



ECTARC

The Early Childhood Training Specialists



**CHC50213 Diploma of School Age Education
and Care Traineeship Information Handbook**

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1.0 Introduction

This handbook provides information on the CHC50213 Diploma of School Age Education and Care to assist employers and employees to make an informed decision about becoming or employing a trainee. It is important that participants enrol in training that best meets their personal and career aspirations, and be fully informed of requirements and fee costs prior to contract agreement. The information in this guide should be read and discussed with employer and trainee. If unsure if this is the right action for you, you should contact ECTARC or the Australian Apprenticeship Support Network (AASN) for further details.

The Early Childhood Training and Resource Centre (ECTARC) is a community owned, not for profit, nationally accredited Registered Training Organisation (RTO), RTO Code 90331. ECTARC is managed by Illawarra Area Child Care (IACC) Ltd and delivers training and assessment all over Australia. The Department of Education and Training (DET) contracts ECTARC to deliver publicly funded training and assessment services for the early childhood sector. ECTARC is a 'Pre-qualified Supplier' (PQS) and has held a User Choice contract for delivering apprenticeships and traineeships in Queensland since 1998.

An ECTARC representative is happy to discuss any aspects of the contract or traineeship requirements with the employer, trainee, parent or guardian, prior to commencement, or at induction.

Please retain this handbook for referral purposes. A copy of the handbook is also located on the ECTARC Student Portal.

1.1 Australian Government Incentives

The Australian Government (Department of Industries) has a national program '**Skills for the Future**', which provides public funding to employers for the provision of accredited formal training for higher technical skills. The program is designed to further the commitment by the Australian Government, in partnership with industry, to work together to increase the participation of Australians in an integrated national vocational education and training system and is a major investment in improving the basic skills of Australia's workforce. ECTARC delivers the training programs to early childhood services to meet these objectives.

The Federal Government provides incentive funding to employers to employ new trainees and apprentices. If you are considering employing an Australian Apprentice (or trainee), your business may be eligible for financial support through the Australian Government financial incentives program 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, 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 and
- other special and additional incentives and personal benefits.

Additional support or incentives may be available for:

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

Legislation is calling for higher level qualifications and services will need to continuously upgrade workforce skills to remain in accordance with industry requirements.

Eligibility criteria apply for incentives so contact should be made with Australian Apprenticeship Support Network. For further information please call ECTARC.

1.2 The Department of Education and Training

The Department of Education and Training (DET) supports apprenticeships under the Further Education and Training Act 2014. DET 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 entering a

training contract with an AASN which will lodge the contract with **Skills Queensland** for registration. State government pays the RTO for training, with a nominal co-contribution fee charged to the apprentice/trainee or employer (see fee information).

1.3 What is User Choice?

User Choice is a Queensland State program that provides public funding to RTOs for the provision of accredited formal training to trainees and apprentices, including school-based apprentices and trainees. Qualifications funded under this arrangement for new and existing workers are:

- CHC30113 Certificate III in Early Childhood Education and Care – Traineeship
- CHC50113 Diploma of Early Childhood Education and Care – Apprenticeship

The Queensland User Choice program enables apprentices, trainees and their employers to select a preferred Registered Training Organisation (RTO) from a list of Pre-qualified 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.

These two User Choice programs **are not** addressed in this handbook. Please contact ECTARC for details on the apprenticeship and traineeship: 07 3345 8272.

Further information about eligibility, rights, roles and requirements for employers, employees, parents and staff is available from the DET website: <https://training.qld.gov.au> or by calling **1300 369 935**.

1.4 Eligibility for trainee

An Australian apprenticeship consists of a combination of training and paid employment, either under the National Training Wage or a workplace agreement. To enter into a contract agreement, trainees 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. **Note:** *Traineeships and apprenticeships are not permissible under casual employment arrangements.*

The Education and Care Services National Regulations 2011 stipulates the minimum national educator-to-child ratios which must be maintained at all times, based on the ages and number of children being educated and cared for at the service. The child care industry is also regulated by the requirements of the Commission for Children and Young People and Child Guardian Act 2000.

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; and
- (b) is adequately supervised at all times by an educator who has attained the age of 18 years.

2.0 New Australian Apprenticeships

2.1 What is an Australian Apprenticeship?

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

Once completed the contract is then lodged with DET for registration. DET is the only authority with responsibility to approve, refuse, amend, monitor and regulate apprenticeships and traineeships 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.

2.2 Can I do this under a school-based traineeship?

Compulsory participation is a new 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, traineeships and apprenticeships 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 traineeships and apprenticeships in Queensland, thus aiding in meeting compulsory participation requirements.

Important Note: School-based arrangements are **not** recommended at Diploma qualification level. While there is no restriction, the CHC30113 Certificate III in Early Childhood Education and Care is more appropriate for school-

based trainees.

