

GoodStart Training College

Student Information Handbook

A handbook for students studying at GoodStart Training College

Acknowledgements

This Student Handbook is part of a Set of Materials produced by the GoodStart Training College

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Welcome

Thank you for selecting GoodStart Training College to assist you in achieving your career goals.

At GoodStart Training College we deliver nationally accredited qualifications pertaining to Children's Services. There are a range of qualifications relevant to the early childhood education and care profession with each one representing a stepping-stone in your career pathway.

GoodStart Training College is committed to providing quality training and assessment for students who wish to gain a formal qualification to enter the workforce in the field of education and care and for those who wish to upgrade their skills and knowledge. At the GoodStart Training College we pride ourselves on delivering top quality, industry relevant and practical programs catering to each student's individual needs.

The purpose of this handbook is to provide you with information that will be useful to you as a student member of our training college. The focus of this Student Handbook is on matters specific to our training college and its business, and should be read in conjunction with our Policies and Procedures. GoodStart Training College Policies and Procedures may be accessed via the Policies and Procedures section of the GoodStart Training College website:

<http://www.goodstart.edu.au/policies-and-procedures>

I thank you for choosing the GoodStart Training College and wish you all the best in your studies and future career.

Sarah Martin
Manager, GoodStart Training College

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Part 1

Introduction to

GoodStart Training College

1.0 GoodStart

GoodStart Childcare Limited (GoodStart) is a 'not for profit' company which has been established to operate in excess of 620 ABC Learning Centres. These services continue to operate under the ABC Learning Centres Brand.

The founding partners of GoodStart include the respected charities: Social Ventures Australia; Mission Australia; the Benevolent Society; and the Brotherhood of St Laurence.

As a 'not for profit' company any surplus funds are reinvested into the centres and into the social purpose programs designed to improve outcomes for all Australian children and their families.

GoodStart Training College

As a part of the 'GoodStart Childcare Limited' not for profit organisation, GoodStart Training College shares a vision; "Working together for Australia's children". To turn this vision into reality, GoodStart Training College's purpose is to support the Children's Services Industry by striving to deliver the highest quality early childhood education available.

1.0.1 Our Code of Practice

GoodStart Training College shall at all times, act with integrity in dealing with all stakeholders and members of the community.

GoodStart Training College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- Australian Qualifications Framework (AQF) and Australian Quality Training Framework (AQTF), National Standards for Registered Training Organisations and the VET Act 2005.
- 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.
- Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act 1977 and Disability Discrimination Act 1992.
- Privacy Act 1988
- Commonwealth/State legislation and regulatory requirements.

GoodStart Training College shall refrain from any activities, which could be detrimental to the Australian Council for Private Education and Training or any of its members.

GoodStart Training College 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 Occupational 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 Training College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this Code of Ethics.
- GoodStart Training College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this Code of Ethics.

1.0.2 GoodStart Training College

GoodStart Training College is a Registered Training Organisation that delivers nationally recognised qualifications from the CHC08 Children's Services and the BSB07 Business Services Training Packages.

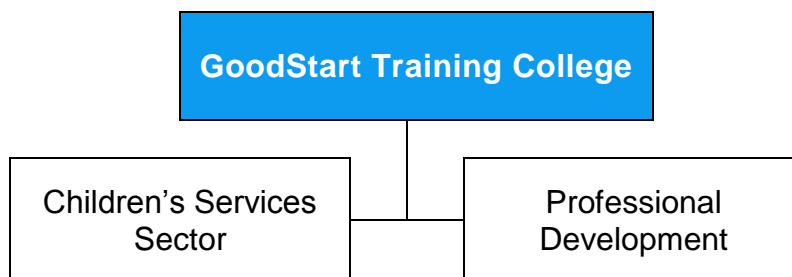


Figure 1 GoodStart Training College Stream Structure

1.0.3 Qualifications

Children's Services Qualifications

CHC30708	Certificate III in Children's Services
CHC50908	Diploma of Children's Services (Early childhood education and care)
CHC60208	Advanced Diploma of Children's Services

Additional units of competence

HLTFS207B	Follow basic food safety practices
HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace
HLTFS310B	Apply and monitor food safety requirements
HLTNA302B	Plan and evaluate meals and menus to meet recommended dietary guidelines

Business Services Qualifications

BSB40807	Certificate III in Frontline Management
BSB50207	Diploma of Business
BSB60407	Advanced Diploma of Management

