Student Guide

A guide for students studying with Goodstart Institute of Early Learning

Version 3, December 2015
# Contents

Welcome ........................................................................................................................................... 5  

**Introduction** .................................................................................................................................. 7

Goodstart Early Learning .................................................................................................................... 8

Goodstart Institute of Early Learning .................................................................................................. 8
  Goodstart Institute of Early Learning: Code of Practice ................................................................... 9
  Scope of Registration ......................................................................................................................... 10
  Nationally recognised Qualifications .............................................................................................. 10
  Institute Locations ............................................................................................................................ 11
  Training Facilities .............................................................................................................................. 12

Student Services .................................................................................................................................. 13

Academic Support ............................................................................................................................... 13
  Professional Learning Consultants .................................................................................................... 13
  Academic Phone Support .................................................................................................................. 14

**Mode of Study** ............................................................................................................................... 15

Study Program .................................................................................................................................... 16
  Orientation ......................................................................................................................................... 17
  Assessment Extension ......................................................................................................................... 17
  Leave of Absence ............................................................................................................................... 18

Blended External Delivery .................................................................................................................... 18
  70-20-10 Model for Learning and Development ............................................................................. 18

Recognition of Prior Learning (RPL) .................................................................................................... 19

Credit Transfer ...................................................................................................................................... 19

Credit Transfer and First Aid ............................................................................................................. 20

Learning and Assessment .................................................................................................................... 21
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Competency Based Training</td>
<td>22</td>
</tr>
<tr>
<td>Marking</td>
<td>23</td>
</tr>
<tr>
<td>Submitting an Assessment</td>
<td>23</td>
</tr>
<tr>
<td>Submitting Assessments in MyPortal</td>
<td>23</td>
</tr>
<tr>
<td>Completing Your Course</td>
<td>24</td>
</tr>
<tr>
<td>Partial Completion</td>
<td>24</td>
</tr>
<tr>
<td>Issue of Statements of Attainment</td>
<td>24</td>
</tr>
<tr>
<td>Full Completion</td>
<td>24</td>
</tr>
<tr>
<td>Qualification and Record of Results Units</td>
<td>24</td>
</tr>
<tr>
<td>Partnership Responsibilities</td>
<td>25</td>
</tr>
<tr>
<td>Study Success</td>
<td>26</td>
</tr>
<tr>
<td>Learning Program Plan (study plan)</td>
<td>26</td>
</tr>
<tr>
<td>Access and Changes to Student Records</td>
<td>26</td>
</tr>
<tr>
<td>Compliance with an acceptable refund policy</td>
<td>27</td>
</tr>
<tr>
<td>The maintenance of adequate records</td>
<td>27</td>
</tr>
<tr>
<td>Security of all records (current and archival)</td>
<td>27</td>
</tr>
<tr>
<td><a href="http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures">http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures</a></td>
<td>27</td>
</tr>
<tr>
<td>Client access to their records upon request</td>
<td>28</td>
</tr>
<tr>
<td>Compliance with professional associations</td>
<td>28</td>
</tr>
<tr>
<td>Traineeships and Apprenticeships</td>
<td>29</td>
</tr>
<tr>
<td>Why Study a Traineeship or Apprenticeship with Goodstart Institute of Early Learning?</td>
<td>30</td>
</tr>
<tr>
<td>Eligibility</td>
<td>31</td>
</tr>
<tr>
<td>Probation</td>
<td>31</td>
</tr>
<tr>
<td>The Training and Record Plan</td>
<td>31</td>
</tr>
<tr>
<td>Induction/Sign-up</td>
<td>32</td>
</tr>
<tr>
<td>Induction/Sign-up Day Procedure</td>
<td>32</td>
</tr>
<tr>
<td>Study Time</td>
<td>32</td>
</tr>
<tr>
<td>Training Plans</td>
<td>32</td>
</tr>
<tr>
<td>Study Time</td>
<td>33</td>
</tr>
<tr>
<td>Frequently Asked Questions (FAQs)</td>
<td>34</td>
</tr>
<tr>
<td>General FAQs</td>
<td>35</td>
</tr>
</tbody>
</table>
Welcome
Thank you for selecting Goodstart Institute of Early Learning to assist you in achieving your career goals.

At Goodstart Institute of Early Learning we deliver nationally accredited early childhood education and care qualifications, with each one representing a stepping stone in your career pathway.

We are committed to providing quality teaching, learning and assessment for students who wish to gain a formal qualification to enter the early childhood education and care workforce, and for those already employed within the profession and who wish to upgrade their skills and knowledge. At Goodstart Institute of Early Learning we pride ourselves on delivering evidence informed high quality educational programs that are industry-relevant and practical and are adapted to cater to each student’s individual learning and study needs.

This guide provides you with information that will be useful to you as a student member of our Institute. The focus of this guide is on matters specific to our Institute and its business, and should be read in conjunction with our Policies and Procedures. Goodstart Institute of Early Learning Policies and Procedures may be accessed via the Policies and Procedures section of our website.

I thank you for choosing to study with us and wish you all the best in your studies and future career.