The majority of Diploma level qualifications require the trainee to be in a supervisory role within the workplace or have significant experience in the designated occupation. It is unlikely that a school-based trainee will be able to be employed in a capacity which provides the employment experience required under the employment based traineeship pathway. To ensure appropriate employment arrangements are in place, all training contracts which are received by DET 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.

2.3 Eligibility

Any person under 17 years of age is eligible to undertake a traineeship. However, trainees must be over 17 years of age to be counted in child:staff ratios. No prior qualification or grade entry requirements apply for this traineeship. Persons entering this traineeship holding a superseded Certificate III qualification will be mapped to the new units of competency and may require bridging assessment.

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. You can obtain a Blue Card through the Queensland Public Safety Business Agency.

If you do not currently hold a card, or have not already applied, application forms are available from www.bluecard.qld.gov.au.

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 on the website at: <https://det.qld.gov.au/earlychildhood/>.

2.4 Duration of Contract?

The contract duration for traineeships varies if you are a full-time or part-time worker. The **Traineeship** (Diploma level V) is 3 years full-time and 6 years part-time. Although this 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 works and trains with their employer before each decides whether to continue with the traineeship. The duration of the probation period is 30 days for all traineeships. This time allows each member to reflect on:

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

3.0 Responsibilities of Parties

3.1 The Department of Education and Training (DET)

DET 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 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

SRTTO 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 Commonwealth Government to provide information, advice and assistance to employers and trainees throughout the training contract. They are responsible for the signing of the traineeship contract, registering the contract with DET and administering the Commonwealth Government Incentive and Subsidy 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 Supervised Registered Training Organisation (SRTTO)

Supervised Registered Training Organisations (SRTTO) delivers training and assessment to trainees and apprentices. Training and Development Officers 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. With ECTARC as your training provider, we will support you through all units of competency necessary for your qualification from start to finish. The SRTTO can provide employers and employees with information on contractual requirements, obligations, responsibilities and support in all areas of traineeships.

ECTARC will:

- develop a Training Plan to suit trainee and employer needs
- issue a Record of Training and Assessment within 14 days of the Training Plan being signed
- assess Foundation Skills and support needs of trainee
- provide all learning materials
- assign a Training and Development Officer (TDO)
- maintain regular training and assessment as per the Training Plan
- support the trainee 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
- issue invoices for fees in accordance with Fee Agreement.

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

3.4 Employer Responsibilities

Employers taking on a trainee are required to undertake an employer resource assessment to ensure they can provide the range of work, facilities, supervision and training required under the Training Plan. This is as follows:

3.4.1 Ratio check

For trainee approval purposes, there must be a ratio of one qualified person employed to each trainee employed in the service. E.g. If there are three (3) trainees in a service, there should also be three (3) Diploma qualified educators employed at the service.

3.4.2 Supervision check

The minimum requirement for adequate training supervision is a designated qualified person. This person is required to be permanently employed at the same workplace as the trainee and be predominantly employed during the same working hours as the trainee to support and mentor them.

3.4.3 Facilities and range of work

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

The employer must:

- sign a Training Plan within the probation period
- provide the trainee with a staff handbook and job description
- provide the trainee with a roster of working hours
- provide quality on-the-job instruction in a safe working environment
- provide a copy of the Workplace Supervisor's qualification
- release the trainee from the floor to complete off-the-job training and assessment
- support the trainee by providing required withdrawal time each week for study
- assist the trainee to become an effective team member by providing feedback and advice
- ensure that the trainee receives appropriate wages as outlined by the Fair Work Commission
- notify the nearest DET 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 is failing to make reasonable progress
 - belief that the trainee will not complete

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

- any of the above DET notices
- any changes required to the Training Plan
- change of RTO (two weeks' notice is required)
- completion of contract requirements

3.4.4 The Workplace Supervisor/Mentor

The Workplace Supervisor must be a qualified educator who holds the equivalent qualification or higher, as the trainee (CHC50213 Diploma of School Age Education and Care).

The Workplace Supervisor must:

- provide range of work and opportunity to develop skills as per each unit of competency
- have regular discussions with the trainee about the practical component and give feedback and direction about performance
- complete the Third Party Reports for each unit
- ensure the trainee is prepared and ready for training and assessment
- assist the trainee to follow service policies and procedures
- mentor and support the trainee
- ensure the trainee is keeping on track with their written work
- counter sign the trainee's Record of Training and Assessment

3.4.5 Employer not to prevent participation in training

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

- a) obstruct the trainee from participating in training required under the Training Plan delivered by the supervising Registered Training Organisation (*required training*);
or
- b) prejudice the trainee's employment, or place the trainee at a disadvantage, because the trainee participates in the required training;
or
- c) discourage or coerce the trainee from participating in the required training.