1.0.4 GoodStart Training College Locations

National Office	
Brisbane	ABC Centre Support Office, 43 Metroplex Ave, Murarrie QLD 4172
Queensland	
Brisbane North	ABC Caboolture, 29 Payne St, Caboolture QLD 4510
Ipswich	ABC Churchill South, 274 Warwick Rd, Churchill QLD 4305
Toowoomba	ABC Harristown, 5/30 Warwick St, Harristown QLD 4350
Sunshine Coast	ABC Pacific Paradise, 42 Kowonga St, Pacific Paradise QLD 4565
Cairns	Woree PDC, 56-62 Anderson Rd, Woree QLD 4868
Gold Coast	Varsity Lakes PDC, L1, 246 Varsity Pde, Varsity Lakes QLD 4227
Gladstone	ABC Gladstone South 1, 123 Toolooa St, Gladstone QLD 4680
New South Wales	
Sydney	Sydney Centre Support Office, Level 1, 257 Military Rd, Cremorne NSW 2090
Jerrabomberra	ABC Jerrabomberra, 5 Coral Dr, Jerrabomberra NSW 2619
Ballina	ABC East Ballina, 38 Links Ave, East Ballina NSW 2478
Bankstown	ABC Bankstown, 22 East Terrace, Bankstown NSW 2200
Victoria	
Melbourne	Suite L107, 63-83 Turner St, Port Melbourne VIC 3207
Melbourne East	ABC Endeavour Hills, 46-48 Barnsley Dr, Endeavour Hills VIC 3802
South Australia	
Adelaide	Adelaide Centre Support Office, L1, 10-18 Kylie Crescent, Ingle Farm SA 5098 ABC Mawson Lakes, 1-11 Avocet Dr, Mawson Lakes SA 5095
Western Australia	
ABC Welshpool	117 Kew St, Welshpool WA 6106

Figure 2 GoodStart Training College Locations

Part 2

GoodStart Training College

Contacts and Departments

2.0 Student Services

We provide ongoing student support for our learners. Student Service Officers are available Monday to Friday from 8.30am – 5.00pm to assist you with any enrolment and/or academic enquiries in addition to student administration requirements. In short, the Student Services Team provide the following services to our student body.

- Course application information
- 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

2.0.1 Access and Changes to Student Records

It is important that you communicate any changes to your personal details to the Student Services team as soon as practicably possible.

The student services team will be able to provide you with information including:

- Your enrolment/s with the College
- 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.

2.1 Trainer Assessors

All Trainer Assessors employed by the GoodStart Training college are selected against the 2010 Australian Quality Training Framework (AQTF) conditions 'Training and assessment competencies to be held by trainers and assessors'.

The GoodStart Trainer Assessors 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 Trainer Assessors understand the multi-faceted roles of professionals 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 Trainer Assessors are available to answer your queries and are available to support you in the following ways:

- Regular reviews to ensure that you are progressing at a reasonable rate
- Follow up phone calls to check on your progress. (You should also advise your Trainer/Assessor if you have any queries or concerns related to completing your coursework)
- All students, will receive coaching by phone, email and scheduled visits to the workplace
- Trainer/Assessors can support you with on the job training.

2.1.1 Training Sites

Nationally, GoodStart Training College has allocated Training Hubs. These Training Hubs provide access to computers, internet access and additional learning resources – that can be borrowed. In addition, students will be able to attend (trainer and learner lead) workshops, at the Training Site. For students who are not near an allocated Training Hub, workshops will be offered at alternative locations. Please ask your Trainer Assessor for information.

Part 3

Enabling Legislation

3.0 Enabling Legislation

Enabling Legislation refers to the legislation that will affect your training and employment in the early childhood profession. It is important that you familiarise yourself with the legislation relevant to the state/territory you are employed in.

