to apply generally to work in the community services industry, with specific customisation required to address work at different levels and sectors of the industry.

The Record of Training and Assessment is used to record training in the selected units of competency. The training record is updated to reflect training undertaken, both structured and on-the-job components, and must occur at intervals of not more than 3 months, except during periods where a training contract may be suspended. The Record of Training and Assessment must be presented to the ECTARC TDO at each visit to be updated and signed. It is important that this remains in the workplace at all times and is not lost or misplaced.

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

S- Satisfactory

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

NYS -Not Yet Satisfactory

A Not Yet Satisfactory result means that there is an area/s of the unit that you have not yet demonstrated. Your TDO will identify the area(s) for you and provide guidance and support as to what is required for you to achieve a Satisfactory result.

C- Competent

For each unit of competency, you must successfully complete:

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

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

NC – Not Competent

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

9.2 Submitting assessments

Assessments may be a combination of written assessment tasks, role play, observations on-the-job, verbal and practical assessment tasks. Written assessments are completed and submitted on the ECTARC Training Portal. Your assessments will be marked and feedback given to support your learning and progress.

IMPORTANT: the Third Party Report must be completed, signed and uploaded with every assessment when submitting work for marking.

Completing your assessments:

- make sure you have worked through the learning resources 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.

Access to the ECTARC Training Portal after Completion:

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.

Practical Assessments:

Your ECTARC TDO will conduct your practical assessment. Information detailing what will be observed is provided in the ECTARC Training Portal. When a TDO conducts your practical assessment they will complete a Record of Practical Assessment which outlines the knowledge and skills they are assessing (a result of Satisfactory or Not Yet Satisfactory will be given).

9.3 Assessment and feedback

Once you have achieved Satisfactory for all written components and have been signed as Satisfactory for the practical assessment in your Record of Training and Assessment, you will be deemed Competent for that unit and can then move on to your next unit of competency.

Resubmission:

At some stage 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. Should an assessment be assessed as Not Yet Satisfactory (NYS), the TDO will clearly indicate where the trainee/apprentice needs to readdress the assessment, providing constructive suggestions to assist the trainee/apprentice to achieve competency. Trainees/apprentices may resubmit assessments twice if necessary, before being deemed Not Yet Competent for that unit of competency. Alternative methods of assessment/reasonable adjustment can be arranged to suit your needs, so discuss any concerns with your TDO.

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 TDO and explain your concerns. See the *Complaints and Appeals* section in this Handbook for further details.

10.0 Academic Misconduct

a) Plagiarism

A trainee/apprentice 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 trainee/apprentice. Plagiarism will include:

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

(ii) rephrasing ideas from books, journals, study notes or tapes, the Internet, the work of other trainee/apprentices, 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, work 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, trainee/apprentice
- obtaining materials from the Internet 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 trainee/apprentice cheats if he or she does not abide by the conditions set for a particular learning experience or item of assessment. Cheating includes, but is not limited to:

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

c) Collusion

A trainee/apprentice 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 trainee/apprentice. Collusion includes, but is not limited to:

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

d) Falsification of documentation

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

Falsification of documentation includes, but is not limited to:

- falsifying qualifications, statements of attainment or transcripts issued by ECTARC or external organisations
- gaining entry into a course or receiving an award where the trainee/apprentice was not legitimately eligible
- acting dishonestly, or knowingly making false or misleading representations in relation to enrolment in an ECTARC activity
- In the event of a trainee/apprentice falsifying certification documentation, ECTARC will notify the Australian Skills Quality Authority (ASQA), DESBT, the Unique Student Identifier (USI) office and the police and provide details of the event including individual's enrolment with ECTARC personal contact details.

- 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 falsification of documentation) and follow legal advice.
- 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.

10.1 Disciplinary Procedures

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

11.0 A Guide for the Workplace Supervisor

Outlined below is the procedure for observing on-the-job workplace performance. It includes preparing, conducting, recording, reporting and reviewing the trainee/apprentice in their role.