Josh Back

National Manager, Institute & Professional learning
Goodstart Institute of Early Learning
Introduction
Goodstart Early Learning

Goodstart Early Learning Limited (Goodstart) is a not-for-profit organisation that operates more than 640 early learning centres across Australia. We are the country’s largest long day care provider, with 13,000 staff caring for and educating 73,000 children from 61,000 families.

Goodstart was founded by four of Australia’s most respected not-for-profit organisations: Social Ventures Australia; Mission Australia; the Benevolent Society; and the Brotherhood of St Laurence.

As a not-for-profit organisation, Goodstart reinvests any surplus funds into its centres and its social purpose programs designed to improve outcomes for all Australian children and their families.

Goodstart Institute of Early Learning

Goodstart Early Learning has a vision for Australia’s children to have the best possible start in life. Goodstart Institute of Early Learning supports that vision by committing to working with the wider early childhood education and care profession, and the vocational education sectors, to provide future workers and existing early childhood professionals the opportunity to study with a registered training organisation that is not only compliant but provides exemplary teaching and learning. Qualified, knowledgeable and skilled improves the quality of early learning education and promotes positive outcomes for children.
Goodstart Institute of Early Learning: Code of Practice

Goodstart Institute of Early Learning shall at all times act with integrity in dealing with all stakeholders and members of the community.

Goodstart Institute of Early Learning shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- The VET quality framework, including: The Standards for Registered Training Organisation (RTOs 2015); Australian Qualifications Framework (AQF); Fit and Proper Person Requirements; Financial Viability Risk Assessment Requirements; and, Data Provision Requirements.
- Training and assessment services will be provided in a safe environment in line with the legislative requirements of the Workplace Health and Safety Act 1985.
- Privacy Act 1988 (Commonwealth Government)
- Commonwealth/state legislation and regulatory requirements.

Goodstart Institute of Early Learning will ensure:

a) The provision of adequate facilities in which to conduct training programs
b) The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an ongoing basis
c) The accuracy of marketing, promotional, and advertising material
d) Compliance with current Workplace Health and Safety and Duty of Care requirements
e) Compliance with an acceptable refund policy
f) The maintenance of adequate records
g) Security of all records (current and archival)
h) Client access to their records upon request
i) Compliance with any conditions of associated membership with any professional body

(More information about the above items (e – i) are located pages: 15 - 16)

Goodstart Institute of Early Learning undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.

Goodstart Institute of Early Learning shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.
Scope of Registration

Goodstart Institute of Early Learning is a Registered Training Organisation that delivers nationally recognised qualifications from the CHC Children’s Services training package.

Nationally recognised Qualifications

Early Childhood Education and Care Qualifications

CHC30113 Certificate III in Early Childhood Education and Care

CHC50113 Diploma of Early Childhood Education and Care

Nationally recognised Units of Competency

HLTFSE001 Follow basic food safety practices

HLTFSE007 Oversee the day-to-day implementation of food safety in the workplace

HLTFSE005 Apply and monitor food safety requirements
## Institute Locations

### National Office

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane</td>
<td>Goodstart Early Learning Centre Support Office</td>
</tr>
<tr>
<td></td>
<td>43 Metroplex Avenue</td>
</tr>
<tr>
<td></td>
<td>Murarrie Qld 4172</td>
</tr>
</tbody>
</table>

### Queensland and Northern Territory

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brisbane North</td>
<td>Goodstart Warner</td>
</tr>
<tr>
<td></td>
<td>4 Everest Street</td>
</tr>
<tr>
<td></td>
<td>Warner Qld 4500</td>
</tr>
<tr>
<td>Ipswich</td>
<td>Goodstart Churchill</td>
</tr>
<tr>
<td></td>
<td>274 Warwick Road</td>
</tr>
<tr>
<td></td>
<td>Churchill Qld 4305</td>
</tr>
<tr>
<td>Sunshine Coast</td>
<td>Goodstart Pacific Paradise</td>
</tr>
<tr>
<td></td>
<td>42 Kowonga Street</td>
</tr>
<tr>
<td></td>
<td>Pacific Paradise Qld 4272</td>
</tr>
<tr>
<td>Cairns</td>
<td>Goodstart Bayswater</td>
</tr>
<tr>
<td></td>
<td>58-62 Anderson Road</td>
</tr>
<tr>
<td></td>
<td>Woree Qld 4868</td>
</tr>
<tr>
<td>Toowoomba</td>
<td>Goodstart Harristown</td>
</tr>
<tr>
<td></td>
<td>30 Warwick Street</td>
</tr>
<tr>
<td></td>
<td>Harristown Qld 4305</td>
</tr>
</tbody>
</table>