3.4.6 Record keeping and reporting

You are required to keep and maintain specific records during the course of the Australian Apprenticeship. These records monitor the trainee's work and training progress.

Records that you should keep include:

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

You also need to observe the trainee's progress and confirm that they are developing the required skills and knowledge. Part C of the Training Contract states the employer must "work with the assistance of the RTO and the Australian trainee 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 Australian Apprentice
- your Australian Apprentice's Third Party Reports, provided by ECTARC, which documents the on-the-job performance, the practical hours undertaken with specific age groups and progress made

3.5 Employee (or prospective employee)

3.5.1 Unique Student Identifier (USI)

Any person undertaking a nationally recognised qualification or unit of competency is now required to have a USI. Your USI links to an online account that contains all of your training records and results (transcript) that you have completed from 1 January 2015 onwards. By having a USI you will be able to access your training records and results (or transcript) whenever you need them. It is very important that all students register for a USI. If you don't have a USI, you won't be able to proceed to receive funding or recognition for your training.

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: **5NW87ZL1P**

Once you have obtained your USI number, you are required to or contact our office to provide details so we can proceed to the enrolment process and commence training.

3.5.2 *There are 5 steps to getting started in your traineeship:*

Step 1: Choose the right traineeship:

The Early Childhood industry is one that many people find rewarding and can lead into many other areas of community services.

The following websites are also a good starting point to find out more about career options:

- www.myfuture.edu.au
- www.education.gov.au
- <https://jobsearch.gov.au>
- <https://industry.gov.au>
- <https://det.qld.gov.au/earlychildhood/>

Step 2: Find an employer:

Once you have decided which traineeship you want to do, you will need to find an employer who will give you a job so you can earn while you learn. You can do this by:

- contacting your local employment service who can provide you with a list of job vacancies in your area
- contacting employers directly - either in person or through a letter
- applying for jobs advertised in the newspaper
- searching the internet
- using your personal networks - talk to family and friends to see if they know anyone who could employ you as a trainee.

Be prepared. When applying for a traineeship, you need to make a good impression. When you go to an interview, remember to take information about yourself, your school studies and any jobs you may have had (your resume).

Step 3: Choose a training provider

Each training provider offers different ways of training trainees. You and your employer should shop around for the right one to suit both your needs.

A list of training providers relevant to your chosen traineeship is provided by the AASN or DET. **To nominate ECTARC as your provider, simply tell your AASN at contract induction.**

Step 4: Complete the paperwork

A training contract is a legally binding document signed by you, as the trainee, and your employer. It is an agreement to work and train together for a length of time. A Training Plan is also required to be developed to make sure you learn new skills. 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. It is designed by you, your employer and ECTARC.

The AASN can assist you and your employer to complete the training contract.

Step 5: Use the probation period to be sure

Before the end of probation, you and your employer must both decide whether you want to continue with the traineeship and complete the training contract. If you both decide to continue, you and your employer agree to work together for the length of the training contract.

Congratulations, you're on your way to a new career. ECTARC will come to you to complete all paperwork.

Note: wages are a combination of age and time-based and should be discussed with the employer.

3.5.3 As a trainee

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

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

The trainee must:

- 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 their Record of Training and Assessment (this will need to be retained at the workplace)
- have the Workplace Supervisor observe and comment on your performance
- discuss progress with their Workplace Supervisor
- notify the ECTARC TDO if they are unable to attend scheduled visits
- notify the ECTARC TDO of the following:
 - if you are having difficulties with study/assessment
 - any agreement to amend or cancel the training contract

- change of RTO 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

4.0 What is to be completed?

4.1 CHC50213 Diploma of School Age Education and Care - Traineeship

CHC50213 Diploma of School Age Education and Care is a level V 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.

240 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:

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

Off-the-job: The 25 units of competency are a combination of **18 compulsory** units and **7 electives**. The trainee and employer choose which electives best suit your needs (selected during Training Plan development). Following consultation with stakeholders, ECTARC has recommended elective units that strongly relate to job roles and responsibilities, and assist in gaining employment within the sector.

Persons who have completed a superseded qualification must provide a Statement of Attainment/transcript so that all prior units can be mapped to the current units of competency. Following this you will be required to complete a bridging assessment for gaps identified (ECTARC offers this at no extra cost).