Commonwealth
<p>Commonwealth - Australian Government - Department of Family and Community Services Commonwealth - Child Care Act 1972 Commonwealth - Child Care Service Handbook (2010 – 2011) Commonwealth - Disability Discrimination Act 1992 Commonwealth - Human Right and equal Opportunity Act 1986 Commonwealth - Racial Discrimination ACT 1975 Commonwealth - Sex Discrimination Act 1984 Australia New Zealand Food Authority Act 1991</p>
Queensland
<p>Child Care Act 2002 (Qld) Child Care Regulations 2003 (Qld) (incorporating amendments effective 16 December 2005) Child Protection Act 1999 (Qld) (incorporating amendments effective 30 April 2006) Food Act 2006</p>
New South Wales
<p>Children and Young Persons (Care and Protection) Act 1998(NSW) (incorporating amendments effective 31 December 2005) Children and Young Persons(Care and Protection) Regulation 2000 (NSW) Children Services Regulation 2004 (NSW) (incorporating amendments effective 1 January 2011) Food Act 2004</p>
Australian Capital Territory
<p>Children and Young People Act (2008) (ACT) Food Act 2001 ACT Childcare Services Standards (2009)</p>
Victoria
<p>Children’s Services Act 1996 (Vic) Children’s Services Regulations-2009 (Vic) Children Youth and Families (Consequential and Other Amendments) Act 2006 Child Wellbeing and Safety Act 2005 (incorporating amendments as at 1 July 2010) Food Act 1984</p>
Tasmania
<p>Tasmanian Licensing Standards for Centre Based child Care Class 4 (2010) Tasmanian Licensing Standards for Approved Registration Bodies, Class 1, 0 – 12 years (2004) Incorporating minor amendments 2009 and 2011) (Family Day Care Schemes) Tasmanian Licensing Standards for Centre Based Care Class 1, 0 – 5 years (2011) Tasmanian Licensing Standards for Centre Based Care Class 2, 5 – 12 years (Outside School Hours Care) (2011) Tasmanian Licensing Standards for Home Based Care Class 1, 0 – 12 years (2011) Tasmanian Licensing Standards for In Home Child Care (ARB) (2011) Tasmanian Licensing Standards for In Home Child Care (Carers) (2011) Child Care Act 2001 (TAS) Children, Young Persons And Their Families Act 1997 (Tas) Tasmania Food Act 2003</p>
South Australia
<p>Children’s Protection Act 1993 (SA) Children’s Protection Regulations (2010) Children’s Services (Child Care Centre) Regulations 1998 (SA) Children’s Services Act 1985 (SA) South Australia Food Act 2001</p>

Western Australia
Children and Community Services (Child Care) Regulations 2006 WA Children and Community Services (Family Day Care) Regulations 2006 (WA) Children and Community Services (Outside School Hours Care) Regulations 2006 (WA) Children and Community Services (Outside School Hours Family Day Care) Regulations 2006 (WA) Children and Community Services Act 2004 (WA) Western Australia Food Act 2008
Northern Territory
Community Welfare (Child Care) Regulations (1987) (NT) Community Welfare Act (1993) (NT) Care and Protection of Children Act (2007) (NT) Standards for Northern Territory Childcare Centres Food Act 2011

Figure 3 Legislative requirements GoodStart Training College operates within

Part 4

GoodStart Training College

Modes of Study

4.0 Modes of Study

GoodStart Training College offers flexible learning and delivery options to assist learning. This is via a mixed mode of delivery that includes workshops, face to face and self paced study (online eLearning or Module Training Booklets). Workshop Learning is primarily based at our Training Hubs.

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



Figure 4 Modes of Study related to each Stream

4.0.1 Blended External Mode

GoodStart Online

GoodStart Online is an elearning tool, which gives you the flexibility to study at home or in the workplace using the Internet, at a time that is convenient to you. GoodStart Online is our learning platform which provides you with the learning resources, your courseware and assessments and allows you to communicate with other students and your Trainer/Assessor.

Key features of GoodStart Online are:

- Many of your assessments will be automatically corrected, giving you immediate feedback on your understanding of content. Results shall be automatically recorded
- Interactive tasks and scenarios allow you to demonstrate your knowledge in a more practical manner
- GoodStart Online will record what you have completed and what you still need to finish in each unit. This means that you don't need to complete a whole unit in one session.
- All additional reference material is linked so you are able to access current information, legislation and regulations
- You can complete course work any time

Module Training Booklets

Studying using module training booklets offers students a faster and less complex study method. Units of competence are grouped together by similar topics/themes and presented in a module training booklet. A module assessment booklet is also developed for each module in the course.

Module training booklets for each course are housed on the GoodStart Training College's website and can be downloaded at any time. Study via this method is also self paced, however students are grouped into co-horts and will start at a set date in time.

Key benefits of study using module training booklets are:

- Students will learn course material via modules, rather than individual units of competency, making the course content more relevant to their day-to-day work practices.
- Students will start at a set date in time and be able to progress at their own pace.
- As each module training booklet and module assessment booklet incorporates multiple units of competency, which means there are less assessments to complete for the course.