### New South Wales and Australian Capital Territory

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sydney</td>
<td>Goodstart Early Learning – NSW State Office</td>
</tr>
<tr>
<td></td>
<td>Suite 4.03, Level 1</td>
</tr>
<tr>
<td></td>
<td>Building 4</td>
</tr>
<tr>
<td></td>
<td>190 Bourke Road</td>
</tr>
<tr>
<td></td>
<td>Sydney Corporate Park</td>
</tr>
<tr>
<td></td>
<td>Alexandria NSW 2015</td>
</tr>
<tr>
<td>Canberra</td>
<td>Goodstart Jerrabomberra</td>
</tr>
<tr>
<td></td>
<td>5 Coral Drive</td>
</tr>
<tr>
<td></td>
<td>Jerrabomberra NSW 2619</td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>Ballina (Training Hub)</td>
<td>Goodstart Ballina – Links Avenue 38 Links Avenue East Ballina NSW 2478</td>
</tr>
<tr>
<td>Victoria and Tasmania</td>
<td></td>
</tr>
<tr>
<td>Melbourne (North West)</td>
<td>Goodstart Hillside 34 Gourley Road Hillside Vic 3037</td>
</tr>
<tr>
<td>Melbourne (South East)</td>
<td>Goodstart Endeavour Hills 46-48 Barnsley Drive Endeavour Hills Vic 3207</td>
</tr>
<tr>
<td>Hobart</td>
<td>Goodstart Kings Meadow 14 Technopark Drive Kings Meadow Tas 7249</td>
</tr>
<tr>
<td>South Australia and Western Australia</td>
<td></td>
</tr>
<tr>
<td>Adelaide</td>
<td>Goodstart Early Learning – SA State Office 10-18 Kylie Crescent Ingle Farm SA 5098</td>
</tr>
<tr>
<td>Perth</td>
<td>Goodstart Early Learning – WA State Office Unit 5 902 Albany Highway East Victoria Park WA 6101</td>
</tr>
</tbody>
</table>

**Training Facilities**

Goodstart Institute of Early Learning has training hubs located across the country. These hubs provide students access to computers, internet, and additional learning resources that can be borrowed. In addition, students will be able to attend Facilitated Study Days (FSD) and workshops at the hubs. For students who are not near an allocated hub, workshops will be offered at alternative locations or live via technology (Go-To-Training). Please ask your Professional Learning Consultant for more information.
Student Services

The Student Service’s team provide ongoing student support for our students, call 1800 617 455. Student Services Officers are available Monday to Friday from 7.30am–5:30pm (AEST) to assist you with any enrolment and/or student administration requirements. The team provides the following services to our student body:

- Course application information
- Enrolment/commencement date information
- Enrolment activation process
- Concessions
- Assistance with study leave of absence or deferred assessment
- Assistance with unit withdrawals and course cancellations
- Student fees and charges
- Student debt enquiries
- Archiving and student administration
- General queries via phone or email

Academic Support

Professional Learning Consultants

Every student will be assigned a Professional Learning Consultant to support them through the completion of their study. All Professional Learning Consultants employed by the Goodstart Institute of Early Learning are selected against the Training and Assessment competencies, which is determined by the National Skills Standards Council (NSSC).

Goodstart Professional Learning Consultants are qualified, dedicated early childhood professionals who have the experience, qualifications, and teaching skills to assist you in developing your own skills for the early childhood profession.

Our Professional Learning Consultants understand the multi-faceted roles of educators working in the early childhood education and care sector, drawing on their personal experience, as well as current practices, to enhance every student’s learning and development.

Your Professional Learning Consultants are available to answer your queries and are available to support you in the following ways:
Regular study reviews to ensure you are progressing at a reasonable rate to complete your qualification within the enrolment period

Follow-up phone calls to check on your progress (You should also advise your Professional Learning Consultant if you have any queries or concerns related to completing your coursework.)

Coaching by phone, email, and scheduled visits to the workplace

On-the-job training

Facilitating workshops, either at Institute hubs or via webinars

Conducting orientation sessions

Consultation and assessment of RPL application

Review and assessment of Credit Transfer

**Academic Phone Support**

We provide ongoing academic support for our students, call 1800-617-455. The academic team, made up of the Senior Professional Learning Consultants and Professional Learning Consultants are rostered on at various times through the month to be responsible for the Academic Phone Support. This means that any time you call you will have access and the full attention of one of our qualified and experienced team members.

Students can call Academic Phone Support Monday to Friday from 7.30am–5:30pm (AEST) and out-of-hours Monday to Thursday from 5:30pm – 8:00pm (AEST) on 0488 427 136 to assist you with any academic question, concern or advice in regards to learning and assessments tasks from your qualification.

The Academic Team provides the following services to our student body:

- Expert advice on early childhood content, policies and practices
- Support for students completing assessment
- Academic counselling
Mode of Study
Goodstart Institute of Early Learning provides students with the opportunity to study early childhood qualifications or professional development through part-time multi modal delivery. Multi-modal delivery includes: on-line (e-learning) presentations, readings and completing learning activities, participating in workshops and / or webinars, attending orientation and completing written and verbal assessments and completing practical assessments within an approved early childhood education and care environment.

Study Program

Goodstart Institute of Early Learning delivers Certificate III in Early Childhood Education and Care and Diploma of Early Childhood Education and Care for a maximum enrolment duration of 2 years. Students will study modules across 10 week terms. A module is a cluster of units of competency that have been combined to support holistic learning and assessment opportunities for students. The information in each modules is interrelated and each concepts supports students to build further knowledge and skills.

At the beginning of each term, students will study the next modules/s as articulated within the student’s training plan and will have ten weeks to complete the learning and submit the assessment to their Professional Learning Consultant for marking.

The Program Outline details the schedule of delivery for the modules within the program.