	Unit Code	Name
Core	CHCECE001	Develop cultural competence
Core	CHCECE004	Promote and provide healthy food and drinks
Core	CHCECE009	Use an approved learning framework to guide practice
Core	CHCECE011	Provide experiences to support children's play and learning
Core	CHCECE016	Establish and maintain a safe and healthy environment for children
Core	CHCECE018	Nurture creativity in children
Core	CHCECE019	Facilitate compliance in an education and care service
Core	CHCECE020	Establish and implement plans for developing cooperative behaviour
Core	CHCECE021	Implement strategies for the inclusion of all children
Core	CHCECE024	Design and implement the curriculum to foster children's learning and development
Core	CHCECE026	Work in partnership with families to provide appropriate education and care for children
Core	CHCPRT001	Identify and respond to children and young people at risk
Core	CHCSAC001	Support children to participate in school age care
Core	CHCSAC002	Develop and implement play and leisure experiences in school age care
Core	CHCSAC003	Work collaboratively and respectfully with children in school age care
Core	CHCSAC005	Foster the holistic development and wellbeing of the child in school age care

Core	HLTAID004	Provide an emergency first aid response in an education and care setting
Core	HLTHIR404D	Work effectively with Aboriginal and/or Torres Strait Islander people
Elective	BSBINN502A	Build and sustain an innovative work environment
Elective	CHCECE022	Promote children's agency
Elective	CHCECE023	Analyse information to inform learning
Elective	CHCECE025	Embed sustainable practices in service operations
Elective	CHCORG428A	Reflect on and improve own professional practice
Elective	CHCORG627B	Provide mentoring support to colleagues
Elective	CHCPOL504B	Develop and implement policy
Elective	HLTWHS003	Maintain work health and safety

The trainee and employer choose which electives best suit your needs. All units have learning support materials (readings), reflective practice exercises, written assessments and practical skills for completion. These must be submitted consistently during the traineeship. Units are provided in several clusters. When Cluster 1 is completed, Cluster 2 will be issued and so on.

4.2 On-the-job learning

The essence of a traineeship is on-the-job learning and the work experience that you will gain. Under the legally binding training contract, trainees must make every effort to acquire the skills and knowledge required to successfully complete their course.

It is your employer's responsibility to ensure that you are trained 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 in your duties. He/she will provide you with constructive feedback and advice on ways of overcoming any identified gaps in your performance.

You will need to:

- demonstrate your competency at work by answering questions that your Workplace Supervisor asks you to demonstrate your skills and knowledge
- participate in work activities that can be observed to determine performance level
- work cooperatively with the Workplace Supervisor in accepting feedback constructively
- assist in identifying gaps in competency and ways of achieving these skills and knowledge
- work towards demonstrating your 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 completed by both the Workplace Supervisor and the trainee as you complete the relevant tasks/duties, and signed off by the ECTARC assessor regularly throughout the traineeship.

It is your responsibility to complete the appropriate documents and records correctly and ensure that you retain copies of your **Training Plan** (updated every three months to show your progression) and **Record of Training and Assessment**. These documents will be signed off by an ECTARC Training and Development Officer at intervals of no more than **three months** throughout the program and progress reports will be returned to you for retention. Regular updates allow parties the opportunity to discuss training and ensure that participants 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 & 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:

- produce it to your employer, training organisation or the department, 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 by the contract completion date. If they are not, the final incentive payment cannot be claimed by the employer, and the trainee will not be eligible to receive their qualification.

6.0 First Aid

HLTAID004 Provide an emergency first aid response in an education and care setting is a core unit within the early childhood education and care qualification and is required to be completed and currency maintained in both qualification levels. As ECTARC does not have scope for this unit, students will be assisted to find a provider that best suits their needs. Once completed, a certified copy of the First Aid Certificate must be provided to ECTARC prior to the completion of the qualification to be added to your records as a Credit Transfer. Please contact your ECTARC TDO who can assist you to enrol in a suitable program.

7.0 Tuition Fees

For this traineeship, state funding is not available from DET. All participants undertake this traineeship under a **'Fee for Service'** mode of delivery at ECTARC's current tuition fee rates for each unit of competency being undertaken. This means that the employer pays ECTARC for the training from incentive payments received by them through the Commonwealth Government scheme. This fee 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. ECTARC offers mapping of superseded qualifications and bridging assessments may be required.

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

Invoices will be issued periodically as the trainee progresses. ECTARC cannot guarantee the cost of the program will not exceed the amount of commonwealth funding received for each individual trainee.

Tuition fees are payable by cheque, money order, credit card or payment plan via direct debit. Forms for this purpose will be made available to you at sign up. If you require further forms or information, or need to discuss other options, please call ECTARC on 07 3345 8272.

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. Where full fees are not received, ECTARC will not complete training or assessment for the final unit of competency until full payment is received.

7.1 Credit transfer reduces fees

Trainees who are eligible for **Credit Transfer** automatically receive a waiver of fees for those units not being undertaken in their traineeship. An official statement of attainment must be provided for Credit Transfer to be conducted.

7.2 Refunds

ECTARC has a refund policy that meets the requirements of the ASQA. This policy includes:

- where a participant does not commence a unit of competency, then ECTARC will reimburse the participant for all tuition fees collected in relation to that unit of competency
- where a participant withdraws from a unit of competency after participating in learning activity, then 50% of the tuition fee will be reimbursed.