Steps	Trainee/apprentice	Workplace Supervisor
Step 1 Establish work role	Familiarise yourself with the <i>Third Party Reports</i> to know what skills and knowledge you need to demonstrate to your Workplace Supervisor and the standards to which you can do them.	Familiarise yourself with the <i>Third Party Reports</i> – particularly the on-the-job skills that must be performed by the trainee/apprentice.
Step 2 Prepare the trainee/apprentice	Discuss these skills with your Workplace Supervisor. If you don't understand something, ask your Workplace Supervisor for clarification.	Discuss the skills required for the job role and to what level these skills must be demonstrated at work.
Step 3 Plan and prepare	Discuss your understanding of what is required for satisfactory performance with your Workplace Supervisor. Plan a time with your Workplace Supervisor for observation and discussion regarding your performance.	Establish a plan for observing, discussing, and questioning the trainee/apprentice's performance in order to determine the on-the-job performance is at a satisfactory level. ECTARC Training and Development Officers can provide you with additional tools e.g. checklists, question sheets, if required.
Step 4 On-the-job performance	Demonstrate your full knowledge at work by answering questions correctly. Demonstrate your skills by participating in work activities that can be observed every day.	Ensure your performance judgement is: <ul style="list-style-type: none"> • valid (e.g. observe what needs to be observed to determine performance) • consistent (did the candidate perform consistently?) • fair and reliable
Step 5 Provide feedback on the performance	Work cooperatively with your Workplace Supervisor and accept constructive feedback. Assist in identifying gaps in your performance and ways to achieve these skills and knowledge. Work towards demonstrating your skills and knowledge in further units.	Provide the trainee/apprentice with constructive feedback. Provide information, where required, on any identified gaps in performance and strategies for improvement.
Step 6 Record result	Sign the <i>Third Party Report</i> for each unit when your Workplace Supervisor has completed them.	Record details of trainee/apprentice's progress on the <i>Third Party Report</i> .
Step 7 Review the process	If necessary, suggest ways to improve the observation process.	Review and identify any suggested improvements to be made to the observation process.
Step 8 Participate in the re-assessment and appeals process (if required)	Discuss your performance with your workplace supervisor. Seek assistance and advice on improving skills and knowledge required to perform your role satisfactorily. 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/apprentice regarding workplace performance. Include guidance on further practice if required. Report any disputed workplace performance issues to the ECTARC Training and Development Officer – who will assist you to implement the appeals process.

12.0 Credit Transfer

If you have undertaken a unit of competency or qualification with another 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. You will need to provide ECTARC with permission to access your USI records on the USI Portal or provide a copy of your transcript and ECTARC will contact the issuing RTO to verify its authenticity.

13.0 Recognition of Prior Learning (RPL)

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

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

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

- **Competency Conversation:** an ECTARC TDO will discuss with the candidate their previous experience to determine the extent of their skills and knowledge for each unit of competency.
- **Practical Assessment:** an ECTARC TDO will observe the candidate in the workplace to ensure that they are performing the practical skills required in a unit of competency.
- **Portfolio:** the candidate provides a portfolio of evidence of previous experiences, such as testimonials, copies of previous qualifications, statements of participation in professional development, photographs and examples of their work.

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

Fees apply as per User Choice guidelines for all units undertaken via the recognition pathway.

Note: User Choice will not fund the service provision of delivery of units of competency through RPL where the effect would be that the trainee/apprentice has completed the entire qualification by way of RPL. Trainees/Apprentices wishing to apply for RPL for full program should discuss other options for their qualification.

14.0 Foundation Skills – Language, Literacy and Numeracy

All job tasks, and all units of competency include foundation skills – almost everything we do at work has something to do with skills such as learning, reading, writing, oral communication and numeracy. It might be having a conversation with a client or colleague, completing an observation record, working to a schedule or reading workplace health and safety information.

SRTOs are required to determine the Language, Literacy and Numeracy skills of students. To do so you must complete a Foundations Skills Questionnaire which is designed to provide an indication of any additional individual support needs. This allows us to:

- identify trainee/apprentices who may require additional training
- develop a Training Plan to enable enough time for learning to occur
- develop specific training methods to meet the needs of individual trainee/apprentice
- identify reasonable adjustment requirements for assessment
- the trainee/apprentice may also recognise the need to learn new literacy or numeracy skills.

The trainee/apprentice may:

- have difficulty reading or writing
- have difficulty calculating numbers
- have difficulty communicating verbally or comprehending what others are saying

If a trainee/apprentice requires support or reasonable adjustment in training or assessment, their ECTARC TDO is able to identify, negotiate, plan, and implement appropriate learning and assessment strategies to meet their needs. If the trainee/apprentice requires additional support by way of a tutor, scribe or reader, ECTARC will assist with applications for DAAWS funding and make tutorial arrangements.

All trainee/apprentices will be interviewed and assessed to determine the most appropriate way to meet their needs.

15.0 Access and Equity

All ECTARC staff are required to act in accordance with ECTARC's *Code of Practice* and ensure that all trainee/apprentice /clients are made aware of their rights and responsibilities.

