Student Guide

A guide for students studying with Goodstart Institute of Early Learning

Version 1, September 2014
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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. There are a range of qualifications relevant to the early childhood education and care profession on offer, with each one representing a stepping stone in your career pathway.

Goodstart Institute of Early Learning is committed to providing quality training and assessment for students who wish to gain a formal qualification to enter the early childhood education and care workforce, and for those who wish to upgrade their skills and knowledge. At the Goodstart Institute of Early Learning we pride ourselves on delivering top-quality, industry-relevant and practical programs catering to each student’s individual 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 the Goodstart Institute of Early Learning website.

I thank you for choosing the Goodstart Institute of Early Learning and wish you all the best in your studies and future career.

Sarah Martin
Institute Manager
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. The Institute supports that vision by committing to working with the wider early childhood education and care sector, and the vocational education sectors, to improve the quality of early learning education and 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 NVR Registered Training Organisation; 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 shall refrain from any activities that could be detrimental to the Australian Council for Private Education and Training or any of its members.

Goodstart Institute of Early Learning will ensure:

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

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 CHC08 Children’s Services training package.

Accredited Qualifications

Early Childhood Education and Care Qualifications
CHC30113 Certificate III in Early Childhood Education and Care
CHC50113 Diploma of Early Childhood Education and Care

Community Services Qualifications
CHC52212 Diploma of Community Services Coordination
CHC60312 Advanced Diploma of Community Sector Management

Additional Units of Competency
HLTFS207C Follow basic food safety practices
HLTFS309C Oversee the day-to-day implementation of food safety in the workplace
HLTFS310C Apply and monitor food safety requirements
HLTNA302D Plan and evaluate meals and menus to meet recommended dietary guidelines
## 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>
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<tr>
<td>Cairns</td>
<td>Goodstart Bayswater</td>
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<tr>
<td></td>
<td>56-62 Anderson Road</td>
</tr>
<tr>
<td></td>
<td>Woree Qld 4868</td>
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<tr>
<td>Gold Coast</td>
<td>Goodstart Early Learning – Qld State Office</td>
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<tr>
<td></td>
<td>Level 1</td>
</tr>
<tr>
<td></td>
<td>246 Varsity Parade</td>
</tr>
<tr>
<td></td>
<td>Varsity Lakes Qld 4227</td>
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<tr>
<td>Toowoomba</td>
<td>Goodstart Harristown</td>
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<tr>
<td></td>
<td>30 Warwick Street</td>
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<td></td>
<td>Harristown Qld 4305</td>
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<tr>
<td>Darwin</td>
<td>Palmerston Secondary College</td>
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<td></td>
<td>Tilston Avenue</td>
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<td>Driver NT 0830</td>
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<td>Region</td>
<td>Location</td>
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<tr>
<td><strong>New South Wales and Australian Capital Territory</strong></td>
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<tr>
<td>Sydney (Office and Training Hub)</td>
<td>Goodstart Early Learning – NSW State Office</td>
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<tr>
<td>Canberra (Office only)</td>
<td>Goodstart Jerrabomberra</td>
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<tr>
<td>Ballina (Office and Training Hub)</td>
<td>Goodstart Ballina – Links Avenue</td>
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<tr>
<td><strong>Victoria and Tasmania</strong></td>
<td></td>
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<tr>
<td>Melbourne (North West) (Office and Training Hub)</td>
<td>Goodstart Hillside</td>
</tr>
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<tr>
<td>Melbourne (South East) (Training Hub only)</td>
<td>Goodstart Endeavour Hills</td>
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<td></td>
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<tr>
<td>Hobart (Office only)</td>
<td>Goodstart Kings Meadow</td>
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<tr>
<td><strong>South Australia and Western Australia</strong></td>
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<tr>
<td>Adelaide (Office only)</td>
<td>Goodstart Early Learning – SA State Office</td>
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<tr>
<td></td>
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</tr>
<tr>
<td>Adelaide (Training Hub only)</td>
<td>Goodstart Mawson Lakes – Avocet Drive</td>
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<tr>
<td>Perth (Office and Training Hub)</td>
<td>Goodstart Early Learning – WA State Office</td>
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Training Facilities

Goodstart Institute of Early Learning has Training Hubs located across the country. These Training Hubs provide access to computers, internet, and additional learning resources that can be borrowed. In addition, students will be able to attend (Professional Learning Consultant- and learner-lead) workshops at the Training Hubs. For students who are not near an allocated Training Hub, workshops will be offered at alternative locations. Please ask your Professional Learning Consultant for more information.