Participants will be refunded fees for any of the following circumstances:

- the training contract is cancelled
- a trainee is granted an exemption after payment of full fees
- change of training organisations
- the trainee has an illness or injuries which prevent them from completing

7.3 Additional charges

ECTARC advise 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
- Training Plan \$5.00
- Units/learning support materials \$25.00
- Qualification/SOA \$45.00

ECTARC advises that a fee of **\$25** can be charged to a trainee if they are absent from the workplace at the time of scheduled training visit without prior notification to their TDO. Please ensure you have your TDO's mobile number as well as the ECTARC office number so that you can call to advise of your absence either on or before the day.

8.0 How the training will be delivered

ECTARC delivers training via a flexible delivery mode, which can include face-to-face, online, practical, self-paced learning activities, reading materials and 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, that is: providing learning materials, delivering training, conducting assessment, marking assessments and assisting you with any support you may require.

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 *On-the-job learning*). He/she 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 and employer/supervisor, outlining the training and assessment dates for all units of competency. These are suggested dates and you may progress faster through accelerated learning. Your Workplace Supervisor will assist in planning and preparing for these visits.

Your workplace is required to arrange an opportunity for the trainee 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.

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. The more training time given by the employer, the faster a trainee will progress.

Managing your study time:

- Be prepared for your study/training time before it begins – have learning guides 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
- Start your traineeship by using 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
- Use your 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 CHC50213 Diploma of School Age Education and Care is a competency based program that is assessed against the Community Services Training Package.

Making assessment judgments

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

- 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. As such, they must be considered in the delivery and assessment of vocational education and training programs in an integrated and holistic way.

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. Workplace supervisors must use the Employability Skills information to ensure valid assessment of all trainees on the job.

The Record of Training and Assessment is used to record all formal training you have participated in, the on the job workplace learning you undertake and time spent in self-paced study. It is an official record of when you start and finish a unit and when you achieve the competencies outlined in your Training Plan and when you complete the traineeship program.

It is a confidential document completed by you, the Workplace Supervisor, and is signed off by the ECTARC Training and Development Officer regularly throughout the traineeship.

It is your responsibility to complete the appropriate documents and records correctly and ensure it is accessible for all parties involved in training and assessment throughout the traineeship. It must also be presented to the ECTARC TDO at each visit to be sighted and signed.

Your Record of Training and Assessment is yours to keep, and when fully signed off may be used to:

- show employers as evidence of the training you have completed
- provide evidence for recognition of learning
- provide evidence to licensing authorities, where applicable
- assist you in preparing future job applications.

It is important that this remains in the workplace at all times and is not lost or misplaced.

Assessments are not graded. Your assessment results for written assessment tasks and on-the-job performance, will be recorded as either:

- **S - Satisfactory**
- **NYS - Not Yet Satisfactory**

Your assessment results for unit of competency outcomes, will be recorded as either:

- **C - Competent**
- **NYC - Not Yet Competent**

- **CT – Credit Transfer**
- **RPL – Recognition of Prior Learning**
- **W = Withdrawn**

9.1. Submitting assessments

Assessments may be a combination of written assessment tasks, role play, observations on-the-job, verbal and practical assessment tasks.

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

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

Completing your assessments:

- make sure you have worked through the learning guides 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 Instruction Handbook'.

9.2 Assessment and feedback

Your ECTARC TDO will conduct your assessment. When they do so 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). Once you have achieved Satisfactory for all written components and have been signed as Satisfactory for the on-the-job performance 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.

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 needs to readdress the assessment, providing constructive suggestions to assist the trainee achieve competency. Trainees 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 participant 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 participant. Plagiarism will include:

- copying any material from books, journals, study notes or tapes, the Web, the work of other participants, or any other source without indicating this by quotation marks or by indentation, italics or spacing and without acknowledging that source, or
- rephrasing ideas from books, journals, study notes or tapes, the Web, the work of other participants, 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 participant;
- obtaining materials from the Web and submitting them, modified or otherwise, as one's own work;

- submitting work which is derived in whole or in part from the work of another person but which has been changed in superficial respects possibly by mechanical means.

b) Cheating

A participant cheats if he or she does not abide by the conditions set for a particular learning experience, item of assessment or examination. Cheating includes, but is not limited to:

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

c) Collusion

A participant 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 participant. Collusion includes, but is not limited to:

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

10.1 Disciplinary Procedures

ECTARC reserves the right to terminate the training and/or assessment of any participant found guilty of academic misconduct (e.g. plagiarism). This policy is set out in detail in *Appendix 1*.

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 in their role.