CHC30113 Certificate III in Early Childhood Education and Care

<table>
<thead>
<tr>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
<th>Term 4</th>
<th>Term 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
</tr>
</tbody>
</table>

YEAR 1

Module 1   Module 2   Module 3   Module 4   Module 5

YEAR 2

Module 6   Module 7   Module 8   

---

This document is uncontrolled when printed

TITLE: Student Guide v3.0

IMPLEMENTATION DATE: 30/12/2015

APPROVED: Institute Manager

Page 16 of 39
CHC50113 Diploma of Early Childhood Education and Care*

<table>
<thead>
<tr>
<th>Term 1</th>
<th>Term 2</th>
<th>Term 3</th>
<th>Term 4</th>
<th>Term 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
<td>(10 weeks)</td>
</tr>
<tr>
<td>YEAR 1</td>
<td>YEAR 1</td>
<td>YEAR 1</td>
<td>YEAR 1</td>
<td>YEAR 1</td>
</tr>
<tr>
<td>Module 1</td>
<td>Module 3</td>
<td>Module 4</td>
<td>Module 6</td>
<td>Module 7</td>
</tr>
<tr>
<td>Module 2</td>
<td>Module 5</td>
<td>Module 7</td>
<td>Module 8</td>
<td>Module 9</td>
</tr>
<tr>
<td>YEAR 2</td>
<td>YEAR 2</td>
<td>YEAR 2</td>
<td>YEAR 2</td>
<td>YEAR 2</td>
</tr>
<tr>
<td>Module 8</td>
<td>Module 10</td>
<td>Module 12</td>
<td>Module 14</td>
<td>Module 15</td>
</tr>
<tr>
<td>Module 9</td>
<td>Module 11</td>
<td>Module 13</td>
<td>Module 14</td>
<td>Module 15</td>
</tr>
</tbody>
</table>

*Please note that some terms require two modules to be studied during the 10 week term.

**Orientation**

All new students are required to attend one orientation session. Sessions are held at CSO, State Offices, Institute Hubs and regional / remote students can attend via online webinar. These compulsory sessions include two parts:

1. Orientation Workshop: get to know Goodstart institute of Early Learning, learning programs, how to successfully complete assessment (processes and study tips), timeframes and policies / procedures. Refer to the Goodstart Institute of Early Learning Academic Calendar on our website for dates, locations and registration.

2. On-line Image of Child workshop: supports students to reflect and understand their perception of children and identifies their values and beliefs to enhance further learning opportunities.

Students must complete both these learning experiences before beginning course work. It is the student’s responsibility to fully complete both sessions.

**Assessment Extension**

Each student’s training plan will highlight the dates students are required to study each module and the date the assessment for that module are due for submission. At times, unforeseen circumstances prevent students from submitting assessment on time. Students must read and abide to the Assessment Extension Policy located on the Goodstart Institute of early Learning website for information on the process, acceptable grounds for deferring assessment and timeframes. Enrolment may be deferred, suspended or withdrawn if students do not meet progression timeframes.
**Leave of Absence**

At times students may require leave from their study. This may include unforeseen circumstances (death, illness, and incident), pregnancy or the decision to take a short break from study (if your employment circumstances allow). Students are to read and abide to the Leave of Absence Policy available to students on the Goodstart Institute of Early Learning website.

**Blended External Delivery**

Goodstart Institute of Early Learning uses our on-line learning management system called *MyPortal* to host all our learning and teaching materials. All students access Learning Guides (your textbook), presentations, videos, course readings, workshops, through this system. Additionally *MyPortal* allows students to communicate with their Professional Learning Consultant via email and to download assessment questions and upload all of your assessment answers and documents.

Students studying the CHC30113 Certificate III in Early Childhood Education and Care and the CHC50113 Diploma of Early Childhood Education and Care will access all of their learning and assessment materials and activities using *MyPortal*.

Enrolled students of Goodstart Institute of Early Learning will use their username and password to access *MyPortal* at www.myportal.goodstart.edu.au.

Support videos, help sheets and one-to-one support from PLC at their hubs are available for students who may feel additional support is needed to get started with *MyPortal*.

**70-20-10 Model for Learning and Development**

The 70:20:10 Model for Learning and Development is the framework Goodstart Institute of Early Learning and the Capability Department of Goodstart Early Learning uses for supporting professional learning.

The model recognises that 70% of a person’s knowledge is gained from job-related experiences. This is why Goodstart Institute of Early Learning only offers part-time study options to students allowing students to have the opportunity to work while they study. Centre directors and services who host students and collaborative partners in professional learning and a thorough and informative orientation process is available to all host services to ensure all parties understand the accountabilities, responsibilities and how best to support the student to succeed. Working while studying also supports interactions, where it is understood that 20% of learning comes from. Formal learning: classroom based exercises, webinars, lectures, reading text books and participating in learning activities accounts for 10% of learning.
Recognition of Prior Learning (RPL)

RPL is a process that acknowledges a person’s skills and knowledge acquired through previous on-the-job experience or training. RPL is the demonstration of a student’s life skills contributing and enabling the student to demonstrate competency in a unit of study.

The RPL process requires each candidate to be actively involved in the process, participating in the required steps and undertaking assessment.