Student Services

We provide ongoing student support for our learners. Student Services Officers are available Monday to Friday from 8.30am–5pm (AEST) to assist you with any enrolment and/or academic enquiries in addition to student administration requirements. The Student Services Team provides the following services to our student body:

- Course application information
- Academic support
- Enrolment/commencement date information
- Enrolment activation process
- Initial review of RPL application
- Initial review of Credit Transfer applications
- Academic counselling
- Concessions
- Assistance with deferrals
- Assistance with unit withdrawals and course cancellations
- Student fees and charges
- Student debt enquiries
- Archiving and student administration
- General queries via phone or email
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.

The Student Services Team will be able to provide you with information:

- Your enrolment/s with the Institute
- Course progression information
- Your personal records
- List of units
- Results
- 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.

Professional Learning Consultants

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).

The 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 reviews to ensure you are progressing at a reasonable rate
- 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.
Modes of Study
Goodstart Institute of Early Learning offers flexible learning and delivery options to assist learning. This is via a mixed mode of delivery that includes workshops, face-to-face, and online learning. Workshop Learning is primarily based at our Training Hubs.

Our training is individualised, innovative, and at the forefront of early childhood education nationally.

**Blended External Delivery**

**MyPortal**

The Institute has recently launched a new online learning portal, MyPortal. 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.

MyPortal has been designed to incorporate learning lessons, activities, presentations, and assessment items which address many different learning styles, ensuring all of the Institute’s students’ individual learning needs are catered for.


**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. A trained Assessor determines the outcome based on the evidence the student provides.

For more information about RPL, or to apply, visit the RPL information page on the Goodstart Institute of Early Learning website.
Credit Transfer

Credit transfer allows the student to provide evidence of a competency previously achieved. Units may directly transfer or only partially transfer to the units in the current training package of the qualification you choose to study.

Please note: In the event that a unit of competence gives a partial credit transfer, an additional bridging assessment is usually required to be completed to obtain a competency in the current training package’s unit of competence.

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 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.
04

Learning and Assessment
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.
Grading

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.

<table>
<thead>
<tr>
<th>C</th>
<th>Competent</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC</td>
<td>Not Competent</td>
</tr>
<tr>
<td>Sufficient</td>
<td>Competent in this</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.
Completing Your Course

Partial Completion

Issue of Statements of Attainment

Statements of Attainment are issued for partial completion of a qualification within 21 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 14 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

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

Full Completion

Qualification and Record of Completed Units

The Qualification Testamur and a Record of Results will be sent within 21 days of course completion, providing all relevant fees are paid. The exception is for trainees and apprentices who will receive their Statements of Results within 21 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).
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.

Goodstart offers the following pathways:

**Certificate III in Early Childhood Education and Care**

- 12 months to 2 years (3 years in Vic & ACT) depending on employment status

**Diploma of Early Childhood Education and Care**

2 to 4 years (6 years in Qld & Vic) depending on employment status

- 36 months full time
- Longer for 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 re-record all pre-signature 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.
Referencing
Guide to Referencing

Referencing is a system that allows you to acknowledge the sources of information you use in your writing. A feature of academic writing is that it contains references to the words, information, and ideas of others. Whenever you use ANY words, ideas or information from ANY source in your assignments, you must provide a reference for those sources.

In-text Citations

The Harvard system of referencing requires you to include three pieces of information about a source within the text of your work:

- The name of the author or authors
- The year of publication
- The page number (when the information/idea can be located on a particular page, and when directly quoted)

List of References

At the end of your text (assessment), you must include a List of References (bibliography). This is a list of all the books, journal articles, and other sources of information you have referred to in your assignment. Full bibliographical information must be included.
How to Cite ‘In-Text’

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets:

```
The theory was first developed by Browne (Gibbs 1981).
```

Another way of including a reference in your text is to integrate the author’s surname into your sentence, followed by the year of publication, in parentheses:

```
Gibbs (1981) states that Browne was the first to develop the theory of...
```