4.0.2 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 that the student provides.

For more information about RPL, or to apply visit the RPL information page on the GoodStart Training College Website www.goodstart.edu.au/recognition-of-prior-learning

4.0.3 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 CHC08 qualification. Please note: In the event that a unit gives a partial credit transfer, an additional bridging assessment is required to be completed to obtain a competency in the CHC08 unit.

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

4.0.4 Credit Transfer and First Aid

GoodStart does not offer the First Aid competency standard at this time. Students must undertake the First Aid course within 6 months of enrolment. The college will recognise this Statement of Attainment, issued by a Registered Training Organisation, through the Credit Transfer process.

All First Aid training requests are to be logged via the First Aid portal or via firstaid@childcare.com.au. All First Aid training will be approved and coordinated via these two methods. Please direct any additional enquiries to firstaid@childcare.com.au

Please note in Northern Territory all Centre Staff are required to hold a current Apply (Senior) First Aid Qualification. Certificate III trainees will also continue to be provided Apply First Aid training as part of their course requirements. If you have any questions or concerns please contact the Student Services Team.

Part 5

GoodStart Training College

Learning and Assessment

5.0 Competency Based Training 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. Competency Based Assessment 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 with a unit, all unit assessments tasks are required to receive a (Sufficient) outcome

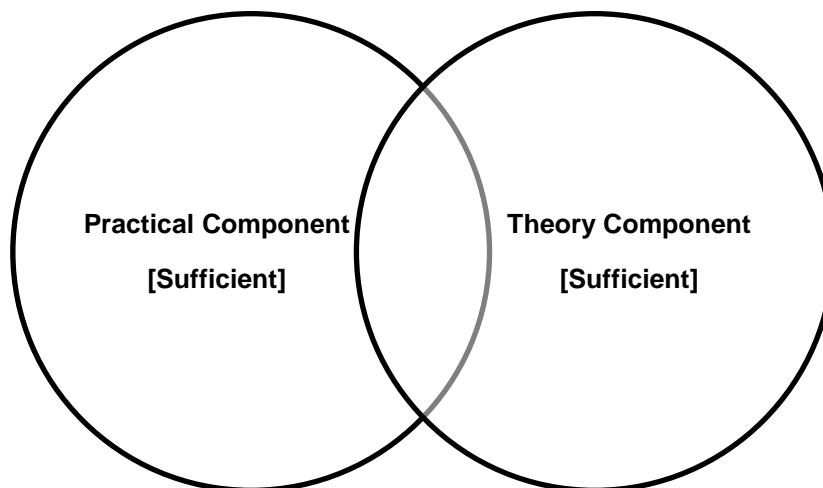


Figure 5 Model of Competency

NOTE: 3-4 separate tasks make up an outcome of competency

5.0.1 Grading

Final assessment items are marked “C” (Competent) or “NC” (Not Competent).

If your assessment is marked as Insufficient, your Trainer Assessor 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 college, which will be documented on your Training Plan. If you are finding it difficult to complete your assessments please speak to your Trainer Assessor or the Student Services Team.

C	=	Competent
NC	=	Not Competent
Sufficient	=	Competent in this portion of the assessment task. Additional assessment/s are required to receive full competency.
Insufficient	=	You have not met the requirements for this portion of the assessment task.

Figure 6 Assessment Scale

5.0.2 Submitting an Assessment

GoodStart Online

On the elearning platform, each unit has an assessment ‘tab’. This area defines all assessment/s for that particular unit. You will also find instructions on how to submit your assessment tasks. Please note: If you are experiencing difficulties with uploading your assessment tasks or do not have access to GoodStart Online (due to no internet connection or computer etc) please contact your Trainer Assessor or the Student Services Team.

Module Training Booklets

For those students studying via Module Training Booklets, you will need to submit your assessment items either via email or general post to your Trainer Assessor’s mailing address. This will be communicated to you during the enrolment process once your Trainer/Assessor has been allocated.

5.1 Completing Your Course

5.1.1 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 21 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.

5.2 Full Completion

5.2.1 Qualification and Statements of completed units

The Qualification parchment and a Statement of Results will be sent within 21 days of course completion, providing all relevant fees are paid. The exception is of 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 Parchment or Statement of Results to be reissued, students must make a request in writing with the information as above (fees may apply).