Under the relevant Commonwealth legislation, ECTARC will make reasonable adjustments for people with additional needs. This may include Aboriginal and Torres Strait 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 trainee/apprentices where required
- Assessment tasks will be assessed flexibly – considering trainee/apprentices specific needs
- ECTARC has policies and procedures to ensure that all trainee/apprentices receive appropriate welfare and guidance throughout their program. All efforts are made to offer a flexible method of assessment to enable trainee/apprentices to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution. Please speak to an ECTARC TDO regarding your requirements.

If it is identified during sign up that you require adjustments to your learning resources or assessment tools, ECTARC will customise the program to meet your needs.

15.1 Welfare and Guidance Services

ECTARC has policies and procedures to ensure all trainee/apprentices 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).

Should you be experiencing difficulties or require personal support, ECTARC is able to assist trainees and apprentices to locate and access support through community services such as special needs services, welfare services, counselling, advisory bodies and government departments.

16.0 Cancellation of Contract

If a training contract ends or is cancelled before it is completed, the traineeship or apprenticeship officially ends on the day the contract ends or is cancelled.

Please note:

1. Cancellation during the probation period requires one weeks' notice from either party.
2. Following the probation period, cancellation of the training contract can only occur through:
 - Mutual agreement between employer, trainee/apprentice, and where applicable, the parent. The Cancellation form must be used for this purpose

- Where either party to the apprenticeship/traineeship is uncertain about entering into a mutual cancellation of the training contract, immediate assistance should be sought from the AASN. No coercion is to take place for either party to enter into a mutual cancellation of an apprenticeship/traineeship
- Where the parties do not agree: application stating reasons must be made to DESBT for investigation
- Serious misconduct - determination will be made through the Queensland Training and Employment Recognition Council
- Mutual cancellation of a traineeship or apprenticeship does not preclude the traineeship or apprenticeship with another employer
- A party to a training contract must not coerce, or attempt to coerce, another party to the contract to agree to cancel it.

3. Should you need to withdraw from or cancel the traineeship/apprenticeship you must:

- Notify in writing to DESBT to have the apprenticeship/traineeship cancelled
- Inform ECTARC in writing two weeks in advance

All efforts should be made to work through difficulties and discuss options available. Support and mediation is available for trainees/apprentices and employers through DESBT <https://desbt.qld.gov.au/>

If a qualification is not completed prior to finalisation of contract, a Statement of Attainment will be issued to the trainee/apprentice within 21 days of cancellation date.

17.0 Completion

Completion of the training contract occurs when the employer, the trainee/apprentice and ECTARC agree that all competencies have been achieved and training and assessment is completed. The Training Plan and Record of Training and Assessment must show documentation that all training has been completed and must be signed off by the trainee/apprentice, Workplace Supervisor and ECTARC TDO. Completion will only be approved by ECTARC when:

- The Record of Training and Assessment has been completed for all units selected in the qualification and are assessed as Competent
- The Practicum Log Book indicates full practicum hours have been completed and it is collected by an ECTARC TDO for verification
- ECTARC receives completion forms signed by the employer and trainee/apprentice, stating the trainee/apprentice has developed all the required knowledge and skills and has successfully completed all of the off-the-job assessments
- The actual completion date is determined by the SRT0 during this process.

ECTARC will then issue the required qualification to the trainee/apprentice and notify DESBT that completion has occurred. Completion incentives can then be claimed by the employer.

18.0 Issuance of a Qualification

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

DESBT require that SRTOs issue qualifications earned under an apprenticeship/traineeship within 21 days of completion. All qualifications (and Statement of Attainments) are issued free of charge.

Your qualification will be delivered to you via registered mail and will include a Statement of Attainment of all units undertaken and completed. Please make sure you keep this safe for future use. You will need to submit this qualification and transcript for recognition should you choose to undertake further studies in the future.

19.0 Statements of Attainment

Should a trainee/apprentice cancel the training contract and not complete all requirements to receive the relevant qualification, a Statement of Attainment will be issued within 21 days of the cancellation date. The Statement of Attainment will outline all units of competency that have been completed to a competent standard.

20.0 Complaints and Appeals

The acceptance and investigation of complaints is important as it assists ECTARC to continually assess and improve the services provided. Every client has the right to a positive and sympathetic response to their concerns. Feedback is to be encouraged and seen by everyone in the organisation as an opportunity to improve services. Complaints and outcomes are used as a tool for improving and revising policies and procedures within the organisation.