The following extract is an example of a paragraph using in-text citations using the Harvard system:

```
Criticisms aside, Durkheim’s work in The Elementary Forms was an extraordinary contribution to the sociology of religion, perhaps more specifically to a greater understanding of the origins of collective morality. Gardner makes an extremely important point about Durkheim when he writes “Durkheim had a lifelong interest in morality …for Durkheim morality was ‘the centre and end of his work’ and society itself was ‘the end and source of morality’” (1987, p. 74). For Durkheim, the nature of morality was the nature of social solidarity. In The Elementary Forms Durkheim defined religion as the main expression of the deep moral sentiments inspired by society in individuals. His interest in the moral substratum of the modern social order expressed concern with the moral consequences of modernisation (Toles 1993).
```
<table>
<thead>
<tr>
<th><strong>To reference the overall content of a work</strong></th>
<th>You do not need to include page numbers because it is the entire work you are referring to: Larsen and Greene (1989) studied the effects of pollution in three major cities...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Referencing from a journal</strong></td>
<td>If the page number is required, as it is for paraphrasing and direct quoting: (Entwistle 1977, p.23)  If you are citing an idea only: (Entwistle 1977)</td>
</tr>
<tr>
<td><strong>To refer to more than one work</strong></td>
<td>Separate the references either with a semicolon or the word ‘and’: (Entwistle 1977; Haddon 1969)  Or: Entwistle (1977) and Haddon (1969) both demonstrated that...</td>
</tr>
<tr>
<td><strong>To cite more than one author</strong></td>
<td>(Sontag &amp; Paglia 1987) or: Sontag and Paglia (1987) assert that...</td>
</tr>
<tr>
<td><strong>To cite more than three authors</strong></td>
<td>Brown et al. (1987) argued that... or: (Brown et al. 1987)</td>
</tr>
<tr>
<td><strong>To cite more than one work by the same author</strong></td>
<td>Arrange citations in chronological order: (Smith 1981, 1984, 1985)</td>
</tr>
<tr>
<td><strong>To cite authors with the same surname who have published in the same year</strong></td>
<td>Use their initials to indicate different people: The theory was first developed early this century (Smith, A K 1979) but later many of its elements were refuted (Smith, J A 1979).</td>
</tr>
<tr>
<td><strong>To cite an author who published more than one work in the same year</strong></td>
<td>Attach an a, b, c, d etc. after the year: Dawkins (1972a, 1972b) completed a number of studies on...</td>
</tr>
<tr>
<td><strong>To cite from newspapers</strong></td>
<td>If there is no author, list the name of the newspaper, the date, year, and page number: (Sydney Morning Herald 7 March 1994, p.8)  If there is an author, cite as you would for a journal article: (Peters 2000)</td>
</tr>
</tbody>
</table>
To quote from a privately obtained interview or other personal communication

Include the abbreviation ‘pers. comm.’ in your reference:

(Daly, B. 1994, pers. comm., 7 Aug.)

To cite a CD-ROM

Include the full title and year of publication:

(Microsoft Encarta, 1995)

To cite a document within a website

In-text citations usually require page numbers, but Internet documents rarely contain them. Information should include author name(s) (the person or the organisation responsible for the site) and the date created/ revised:

(Winston, J 1999) or: (United Nations 1999)

If the author’s name is unknown, cite the website URL

(http://www.aaa.unsw.edu.au)

To cite a film, video, and television or radio program

Include the full title and year of release:

(Three Colours Red, 1995)

Listing the References You Use

- Your list of references should be laid out alphabetically by author surname.
- If bibliographic information exceeds one line of text, then the following lines should have a hanging indent.
- The title of a book should be in italics. Minimal capitalisation, or sentence case, is recommended (e.g. only capitalise the first word of a title’s heading/subheading and any proper nouns).
- The title of an article appears between single quotation marks and is given minimal capitalisation.
- The title of a journal should be in italics. Maximum capitalisation, or title case, is recommended (e.g. capitalise every word in a title, except for articles and prepositions).
- If there is more than one author or editor, all must be listed in the List of References. Don’t use ‘et al’.
Books

Present full bibliographic details in the following order:

- Author’s surname and initial(s)
- Year of publication
- Title of publication (in italics and with minimal capitalisation)
- Edition (if applicable. Abbreviated as ‘edn’)
- Publisher
- Place of publication