Part 6

GoodStart Training College

Style Guide and

Referencing

6.0 Guidelines for Presentation of Assessments

6.0.1 Written Assignments and Reports

The presentation of assignments and reports have been developed to assist students in the academic preparation and presentation of written assessment pieces.

6.0.2 Submission

GoodStart Online

- Your assessment submissions may be either computer processed in electronic format or hand written and must be of a high standard. If it is illegible, it will be returned to you for rework prior to assessment.
- All assessment pieces are to be submitted via GoodStart Online or follow alternative instructions provided within the unit. If you do not have access to a computer or the internet please advise your Trainer Assessor or the Student Services Team.
- All On the Job Assessment items will be downloaded from the respective unit in GoodStart Online. Once completed the student is required to scan, and upload and submit according to instructions provided for each unit of competency. If you do not have access to a computer or the internet please advise your Trainer/Assessor or the Student Services Team
- Students must ensure that the materials submitted are of their own work and are asked to be mindful of copyright and employment conditions if they are submitting centre branded information as part of their assessment evidence. For example: This includes information held electronically by the employer and publications produced by or on behalf of the employer.
- If your assignment has been submitted via GoodStart Online you will receive notification that it has been received. If you receive no reply please contact your Trainer/Assessor.
- Assessments will not be accepted that are identical to other students. Working in a group is fine, however your assignment must be in your own words and drawn from your own experiences, findings and conclusions.

Module Training Booklets

- Your assessment submissions may be either electronic (no larger than 2.5mb and in the following format .doc .pdf or .jpg), or hand written and must be of a high standard. If it is illegible, it will be returned to you for rework prior to assessment.
- Assessment pieces are to be submitted either by email or general post to your Trainer Assessor. It is essential that you maintain a copy of your assessment for your records.
- Students must ensure that the materials submitted are of their own work and are asked to be mindful of copyright and employment conditions if they are submitting centre branded information as part of their assessment evidence. For example: This includes information held electronically by the employer and publications produced by or on behalf of the employer.
- Assessments will not be accepted that are identical to other students. Working in a group is fine, however your assignment must be in your own words and drawn from your own experiences, findings and conclusions.

6.1 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”

6.1.1 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. This information is:

- 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)

6.1.2 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.

6.1.3 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 How to cite in text 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).

6.1.4 Different Types of In-Text Citations

To cite a direct quotation	Write the text word for word and place inverted commas at the beginning and end of the quote. The author, date and age number must be included. "Australia is a settler society" (Hudson & Bolton 1997, p. 9).
To cite a quotation or idea from an author who attributes it to another source	You must acknowledge both sources in your text: Graham Gibbs, in his 1981 study into student learning wrote that "because students are aware of their tutor's mastery of the subject matter, it is quite common for them to assume that their reader has no needs at all" (Gibbs 1981, p.39, cited in Bowden 1985, p.35).
To reference the overall content of a work	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...
Referencing from a journal	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)
To refer to more than one work	Separate the references either with a semicolon or the word and (Entwistle 1977; Haddon 1969) Or: Entwistle (1977) and Haddon (1969) both demonstrated that...

To cite more than one author	(Sontag & Paglia 1987) <i>or</i> : Sontag and Paglia (1987) assert that . . .
To cite more than three authors	Use the surname of the first author and <i>et al.</i> ('and others'): Brown et al. (1987) argued that... <i>or</i> : (Brown et al. 1987)
To cite more than one work by the same author	Arrange citations in chronological order: (Smith 1981, 1984, 1985)
To cite authors with the same surname who have published in the same year	Use their initials to indicate different people: The theory was first developed early this century (Smith, A K1979) but later many of its elements were refuted (Smith, J A 1979).
To cite an author who published more than one work in the same year	Attach an a, b, c, d etc. after the year: Dawkins (1972a, 1972b) completed a number of studies on...
To cite from newspapers	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)
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) <i>or</i> : (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: (<i>Three Colours Red</i> , 1995)

6.1.5 Different Types of In-Text Citations

Listing the References You Use

1. Your list of references should be laid out alphabetically by author surname.
2. If bibliographic information exceeds one line of text, then the following lines should have a hanging indent.
3. 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).
4. The title of an **article** appears between single quotation marks and is given minimal capitalisation.
5. 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).
6. 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:

1. Author's surname and initial(s)

2. Year of publication
3. Title of publication (in italics and with minimal capitalisation)
4. Edition (if applicable. Abbreviated as 'edn')
5. Publisher
6. Place of publication

Examples

Leeder, S R, Dobson, A J, Gribberd, R W & Patel, N K 1996, *The Australian film industry*, Dominion Press, Adelaide.