Steps	Trainee	Workplace Supervisor
Step 1 Establish work role	Familiarise yourself with the Third Party Reports 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 Third Party Reports – particularly the on-the-job skills that must be performed by the trainee.
Step 2 Prepare the trainee	Discuss these skills with your Workplace Supervisor. If you don't understand something ask your Workplace Supervisor for clarification.	Discuss the skills required for the job role and to what level these skills have to 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'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

<p>Step 5 Provide feedback on the performance</p>	<p>Work cooperatively with your Workplace Supervisor and accept constructive feedback.</p> <p>Assist in identifying gaps in your performance and ways to achieve these skills and knowledge.</p> <p>Work towards demonstrating your skills and knowledge in further units.</p>	<p>Provide the trainee with constructive feedback.</p> <p>Provide information, where required, on any identified gaps in performance and strategies for improvement.</p>
<p>Step 6 Record result</p>	<p>Sign the Third Party Report for each unit when your Workplace Supervisor has completed them.</p>	<p>Record details of the trainee's progress on the Third Party Report.</p>
<p>Step 7 Review the process</p>	<p>If necessary, suggest ways to improve the observation process.</p>	<p>Review and identify any suggested improvements to be made to the observation process.</p>
<p>Step 8 Participate in the re-assessment and appeals process (if required)</p>	<p>Discuss your performance with your workplace supervisor. Seek assistance and advice on improving skills and knowledge required to perform your role satisfactorily.</p> <p>If you feel you have been assessed unfairly, discuss the appeals process with your workplace supervisor or ECTARC TDO.</p>	<p>Provide feedback and counsel the trainee regarding workplace performance. Include guidance on further practice if required.</p> <p>Report any disputed workplace performance issues to the ECTARC TDO – who will assist you to implement the appeals process.</p>

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/advanced standing* for the relevant assessment outcomes/unit(s) of competency. Please forward the transcript evidence to ECTARC. This will then be reviewed by no less than two staff who are qualified to conduct the assessment. You will be notified of any Credit Transfer you are awarded.

13.0 Recognition of Prior Learning (RPL)

ECTARC is committed to recognising the prior learning/current competency of individuals through paid or unpaid work experience, volunteer work, and life experiences. RPL is available to all clients and involves processes that are fair to all parties involved. Assessment of prior learning/current competency will take into account the range of:

- skills
- knowledge
- attitudes
- values, and
- duty of care responsibilities

underpinning the unit of competency being assessed as well as the ability of the individual to perform to the essential knowledge and skills to the standard expressed in critical aspects of assessment, elements, performance criteria, range of variables and evidence guide for that unit. This pathway is mostly suitable for persons who have been in the industry for a length of time before commencing their traineeship. **ECTARC will provide a guide for applicants upon request.**

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 participant has completed the entire qualification by way of RPL. Candidates 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 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.

RTOs are required to have all applicants complete a Foundations Skills Questionnaire which is designed to provide an indication of what the needs of the training participant are likely to be. This allows us to:

- identify participants who may require additional training
- develop a Training Plan to enable sufficient time for learning to occur
- develop specific training methods to meet the needs of individual participants
- identify reasonable adjustment requirements for assessment

The trainee may also recognise the need to learn new literacy or numeracy skills. The trainee may:

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

If a trainee 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 requires additional support by way of a tutor, scribe or reader, ECTARC will assist with applications for DAAWS funding and make tutorial arrangements through Planning 4 Life.

ECTARC can assist in organising additional learning through TAFE for students who feel the need to improve skills through formal courses. TAFE courses have been designed for people wishing to improve their literacy and/or numeracy skills. Courses offered range from basic to advanced literacy and numeracy and are aimed at participants with limited skills through to those wishing to return to study. The course is offered in both full time and part time mode and is Austudy approved.

All participants will be interviewed and assessed to determine the most appropriate way to meet their needs. Students can contact Planning 4 Life to discuss their needs or contact the TAFE Customer Information Centre to organise an appointment.

15.0 Access and Equity

All ECTARC staff are required to act in accordance with ECTARC's *Code of Practice* and ensure that all participants/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, South Sea Islander people, people from culturally diverse backgrounds, people with disabilities, women and people living in rural and remote areas. This means:

- ECTARC offers additional language, literacy and numeracy support to participants where required
- Assessment tasks will be assessed flexibly – taking into account participants' specific needs
- ECTARC has policies and procedures to ensure all participants receive appropriate welfare and guidance throughout their program. All efforts are made to offer a flexible method of assessment to enable participants 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 materials or assessment tools, ECTARC will customise your program to meet your needs.

15.1 Welfare and Guidance Services

ECTARC has policies and procedures to ensure all trainees 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 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

(Reference: Section 22 of the Apprenticeship and Traineeship Act, 2001 (A&T Act)).