Examples


Articles from a Book Collection

When a book consists of a collection of articles, each by different authors, but with editor(s), use the following layout:


Place the information in the following order:

- Author’s surname and initial
- Year of publication
- Name of article (between single quotation marks and with minimal capitalisation)
- Initial(s) and surname(s) of editor(s)
- Name of collection (the name on the title page) in italics and minimal capitalisation
- Publisher
- Place of publication
Examples

When you use an article from a book collection, the title of the article appears in quotations. The title of the book is italicised. Here is an example:


Journal Articles

Place the information in the following order:

- Author’s surname and initial
- Year of publication
- Title of article (between single quotation marks and with minimal capitalisation)
- Title of journal or periodical (in italics, using maximum capitalisation)
- Volume number, if applicable
- Issue number or month (if applicable)
- Page numbers of the article

Examples


Further Examples

A newspaper article with a named author

Donaghy, B 1994, ‘National meeting set to review tertiary admissions’, Campus News, 3-9 Mar, p. 3.
An unattributed newspaper article


Film, video, television and radio programs

Cutting Edge: Neighbours, 4 May 1992, Video, Channel Four, United Kingdom.

Government publications

Give the name of the ministry or agency that has issued the report


CD ROMS

These are the same as for Film, Video TV and Radio recordings

Email communications

Private emails (those sent between individuals or small groups) are the same as personal communications

Internet Sources

A note about internet and electronic sources.

There are some special problems and demands when referencing internet sites. In comparison to print material, electronic sources can easily be changed, or vanish altogether. This makes full and accurate information essential. Methods for referencing electronic sources are changing and developing rapidly. The following is based on the Government Style Guide 6th edition. Please see page 230-1 for more details.
<table>
<thead>
<tr>
<th>A website</th>
<th>A document within a website</th>
<th>Electronic mail lists, Usenet groups and bulletin boards</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Author/editor</td>
<td>Author</td>
</tr>
<tr>
<td>Site date</td>
<td>Last date site updated</td>
<td>Author's details (e.g. email address)</td>
</tr>
<tr>
<td>Name and place of sponsor of site</td>
<td>Title</td>
<td>Date of posting</td>
</tr>
<tr>
<td>Date of viewing</td>
<td>Name of sponsor of site</td>
<td>Description of posting</td>
</tr>
<tr>
<td>URL or internet address (between pointed brackets)</td>
<td>Date of viewing</td>
<td>Name of list owner</td>
</tr>
<tr>
<td></td>
<td>URL</td>
<td>Date of viewing</td>
</tr>
</tbody>
</table>

**Examples**

To reference a document within a website:


To reference a website:

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 Regulations in their home state. For example, in Queensland the minimum age for paid employment in childcare is 17 years, whereas in South Australia the minimum age is 15 years. Contact your relevant state government department for further clarification.

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.

Related Policy/Procedures: Identifying Individual Learning Needs; Access and Equity; Candidate Counsel and Support

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.

Related Policy/Procedures: Mapping Procedure

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 14 days for your qualification to be issued to you via general post.

Related Policy/Procedures: Candidate Results and Certification
If I lose my qualification am I able to have a replacement sent to me?

Yes, however a $50 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.

Related Policy/Procedures: Candidate Results and Certification

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.

Related Policy/Procedures: Privacy Policy; File Archiving Procedure and Record Retention

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.

Related Policy/Procedures: Privacy Policy; File Archiving Procedure and Record Retention

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.

Related Policy/Procedures: Student Academic Progress
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 you Academic Progression Report within 24 hours of the student’s correspondence.

Related Policy/Procedures: Student Academic Progress

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.

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 you 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.

Recognition of Prior Learning (RPL) FAQs

What is the difference between RPL and RCC?

The term RPL refers to for recognition of skills acquired through life and work experiences. These experiences may be through formal or informal learning events. The term RCC refers to ‘Recognition of Current Competency’ acknowledges competencies which have been achieved through other Training Packages.

Can I use previous formal study as credit when doing RPL?

Yes, it is a Credit Transfer (CT). When you enrol you elect to study the traditional way—as in using workbooks and completing assessment—or you select RPL. In either pathway, credit can be applied to units if you have completed all or part of an equivalent and/or superseded qualification.

Related Policy/Procedures: Candidate Results and Certification

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.

Related Policy/Procedures: Candidate Results and Certification

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.