Smith, G & Brown, J 1993, *Introduction to sociology*, UNSW Press, Sydney.

Ward, R, 1966, *The Australian legend*, 2nd edn, Oxford University Press, Melbourne.

6.1.6 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:

Marton, F, Hounsell, D & Entwistle, N (eds) 1982, *The experience of learning*, Scottish Academic Press,

Place the information in the following order:

1. Author's surname and initial
2. Year of publication
3. Name of article (between single quotation marks and with minimal capitalisation)
4. Initial(s) and surname(s) of editor(s)
5. Name of collection (the name on the title page) in italics and minimal capitalisation
7. Publisher
8. Place of publication

Examples

Edinburgh.

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:

Curthoys, A 1997, 'History and identity', in W Hudson & G Bolton (eds), *Creating Australia: Changing Australian History*, Allen & Unwin, Australia.

Journal Articles

Place the information in the following order:

1. Author's surname and initial
2. Year of publication

3. Title of article (between single quotation marks and with minimal capitalisation)
4. Title of journal or periodical (in italics, using maximum capitalisation)
5. Volume number, if applicable
6. Issue number or month (if applicable)
7. Page numbers of the article

Examples

Kozulin, A 1993, 'Literature as a psychological tool', *Educational Psychologist* vol. 28, no. 3, summer, pp. 253-265.

Souban, J C, Kouzman, T H, & Whitman, W 1991, 'A sociological survey into enterprise bargaining', *Journal of the Australian Sociological Association*, vol. 6, no. 3, pp. 23-45.

More 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

'UNSW gains top ranking from quality team', *Sydney Morning Herald*, 30 February, 1994, p.21.

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

Department of Education, Employment & Training, 1992, *Annual Report 1991-92*, AGPS, Canberra.

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

6.1.7 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 edn. Please see page 230-1 for more details.

A Website	A document within a website	Electronic mail lists, Usenet groups and bulletin boards
<ol style="list-style-type: none"> 1. author 2. site date 3. name and place of sponsor of site 4. date of viewing 5. URL or Internet address (between pointed brackets) 	<ol style="list-style-type: none"> 1. author/editor 2. last date site updated 3. title 4. name of sponsor of site 5. date of viewing 6. URL 	<ol style="list-style-type: none"> 1. author 2. author's details (eg. email address) 3. date of posting 4. description of posting 5. name of list owner 6. date of viewing 7. URL

Examples

To reference a document within a website: Winston, J 1999, *A look at referencing*, AAA Educational Services, viewed 20 October 2002, <<http://www.aaa.edu.au/aaa.html>>.

Saxton, A 1975, 'Blackface Minstrelsy and Jacksonian ideology' in *American Quarterly*, Vol. 27, No. 1, March 1975, pp. 3-28, viewed 11 April 2003, <<http://links.jstor.org/sici?sici=0003-0678%28197503%2927%3A1%3C3%3ABMAJI%3E2.0.CO%3B2-Z>>.

To reference a website: International Narcotics Control Board 1999, United Nations, Vienna, viewed 1 October 1999, <<http://www.incb.org>>.

Part 7

GoodStart Training College

Traineeships and

Apprenticeships

7.0 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 simply someone wishing to change careers.

GoodStart offer the following pathways:

CHC30708 – Certificate III in Children’s Services New code

- 12 months to 2 years (three years VIC & ACT) depending on employment status

CHC50908 – Diploma of Children’s Services (Early Childhood Education and Care)

2 to 4 years (6 years QLD & VIC) depending on employment status

- 36 months full time
- Longer for part time

Note: Because of ‘Competency-based’ standards, nothing prevents a Trainee/Apprentice from completing their studies sooner.

7.0.1 Why study a Traineeship or Apprenticeship with GoodStart Training College

- You can earn while you learn
- You will receive a nationally recognised qualification upon completion of your studies
- GoodStart Training College 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.

7.0.2 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 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.

7.0.3 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.

7.0.4 The Training and Record Plan

Each Trainee and Apprentice will receive a hard copy 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 observe 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.

7.0.5 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.