During RPL process, the candidate will be asked to:

- Provide evidence of and samples of work experience / practice
- Perform tasks
- Talk about and explain how they perform and have specific tasks (competency conversation)

A qualified assessor will consider the evidence of knowledge and skills the candidate has provided, matching this evidence against the relevant qualification.

At Goodstart Institute of Early Learning, all RPL is conducted using the ‘RPL Assessment Toolkits’ originally provided by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) but have recently been modified because of training package changes.

Before applying for RPL, students are encouraged to go to the Goodstart Institute of Early Learning website and click on the section Future Students, to look through the process and toolkit of applying for RPL.

Credit Transfer

As a Registered Training Organisation (RTO), we recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other RTOs under the principle of National Recognition.

Credit transfer allows the student to provide evidence of a competency previously achieved. Credit transfers can only be awarded to units of competency that have an equivalent competency outcome, as deemed by the Australian Government national register for Training in Australia.

Units of competency may directly transfer or only partially transfer to the units in the current training package of the qualification you choose to study.

To apply for a Credit Transfer, the student is required to submit a certified copy of a Statement of Attainment (SoA) listing Units of Competency currently held. Upon receipt of a certified copy of a SoA, the Assessor will assess the listed qualifications for eligibility of a potential Credit Transfer.
Credit Transfer and First Aid

Goodstart Institute of Early Learning does not offer the First Aid competency standard at this time. Students must undertake the First Aid course within six months of enrolment into a qualification that requires a first aid unit of competence. The Institute will recognise this Statement of Attainment, issued by a Registered Training Organisation, through the Credit Transfer process.
Learning and Assessment
Competency Based Training

Competency Based Training (CBT) develops the skills, knowledge and attitudes required to achieve the industry (professional) determined competency standard – as outlined with the nationally recognised Training Package. CBT is the demonstration of knowledge and skills described in the competency standard. Competency is measured via evidence that can be collected by various means. To ensure the evidence captured leads to the successful accomplishment of competency, the evidence must be sufficient, valid, reliable and current.

Assessment may include (but is not limited to):

- Written, oral, and automated questions
- Practical field exercises
- Written assignments
- Workplace tasks with observation checklists
- Role plays and project work
- Automated scenario banks
- Simulated environments

Model for Competency Outcome

To achieve COMPETENT within a unit, all unit assessment tasks are required to receive a (Sufficient) outcome
Marking

Final assessment items are marked ‘C’ (Competent) or ‘NC’ (Not Competent).

If your assessment is marked as Insufficient, your Professional Learning Consultant will provide you with information on reassessment opportunities. This normally occurs during the assessment feedback process.

For trainees or apprentices, the assessments and due dates will be negotiated and recorded during the development of individual Training Plans. Failure to achieve competency will result in further negotiation with you, your workplace supervisor, and the Institute, which will be documented on your Training Plan. If you are finding it difficult to complete your assessments please speak to your Professional Learning Consultant.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>C</td>
<td>Competent</td>
</tr>
<tr>
<td>NC</td>
<td>Not Competent</td>
</tr>
<tr>
<td>Sufficient</td>
<td>Competent in this portion of the assessment task. Additional assessment/s are required to receive full competency</td>
</tr>
<tr>
<td>Insufficient</td>
<td>You have not met the requirements for this portion of the assessment task.</td>
</tr>
</tbody>
</table>

Submitting an Assessment

Submitting Assessments in MyPortal

Students studying programs through MyPortal will be required to submit all assessments and evidence of workplace assessment via MyPortal. Assessment instructions and assessment submission instructions are explained in the ‘Assessment’ section of each module in MyPortal. If a student has questions regarding the assessment instructions, or questions about submitting their assessment through MyPortal they should contact their Professional Learning Consultant.

When submitting assessment for each module, students are to ensure all questions have been fully answered with all assessment requirements completed. If questions or partial questions are not marked competent, students will be able to continue working on this assessment, however it is important to note that students have a limit to how many attempts are available.

Assessment will only be accepted on three occasions, if the student’s assessment is not competent on the third attempt, the student will be withdrawn from the course. Students who wish to re-enrol will be required to pay the $120 enrolment fee (please note that this fee is not funded).
Completing Your Course

Partial Completion

Issue of Statements of Attainment

Statements of Attainment are issued for partial completion of a qualification within 30 days of withdrawal from the course. Statement of Attainments will not be released if there are outstanding fees to be paid. The exception is for trainees and apprentices who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

To apply for a Statement of Attainment to be reissued, students must make a request in writing to the Student Services Team. This request must contain the following information:

- Student name and number
- Course name and course code
- Date started and completion date of the course
- Mailing address and contact telephone number
- Cheque, money order, or credit card details to effect a payment of $50+GST

*Please allow 14 working days for processing and reissuing once payment has been received.*

Full Completion

Qualification and Record of Results Units

The Qualification Testamur and a Record of Results will be sent within 30 days of successful completion, providing all relevant fees are paid. The exception is for trainees and apprentices who will receive their Statements of Results within 30 calendar days of completion of their course, irrespective of fee status.