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. Termination during the probation period requires one week's notice from either party.
2. Following the probation period, cancellation of the training contract can only occur through:
 - Mutual agreement between employer, trainee/apprentice, and where applicable, the parent. The application form (VT16) must be used for this purpose
 - Where either party to the traineeship/apprenticeship is uncertain about entering into a mutual cancellation of the training contract, immediate assistance should be sought from the nearest Industry Training Centre. 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 DET for investigation
 - Serious misconduct - determination will be made through the 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 terminate the traineeship/apprenticeship you must:
 - Notify in writing to DET to have the traineeship/apprenticeship terminated
 - Inform ECTARC in writing two weeks in advance
 - Return all unused study materials to ECTARC

All efforts should be made to work through difficulties and discuss options available. Support and mediation is available for trainees and employers through DET <https://det.qld.gov.au> or the Department of Industry, Innovation and Science <https://industry.gov.au>.

If a qualification is not completed prior to finalisation of contract, a Statement of Attainment will be issued to the trainee within 21 days of cancellation date (*see Statements of Attainment*).

17.0 Delayed completion of registered training contract

(1) This section applies if the nominal term of a registered training contract is to end before the trainee or apprentice completes all requirements of the traineeship or apprenticeship.

(2) The parties to the contract may apply in writing to the council to extend the nominal term.

Example—

Because a trainee/apprentice is ill, the trainee/apprentice cannot participate in training for several months. The parties to the contract may apply to the council for an extension of the nominal term of the contract.

(3) The council may extend the nominal term by a reasonable time if the council believes the trainee or apprentice can complete the traineeship or apprenticeship in the extended nominal term.

(4) If the council extends the nominal term, the contract is taken to be similarly extended.

ECTARC will monitor progress of the trainee against the contract dates and time frames, and make recommendations for extension if required. ECTARC will assist parties with this process.

18.0 Completion

Completion of the training contract occurs when the employer, the trainee and ECTARC TDO agree that all competencies have been achieved and training 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, 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, stating the trainee 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 RTO during this process.

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

19.0 Issuance of a Qualification

The CHC50213 Diploma of School Age Education and Care qualification will only be issued once all completion steps (as above) have been followed. Please note that the trainee will be due for any eligible pay increment as of the completion date.

DET require that RTOs issue qualifications earned under a 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 transcript 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.

20.0 Statements of Attainment

Should a trainee 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. Should you require a Statement of Attainment or progression transcript throughout the course, one may be requested from your TDO or by calling the ECTARC office. The Statement of Attainment is provided free of charge.

21.0 Complaints and Appeals

In line with its quality improvement philosophy and the Community Services (Complaints, Reviews and Monitoring) Act 1993 No 2, ECTARC recognises the need for clear guidelines and procedures for handling complaints. This system procedure applies to the handling of complaints initiated by a participant, director, employer, ECTARC staff member or member of the community.

Complaints can be raised:

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

The appeals and complaints process is considered a valuable tool for management to improve the products, services and business operations it delivers to participants. Participants 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.

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

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

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

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

21.1 Appeals

ECTARC offers participants the opportunity to appeal against an assessment decision. If at any time participants wish to query their assessment outcome, they have the right to put their case forward by discussion with their ECTARC TDO and/or management representative, and may include any support persons they deem necessary.

Should participants choose not to deal with the issue in person, or are not satisfied with the outcome or handling of face-to-face mediation, they may put their case forward in writing to the Manager. When doing so, they must provide details of the query and any other relevant information, including any concerns with the previous handling of the case, if applicable. The appeals letter can be forwarded to: The Manager, ECTARC, 2/210 Shellharbour Rd, Warrawong, NSW, 2502.

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 participant who has made the appeal. If the participant is satisfied with the outcome of the appeal then no further action will be taken. If the participant does not feel as though the issue has been resolved satisfactorily then the formal complaints process must be followed.

21.2 Complaints

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

- harassment or discrimination
- interpersonal conflict
- a lack of communication
- difficulties concerning allocation, interpretation or application of workload, procedures or policies.

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

21.3 Formal complaints process

Step 1: To lodge an official complaint a written letter, facsimile or email should be forwarded to the ECTARC Manager adequately identifying and providing details of the complaint and the outcome sought. In the case that it is not possible to obtain a written document, a complaint can be given verbally with details recorded by an ECTARC staff member.

Step 2: The record of complaint will be forwarded to the Manager for review. With the complainant's consent, the Manager will call the parties together and attempt to reach an agreement. The employee, client or member of the community raising the complaint may, at any stage of the procedure, invite an external representative to advise, assist or advocate on your behalf. In an interview situation, a friend/colleague may be invited to support and observe.

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

Step 3: At the end of the mediation process if an agreed position is reached, the Manager will document the outcome of the meeting in writing and forward to the person who initiated the complaint.

A copy will also be forwarded to all other parties involved in the matter.