7.0.6 Induction/Sign-up Day Procedure

A Training Plan is a legal document which is developed with the member of staff and the Trainee/Apprentice. There are four people involved in the agreement of a Training plan. These are

- The student (Trainee/Apprentice)
- Workplace supervisor (usually this is the Centre Director)
- GoodStart Training College Trainer/Assessor
- A representative from Mission Australia (Australian Apprenticeship Centre-AAC)

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

NOTE: Please refer to the sign up process on the following page.

GoodStart Learning Procedure

- Subject:** Commencing a Traineeship or an Apprenticeship with GoodStart
- Purpose:** To ensure all GoodStart personnel are aware of eligibility requirements, and the process to be observed when applying for Traineeships and Apprenticeships.
- Scope:** Applies to all Centres and Offices across Australian States and Territories

While working at a Childcare Centre, eligible Centre-based personnel have the opportunity to commence or further their formal qualifications as a:

- Trainee (CHC30708 - Certificate III in Children's Services), or
- Apprentice (CHC50908 - Diploma of Children's Services).

Flow Chart	Step	Who	Details
Determine Staffing requirements at Centre	1	Centre Director/ Area Manager	Determine Staffing Requirements at Centre Centre Director/Area Manager determines staffing requirements within their Centre
Discuss benefits and determine eligibility	2	Centre Director/ Employee	Discuss Benefits and Determine Eligibility for Traineeships/Apprenticeships <ul style="list-style-type: none"> • Centre Director and employee discuss benefits of becoming a Trainee or an Apprentice • Review information relating to Trainees/Apprentices, including eligibility, obligations and FAQ's on our website.
	3	Centre Director/ Employee	Submit Sign-Up Request and Eligibility Form For CHC30708 – Certificate III in Children's Services <ul style="list-style-type: none"> • If you have determined an employee at the Centre is eligible to commence a Traineeship studying the Certificate III in Children's Services (known as an Apprenticeship in NT) please complete the enrolment process on our website and choose the Traineeship Mode of Study. For CHC50908 – Diploma of Children's Services (Early Childhood Education and Care) <ul style="list-style-type: none"> • If you have determined an employee at the Centre is eligible to commence an Apprenticeship studying the Diploma of Children's Services (known as a Traineeship in NSW, SA, TAS, VIC and WA) please complete the enrolment process on our website and choose the Apprenticeship Mode of Study.
Submit sign-up request form and eligibility form	4	Centre Employee/ GoodStart Training College Trainer/Assessor	Sign-Up for Traineeship/Apprenticeship <ul style="list-style-type: none"> • Trainees (CHC30708 – Certificate III in Children's Services) will be contacted by their GoodStart Training College Trainer/Assessor to arrange sign-up • Apprentices (CHC50908 – Diploma of Children's Services) will be contacted by their GoodStart Training College Trainer/Assessor to arrange sign-up
Sign-up for Traineeship/ Apprenticeship	5	GoodStart Training College Student Services	Enrolment of Trainees/Apprentices <ul style="list-style-type: none"> • GoodStart Training College Student Services will enrol employees into Traineeship or Apprenticeship • A Confirmation of Enrolment letter will be available on the employees Home Page when they log onto GoodStart Online.
Enrolment of Trainees/Apprentices	6	Trainee/Apprentice	Book into Workshop <ul style="list-style-type: none"> • Trainees/Apprentices are required to book into their first workshop via the Online Workshop Booking System. Please refer to our website.
Book into Workshop			

Part 8

GoodStart Training College

Children's Services Stream

8.0 Children's Services Stream

The following courses are available in the Children's Services Stream.

- Certificate III in Children's Services
- Diploma of Children's Services
- Advanced Diploma of Children's Services

8.0.1 CHC30708 Certificate III in Children's Services

8.0.1.1 Summary

Entry Requirements	Year 10 Level of English
Traineeship Duration	One year full time or two years part time
External Course Duration	Self paced enrolment valid for 2 years

8.0.1.2 Details

The Certificate III in Children's Services is regarded as the entry-level qualification to a career in early childhood services. Students are introduced to the skills and knowledge relevant to the children's services profession. This qualification covers workers who use organisational policies, procedures and individual children's profiles to plan activities and provide care to children, facilitating their leisure and play and enabling them to achieve their developmental outcomes.

The following units can be undertaken on a ONE OFF basis. A Statement of Attainment shall be provided upon completion.

CHCCHILD401A Identify and respond to children and young people at risk

CHCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner

8.0.1.3 Certificate III Fees

Fees are comprised of an enrolment fee and tuition fees. Centre personnel at ABC Learning Centres are able to apply for Employer Funded Study. Please contact the Student Services team for additional information, including terms and conditions under the employer study scheme.