To apply for a Testamur or Record of Results to be reissued, students must make a request in writing with the information as stated in the previous section above (fees may apply $50+GST).
Partnership Responsibilities
Study Success

When you commit to undertaking a qualification, you are entering a partnership. Each person/department within the partnership have different responsibilities and for the partnership to succeed and for you to gain your qualification, each person must complete their allocated tasks to the required standard. Goodstart Institute of Early Learning has developed policies, processes and practices they our staff abide to that ensure we give students the best opportunities for study success. There are tasks and responsibilities that students have that must too be completed and abided too so that you are providing yourself with the best chance for study success. The following section outlines the responsibilities student have in regards to their study.

Learning Program Plan (study plan)

The enrolment period and study duration for both the Certificate III and Diploma of Early Childhood Education and Care is 2 years. To meet this study duration, a study plan has been devised that indicates what modules are required to be studied in each term (a 10 week period). A detailed plan of the study plan can be seen on page 17 & 18 within this Guide or on the website.

Students may have different learning needs and for some students, study may require some shorter or longer timeframes. An individualised plan will be developed to incorporate the individual learning needs of the student where required. Depending upon the student’s employment situation, this may need to be agreed upon by the employer.

Access and Changes to Student Records

It is important that you communicate any changes of your personal details to the Student Services Team as soon as practically possible so that are able to communicate with you about your study progress and keep you informed about events within Goodstart Institute of Early Learning.

Our team will communicate to you at various points in time information about your study. Goodstart Institute of Early Learning will:

- Confirm your enrolment/s with Goodstart Institute of Early Learning
- Provide written course progression information through the post and through MyPortal.
- When requested access your personal records
- Provide a list of units of competency required to be studied for the qualification
- Provide results
• Email or post a statement of account for your tuition fees

Statements of Results can be requested by contacting Student Services.

Should you have any further queries, please contact us on 1800 617 455.

Compliance with an acceptable refund policy

Students have a right to a refund of fees for various reasons. We encourage students to be aware of their rights and highlight to you that all Goodstart Institute of Early Learning Policies, procedures and requirements are available freely and at all times to you on our website. To go directly to the Fee and Refund Policy please click on the following link:

The maintenance of adequate records

To ensure effective communication with our students it is important that are records are current and maintained. We request all students inform us of any change to their enrolment details: name change, postal address, e-mail address, telephone numbers and of course the centre you are employed.

All Goodstart Institute of Early Learning staff (Professional Learning Consultants and Student Services Coordinators) keep detailed records of all interactions and communication between students and the RTO.

Students study progress and completion of units of competency are recorded to report on student progression.

Copies of all student assessment is maintained as required under the Standards for Registered Training Organisations (RTOs, 2015).

Security of all records (current and archival)

Goodstart institute of Early Learning respects people’s privacy and identity and follows a strict policy and processes to ensure students identity and privacy is protected. Please refer to the File, Archiving and Retention policy to understand the processes Goodstart Institute of Early Learning follows to secure records. The following policy is available in our policy section of the website:
http://www.goodstart.edu.au/About-The-Institute/Policy-and-procedures
Client access to their records upon request

All students have the right to records kept about them, as outlined in the Freedom of Information Act. Students may request certain records. Students will be asked to prove their identity before any information is released. This may include answering a series of security questions.

Compliance with professional associations

Goodstart Institute of Early Learning has a vision to be the educational institute of choice for professional early childhood educators. To support us to reach our goals, Goodstart Institute of Early Learning is a member of a number of professional associations. Our work with these associations supports us to continually reflect on practice and improve, to advocate for quality programs (learning, teaching and assessment) through the early childhood VET profession and to look for opportunities of providing further benefit to our students. Professional Associations the Goodstart institute currently is involved in includes:

- Early Childhood Australia (National and Queensland Branch): Executive Committee
- ACPET Australian Council Private Education Providers
- VELG

Goodstart Institute of Early Learning shall refrain from any activities that could be detrimental to the Australian Council for Private Education and Training and Early Childhood Australia or any of its members.
Traineeships and Apprenticeships
Being an Australian Trainee or Apprentice is an ideal way to combine training and employment that leads to a nationally recognised qualification. A trainee or apprentice can be individuals who are school leavers, someone who is re-entering the workforce, or someone wishing to change careers.

Trainees / Apprenticeships are available in the early childhood education and care profession for a period of duration 12 months to 2 years (3 years in Vic & ACT) depending on employment status and Diploma of Early Childhood Education and Care duration 2 to 4 years (6 years in Qld & Vic) depending on employment status.

For students wishing to undertake an Australian Trainee or Apprenticeship through Goodstart Institute of Early Learning and employed at Goodstart Early Learning Ltd, the employer has stated and RTO have agreed that the expected duration of study is:

**Certificate III in Early Childhood Education and Care**
- 2 years part-time

**Diploma of Early Childhood Education and Care**
- 2 years part-time

*Note: The Institute acknowledges that with competency based learning, a trainee/apprentice may be capable to complete their studies sooner.*

**Why Study a Traineeship or Apprenticeship with Goodstart Institute of Early Learning?**
- You can earn while you learn
- You will receive a nationally recognised qualification upon completion of your studies
- Goodstart Institute of Early Learning offers flexible learning and delivery methods.
- You will receive quality mentoring from an early childhood education professional
- You will be positioning yourself for an exciting, rewarding career in the early childhood profession
- You will have the opportunity to attend workshops and face-to-face mentoring.
Eligibility