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

22.0 Travel and Accommodation

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

23.0 Training and Employment Recognition Council Discipline

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

1. reprimand
2. fine
3. an order to comply with the contract
4. suspension of a trainee or apprentice for up to 30 days; or
5. cancellation of the school-based traineeship or apprenticeship, or in certain circumstances, a combination of these.

Formal discipline can result from situations where:

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

Where the participant:

- is absent from the employer's service without consent
- is absent from training without prior consent
- fails to participate in training provided under the training plan
- fails to make reasonable progress in training provided under the training plan; and/or
- causes serious damage, or risk of serious damage, to the employer's business or business reputation.

As soon as a party becomes aware that these or other discipline issues are evident, he/she should immediately contact the nearest office of the department to arrange intervention.

24.0 Assistance

The Department of Education and Training provides information on all aspects of traineeships/apprenticeships for all parties involved. Fact sheets on all topics are available on the website: <https://training.qld.gov.au/apprenticeshipsinfo>

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

DET - Department of Education and Training Website: <https://det.qld.gov.au>

Department of Industry, Innovation and Science Website: www.industry.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

Workplace Health and Safety QLD Website: www.worksafe.qld.gov.au

Work Health and Safety Act 2011

APPENDIX

SP 14.1 Academic Misconduct & Disciplinary Procedure

If a case of academic misconduct is suspected, the following process must be undertaken. This policy applies to all students.

The Training and Development Officer (TDO) that identifies the misconduct must discuss this with Management. Where Academic Misconduct has occurred, the TDO must complete an Academic Misconduct Report Form F131 (SP-14.1) and must note on the Student Database that an incident of misconduct is being reviewed and that the Academic Misconduct Report Form F131 (SP-14.1) has been completed and forward to Management.

The TDO will contact the student to discuss the alleged misconduct.

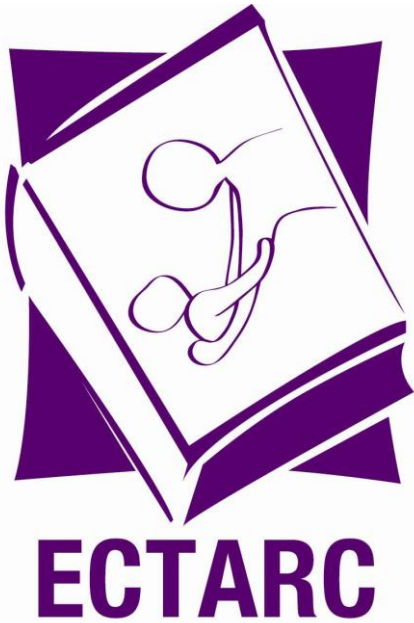
The outcome of discussions with the student will be noted on the Academic Misconduct Report Form F131 (SP-14.1) and in the Student Database. The student will be advised that a review of all evidence will be undertaken by Management and that they will be notified of the outcome.

In the case that it is proven that academic misconduct has occurred, the Manager and TDO will decide which of the penalties will be applied.

- a) Initial warning - The assessment task will be deemed NYS, the student will be counselled and where required, alternative questions will be provided and/or verbal questioning clarification obtained. If the student is a trainee/apprentice, the employer and workplace supervisor will be informed of the academic misconduct and involved in the counselling process.
- b) A visit from the TDO and Management - The student will be contacted and a visit arranged to discuss the academic misconduct and how reassessment or alternative assessment will occur .
- c) The student is notified that training is terminated (for ongoing cases of academic misconduct) - If the student is a trainee/apprentice, the employer and relevant departments will be notified in writing.

The TDO will ensure the Academic Misconduct Report Form F131 (SP-14.1) is filed in the Academic Misconduct Register and noted on the ECTARC Student Database.

If the student feels that they have been accused unjustly, then procedure SP-5.2 Complaints Handling can be followed.



Welcome to ECTARC

The early childhood training and
professional development specialists

The Early Childhood Training and Resource Centre (ECTARC) is a registered training organisation (RTO) that specialises in training and professional development for the early childhood industry. ECTARC is a community owned, not for profit, organisation that is managed by Illawarra Area Child Care (IACC). IACC also manages twelve (12) child care services in the Illawarra and Shoalhaven regions of New South Wales. The ECTARC team works in association with the child care centre staff to ensure we deliver an up-to-date training product that is relevant and meets the needs of the early childhood community.

The team of ECTARC Training and Development Officers hold both child care and training qualifications and have worked in early childhood services. Our Training and Development Officers understand the demands on management and staff in children's services and can provide support and practical solutions to trainees and apprentices.



ECTARC offers by distance study the CHC30113 Certificate III in Early Childhood Education and Care and CHC50113 Diploma of Early Childhood Education and Care, HLTF5207C Follow basic food safety practices, CHCPRT001 Identify and respond to children and young people at risk and CHCECE019 Facilitate compliance in an education and care service. Visit www.ectarc.com.au for more information.





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