Any client or member of the wider community can make an appeal or complaint if unsatisfied with any aspect of the services provided by ECTARC, including its TDO's, other staff and students.

A complaint is a statement or approach by a client or staff member that may relate to:

- Provision of service
- Interpersonal conflict
- Lack of communication
- Harassment and/or discrimination
- Service delivery
- Procedures or policies

Clients are encouraged to contact ECTARC to appeal against an assessment decision or make a complaint directly, and are reassured that their 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

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.

20.1 Appeals

Every student has the right to appeal against an assessment decision. An appeal is a statement or approach by a student to an ECTARC employee who feels that an error has been made or they have been unfairly assessed. An ECTARC employee also has the right to appeal if they feel that the assessment process has not been conducted in an appropriate manner.

20.2 Raising an Appeal

Once a student receives an assignment marked NYS (Not Yet Satisfactory) the student has 14 days to lodge an appeal. If a candidate wishes to query their assessment outcome or procedure they need to notify ECTARC in writing, adequately identifying and providing details of the query.

The appeals letter should be addressed to 'The Manager' and mailed to: ECTARC, 210 Shellharbour Rd Warrawong NSW 2502, or emailed to: natalie@ectarc.com.au

The ECTARC employee receiving the query will advise the relevant TDO who conducted the original assessment. A panel of no less than three ECTARC TDOs, one of whom may be the original assessor, will convene to conduct a full review of the original assessment.

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

20.3 Complaints

Complaints can be raised in person, in writing, by telephone or via email. An 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. Management may be requested to assist in these situations. If this approach is considered by either party to be inadequate or inappropriate, the process of lodging a formal complaint should be undertaken.

20.4 Formal Complaints Process

Step 1 If a client or member of the community feels the complaint cannot be resolved informally, then the matter should be addressed officially in writing. To lodge an official complaint a written letter or email should be forwarded to ECTARC Management adequately identifying and providing details of the complaint and the outcome sought.

Step 2 Internal Review

All matters will be responded to without prejudice and within specified time frames - usually three to five (3-5) working days. For complaints where ECTARC considers more than sixty (60) calendar days are required to process or finalise the complaint or appeal, the complainant will be notified in writing stating the reasons for the delay and receive regular written updates on progress of the matter.

With the complainant's consent, the Manager will call the parties together and attempt to reach an agreement. The complainant 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. NOTE: an observer is not an active participant.

ECTARC must act on each substantiated complaint.

Step 3 External review

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

Where a formal complaint cannot be resolved internally, ECTARC will make arrangements for an external, independent person or body to review the complaint.

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 at: 13 38 73

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.

21.0 QLD Training and Employment Recognition Council Discipline

The Further Education and Training Act 2014 provides for the QLD Training and Employment Recognition Council to apply disciplinary measures against trainees, apprentices and employers it reasonably believes have engaged in misconduct.

Formal discipline can result from situations where:

- the employer or trainee/apprentice fails to carry out a reasonable and lawful instruction
- the trainee/apprentice does not keep a training record as prescribed or fails to produce that training record on request.

The obligations of an **apprentice or trainee** under a registered training contract are to:

- attend work, do his or her job and follow the employer's lawful instructions;
- work towards achieving the qualification or Statement of Attainment stated in the contract;
- undertake the training and assessment required under the apprentice's or trainee's Training Plan.

The obligation of an **employer** is:

- to must provide, or arrange to provide, the apprentice or trainee with the facilities, range of work, supervision and training
- not to obstruct the apprentice or trainee from participating in the training required under his or her training plan to be delivered by the Supervising Registered Training Organisation
- not to prejudice the apprentice's or trainee's employment, or place the apprentice or trainee at a disadvantage, because the apprentice or trainee participates or attempts to participate in the required training;
- not to discourage the apprentice or trainee from participating in the required training or induce or coerce the apprentice or trainee to not participate training
- to notify if he/she sells or disposes of the business to someone else or the partnership has dissolved;
- to notify if he/she decides the apprentice or trainee is unlikely to meet the requirements of his or her training plan; or the training required under the apprentice's or trainee's training plan cannot be completed within the nominal term of the contract;
- to notify if the employment of the apprentice or trainee has ceased.

22.0 Travel and Accommodation

Financial assistance is available to trainees/apprentices to help meet the costs of travelling and to assist those who must live away from home during their apprenticeship/traineeship. More information can be found at: <https://desbt.qld.gov.au/training/apprentices/incentives/travel-accommodation>

23.0 Assistance

The DESBT Training provides information on all aspects of traineeships/apprenticeships for all parties involved. Fact sheets on all topics are available on the website:

<https://desbt.qld.gov.au/training/apprentices>

ECTARC and the AASN are also available to provide information and assistance. We have provided some numbers and websites that you may find useful.