In order to undertake a Traineeship or an Apprenticeship, Goodstart and Mission Australia will first need to determine your eligibility. Eligibility criteria vary depending on which state you are living in. However you will be eligible if:

- You are an Australian citizen
- You work full time within an early learning centre
- You are a permanent resident of Australia
- You are not currently in an existing training contract
- You possess a year 10 equivalent in English for a Certificate III Traineeship or a Certificate III qualification for a Diploma or Advanced Diploma course

You may also be eligible if you have certain types of work or sponsorship visas endorsed by the Australian Government. To ascertain your individual eligibility, please contact the Student Services Team on 1800 617 455 and we can help you get started.

Probation

Each trainee/apprentice has a set probation period as part of their training contract. This gives all parties concerned an opportunity to work together before committing to the process.

Probation lasts for 30 days for a full-time staff member and 90 days for a part-time staff member. All trainees and apprentices must be supervised in the workplace.

The Training and Record Plan

Each trainee and apprentice will receive a hard copy of their Training and Record Plan, which must be kept updated at all times. This plan is a legal document and must be kept in a safe place at your workplace.

The Training and Record Plan details the requirements of each party concerned. Please review the information in this document carefully as this document is the only record of your study requirements. If this document is lost, it is the student’s responsibility to collect and record all signatures and assessment results.
Induction/Sign-up

At the commencement of the Traineeship/Apprenticeship with Goodstart, all students will participate in an induction process. The induction covers your work and study requirements, resources, and commitments over the period of your contact.

During the induction process (internally called the 'Traineeship/Apprenticeship sign-up'), all aspects of your Training Plan, contract, study, and work requirements are discussed.

Induction/Sign-up Day Procedure

A Training Plan is a legal document that is developed with the member of staff and the trainee/apprentice. There are four people involved in the agreement of a Training plan:

- The student (trainee/apprentice)
- Workplace supervisor (usually this is the centre director)
- Goodstart Institute of Early Learning Professional Learning Consultant
- A representative from an Australian Apprenticeship Centre (ACC)

All of these people agree to support you to complete your Traineeship/Apprenticeship and each person shall sign your Training Plan.

Study Time

Trainees and Apprentices employed at Goodstart Early Learning are entitled to study time. Study time must be planned and rostered by the Centre Director.

When committing to a traineeship or Apprenticeship – all three parties (RTO, Student and the Employer) agree on certain terms.

Training Plans

A fully signed Training Plan needs to be completed and provided to student and on Goodstart institute of Early Learning file:

ACT – 4 weeks from commencement date

NSW – 3 months from commencement date

NT – 3 months from commencement date

QLD – 3 months from commencement date
SA – 3 weeks from the time the contract is shown in VETA (SA system)

TAS – 2 months from commencement

VIC – 2 months from commencement

WA – 6 weeks from commencement

**Study Time**

Students are entitled to study time and for students undertaking a traineeship or apprenticeship at Goodstart Early Learning Ltd, your employer has agreed to the following study times:

ACT, NSW & VIC – Minimum of 3 hours per week over a 4 week cycle

NT, TAS, WA, SA & QLD – (as below)

**Metropolitan Services:**

For staff who work 30+ hours a week you are entitled to:

- Attend one independent study session / workshop for 1 day (7.6 hrs) per month
- 1 hour study time per week onsite at the centre

20-30 hours per week you are entitled to:

- Attend one independent study session / workshop for 1 day (7.6 hrs) per month

15-20 hours/week is entitled to:

- Attend one 3.5 hour independent study session / workshop per month or
- Attend one independent study session / workshop for 1 day (7.6 hrs) per two months.

**Regional Services:**

Work 30 hours + per week entitled to: attend an independent study session / workshop day for one day (7.6hrs) per month.

*Students must document their study days and ensure that they are receiving their agreed study time.*
Frequently Asked Questions (FAQs)
General FAQs

Are there any age limits?

While there aren’t any age restrictions on study, students need to be aware of the Childcare legislation that has working restriction on young people:

**120 Educators who are under 18 to be supervised**

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.

Penalty: $1000.

**Note.** A compliance direction may be issued for failure to comply with this regulation

Goodstart Early Learning Services will consider school based trainees, however these staff are not incorporated as part of the centre’s ratio.

I have additional learning needs. Can Goodstart help?

Yes, we will undertake a Language, Literacy and Numeracy (LLN) assessment so that we may clarify your areas of need or assistance.

Sometimes I find it difficult to balance my study load with my work requirements and my home life. Is there help available to help me reach my study goals?

Goodstart Institute of Early Learning recognises some students require additional help to meet their study goals. The Institute is able to offer students assistance to help manage their study goals with their work and home lives. More information about these services is outlined in the Candidate Counsel and Support Policy and Procedure.

I have completed some previous study—will this previous study be recognised by the Institute?

Any previous early childhood qualifications that are received with a candidate’s Enrolment Application Form will be provided to the Academic Coordinator, whom, after reviewing the relevant information provided, will determine a learning pathway for that student, taking into consideration any relevant previous study.
How long does it take to receive my certificate once I’ve completed my studies?

Upon notification of your course completion, Student Services will process your course completion along with your certificate/qualification. This can take up to 30 days for your qualification to be issued to you via general post.

If I lose my qualification am I able to have a replacement sent to me?

Yes, however a $50 + GST administration fee is due prior to the reissue of your qualification. Student Services will also need to confirm some of your contact details prior to the reissue of your qualification.

Who has access to my personal information?

Goodstart Institute of Early Learning takes the privacy of students and staff very seriously. Student and staff data is kept secure and only accessible by approved Institute employees and is only able to be accessed with secure networks. Student and staff data is not permitted to leave any Goodstart Institute of Early Learning office or storage facility.

Some student and staff data may be shared with relevant state and federal government departments, only where there is a specific need or requirement as per governing legislation.

What happens to my personal and academic information once I have completed my studies?

All student information relevant to the qualification you have completed is collated and archived for the required period of 30 years. More information relating to archiving and record retention is available in the File Archiving Procedure and Record Retention policy.

I’m still studying my course—am I able to request a copy of my academic progress so far?

Yes, students can request a copy of their academic progress by calling Student Services on 1800 617 455 or emailing info@goodstart.edu.au. A copy of the student’s Academic Progression Report will be produced and sent to the student.
How long does it take to receive a copy of my Academic Progression Report, and how will I receive this document?

The Academic Progression Report will be provided to students either by PDF via email, or a hard copy through the general post. Student Services will action your request for a copy of your Academic Progression Report within 24 hours (weekdays only) of receiving the student’s correspondence.

What do I do if don’t agree with the result I have received from my Professional Learning Consultant for an assessment?

If you do not agree with an assessment result you have been issued by your Professional Learning Consultant you are able to appeal the decision. More information in relation to appeals and reassessment is available in the Appeal and Reassessment Policy and Procedure.

Recognition of Prior Learning (RPL) FAQs

Will the qualification I receive be considered just as ‘good’ if I choose RPL?

Yes. The integrity of the qualification is upheld regardless of the study pathway chosen.

I need to get my qualification as soon as possible. Is RPL the quickest way?

This is a common belief, but is not necessarily accurate. RPL is an ‘assessment’ pathway and involves the gathering of evidence from a variety of sources. Depending on your available time to source, gather, and submit this evidence, which can sometimes be reliant on a third person, RPL can be either a relatively quick process, or a time-consuming one. RPL is self-paced and completion of the competencies depends on the time management, and lifestyle and commitment of the individual. Please see the Goodstart Institute of Early Learning website for a full description of the RPL process, student responsibilities and tasks and a link to the Department of Education and Employment and Workplace Relations RPL tools so that students are clear about the process.
Trainee and Apprentice FAQs

How am I trained?

A Training Plan is decided upon between you, your employer and Goodstart. It sets out:

- Training to be delivered by the Supervising Registered Training Organisation and the employer
- An agreed assessment strategy
- The maximum period of training to be delivered
- The amount of time you must be withdrawn from work to study
- The qualification or Statement of Attainment to be issued on completion

You shall be given paid time in working hours to attend workshops, with Goodstart Institute of Early Learning and study days

A training record monitors your progress and is added to by the Professional Learning Consultant and the employer

Can I be promoted during my Traineeship/Apprenticeship or perform higher duties?

Yes, if the employer obtains approval from the Department of Communities, you can perform higher duties or be employed in any position your employer feels you are capable of doing.

What is the Trainee/Apprentice responsible for?

As a trainee or apprentice you must:

- Attend and perform work as directed by your employer
- Observe the conditions of the relevant employment agreement or award
- Behave in a courteous and professional manner
- Obey all lawful instructions
- Work toward achieving the competencies of the Training Plan
- Undertake training and assessment as required under the Training Plan
- Keep the training record and produce this when required
- Acknowledge that all information obtained from your employer and given in circumstances of confidence must be kept confidential and not disclosed to any person without your employer’s approval
If you are under 18, your parent or guardian must ensure that these responsibilities are met and co-sign all documentation in relation to your training contract.

Do I have to pay any fees if I receive State Government Funding?

Yes. Even if your training is fully funded by the relevant state government’s Department of Employment and Training, we are required by the Department to collect the support services and tuition fees. The fees are included in your Traineeship/Apprenticeship Induction Pack or you can call Student Services on Freecall 1800 617 455 to find out what fees are applicable to your state or territory.

These fees can be reduced if you receive Credit Transfer for units of competency in the package. These fees are subject to change without notice. Partial exemption can be claimed on the following grounds: The student was or will be under 17 at the end of February in the year of study; is a school-based trainee; holds a health care or pension concession card OR is the listed dependant of a health care/pension concession; or can provide official evidence of the dependant status or is an Aboriginal or Torres Strait Islander person.

The declarations required to claim concessions for Aboriginal and/or Torres Strait Islander descent vary from state to state.

Note: Those students engaged in Fee for Service or Employer Funded Study arrangements do not pay these fees.

How do I apply for a Traineeship/Apprenticeship?

With Goodstart Early Learning? You should speak with your centre director, area manager or contact the Goodstart Early Learning Recruitment Team on 1800 180 144.