DESBT - Department of Employment, Small Business and Training

Website: <https://desbt.qld.gov.au/>

Australian Apprenticeships

Website: <https://www.australianapprenticeships.gov.au/>

Fair Work Commission

Website: www.fwc.gov.au

Australian Skills Quality Authority

Website: www.asqa.gov.au

Early Childhood Australia

Website: www.earlychildhoodaustralia.org.au

Work Safe Queensland

Website: www.worksafe.qld.gov.au

APPENDIX

APPENDIX 1 – UNIT HOURS AND PRICES

CHC30121 Certificate III in Early Childhood Education and Care Traineeship

Unit Code	Normal Hours	Cost	
		Full Fee	Concession
HLTWHS001 - Participate in workplace health and safety	20	\$32.00	\$12.80
CHCPRT001 - Identify and respond to children and young people at risk	40	\$64.00	\$25.60
CHCECE055 - Meet legal and ethical obligations in children's education and care	60	\$96.00	\$38.40
CHCECE056 - Work effectively in children's education and care	65	\$104.00	\$41.60
CHCECE031 - Support children's health, safety and wellbeing	160	\$256.00	\$102.40
CHCECE034 - Use an approved learning framework to guide practice	80	\$128.00	\$51.20
CHCECE030 - Support inclusion and diversity	63	\$100.80	\$40.32
CHCECE054 - Encourage understanding of Aboriginal and/or Torres Strait Islander people's cultures	55	\$88.00	\$35.20
CHCECE035 - Support the holistic learning and development of children	100	\$160.00	\$64.00
CHCECE038 - Observe children to inform practice	40	\$64.00	\$25.60
CHCECE033 - Develop positive and respectful relationships with children	100	\$160.00	\$64.00
CHCECE032 - Nurture babies and toddlers	108	\$172.80	\$69.12
CHCECE036 - Provide experiences to support children's play and learning	75	\$120.00	\$48.00
CHCECE037 - Support children to connect with the natural environment	50	\$80.00	\$32.00
HLTAID012 - Provide First Aid in an education and care setting	22	\$35.20	\$14.08
<i>Elective Units: 2 elective units must be chosen</i>			
CHCDIV001 - Work with diverse people	40	\$64.00	\$25.60
HLTFSE001 - Follow basic food safety practices	30	\$48.00	\$19.20

APPENDIX 2 – UNIT HOURS AND PRICES

CHC50121 Diploma of Early Childhood Education and Care Apprenticeship

Unit Code	Normal Hours	Cost	
		Full Fee	Concession
BSBTWK502 - Manage team effectiveness	60	\$96.00	\$38.40
CHCECE041 - Maintain a safe and healthy environment for children	55	\$88.00	\$35.20
CHCECE042 - Foster holistic early childhood learning, development and wellbeing	200	\$320.00	\$128.00
CHCECE043 - Nurture creativity in children	80	\$128.00	\$51.20
CHCECE044 - Facilitate compliance in a children's education and care service	110	\$176.00	\$70.40
CHCECE045 - Foster positive and respectful interactions and behaviour in children	60	\$96.00	\$38.40
CHCECE046 - Implement strategies for the inclusion of all children	65	\$104.00	\$41.60
CHCECE047 - Analyse information to inform children's learning	75	\$120.00	\$48.00
CHCECE048 - Plan and implement children's education and care curriculum	180	\$288.00	\$115.20
CHCECE049 - Embed environmental responsibility in service operations	73	\$116.80	\$46.72
CHCECE050 - Work in partnership with children's families	70	\$112.00	\$44.80
CHCPRP003 - Reflect on and improve own professional practice	120	\$192.00	\$76.80
<i>Elective Units: 3 elective units must be chosen</i>			
CHCMGT003 - Lead the work team	100	\$160.00	\$64.00
BSBHRM413 - Develop teams and individuals	40	\$64.00	\$25.60
BSBSTR501 - Establish innovative work environments	50	\$80.00	\$32.00



Queensland

Telephone: 07 3290 2966

Email: QLDInfo@ectarc.com.au

Unit 10 / 3460 Pacific Highway
Springwood QLD 4127

New South Wales

Telephone: 02 4223 1111

Email: info@ectarc.com.au

210 Shellharbour Road
Warrawong NSW 2502

Website

www.ectarc.com.au