External Study (Nationally)		
Fee	Amount	Payable
Enrolment Fee (non-refundable)	\$100	On Enrolment
	Plus	
Tuition Fee – External Students	\$155	Per Unit (14 Units in total) not including First Aid
Tuition Fee – ABC Centre Personnel (working more than 15 hours per week)	\$125	Per Unit (14 units in total) not including First Aid

8.0.1.4 Core Units

HLTOHS300A Contribute to OHS processes

CHCCN301A Ensure the health and safety of children

CHCFC301A Support the development of children

CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner

CHCCHILD401A	Identify and respond to children and young people at risk
CHCPR301A	Provide experiences to support children's play and learning
CHCIC301D	Interact effectively with children
CHPR303D	Develop understanding of children's interests and developmental needs
CHCCN302A	Provide care for children
CHCCS400A	Work within a relevant legal and ethical framework
HLTFA301B	Apply First Aid

8.0.1.5 Elective Units

(These must be completed by students to gain qualification)

The electives have been selected to ensure graduates gain diverse experience relevant to childcare early childhood education settings:

CHCIC302A	Support Aboriginal and/or Torres Strait Island families to participate in children's services
CHCCN305A	Provide care for babies
CHCORG303A	Participate effectively in the work environment
CHCRF301D	Work effectively with families to care for the child

To be awarded the CHC30708 Certificate III in Children's Services qualification the candidate must successfully complete 15 units of competence. These units are composed of 11 core electives and 4 elective units.

8.0.1.6 CHC50908 Diploma in Children's Services

8.0.1.7 Summary

Entry Requirements	Year 10 Level of English. Competency or completion of CHC30402 or CHC30708 or 12 prerequisite units. (Refer to listing under National Competency Standards Below). Students who have gained their Certificate III under the old CHC30402 qualification will be required to complete a number of bridging units upon enrolment in the Diploma to upgrade their skills. The prerequisite units can be undertaken by the student at the GoodStart Training College as part of the Diploma Course.
Apprentice Duration	2 to 4 years (5.5 years QLD & 6 years VIC) depending on employment status
External Course Duration	Self paced enrolment valid for 2 years

8.0.1.8 Details

This course is designed to develop the knowledge, skills and attitudes required of competent childcare workers in all sectors and specialisations of childcare. The curriculum framework is informed by a philosophy that values high quality childcare and recognises the work as being challenging and responsible and requiring approaches which are developmental and creative. This qualification covers workers who are responsible for developing and evaluating the program. Workers at this level are responsible for the supervision of other staff and volunteers and in some States it is the highest qualification required at director or service manager level.

Diploma graduates may be eligible for credit with universities for Bachelor Degree courses. Students should contact their preferred university to clarify.

The following units can be undertaken on a ONE OFF basis. Price is to be confirmed as this depends on the group size and employer funded arrangements.

CHCORG614A Manage a community sector organisation

8.0.1.9 Diploma Fees

The fees are comprised of an enrolment fee and tuition fees. The cost of the course depends on whether the student possesses the prerequisite units.

External Study (Nationally)		
Fee	Amount	Payable
Enrolment Fee (non-refundable)	\$100	On Enrolment
	Plus	
Tuition Fee – External Students	\$155	Per Unit (18 Units in total)
Tuition Fee – ABC Centre Personnel (working more than 15 hours per week)	\$125	Per Unit (18 units in total)

8.0.1.10 Prerequisite Units

HLTOHS300A	Contribute to OHS processes
CHCCN301A	Ensure the health and safety of children
CHCFC301A	Support the development of children
CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner
CHCCHILD401A	Identify and respond to children and young people at risk
CHCPR301A	Provide experiences to support children’s play and learning
CHCCN305A	Provide care for babies
CHCIC301D	Interact effectively with children
CHCPR303D	Develop understanding of children’s interests and developmental needs
CHCCN302A	Provide care for children
CHCCS400A	Work within a relevant legal and ethical framework
HLTFA301B	Apply first aid – TO BE DONE THROUGH A THIRD PARTY (E.g. Parasol, Red Cross, St John’s Ambulance) A Statement of Attainment must be presented.

8.0.1.11 Core Units

CHCIC501A	Manage children’s services workplace practice to address regulations and quality assurance
CHCFC506A	Foster children’s language and communication development
CHCFC504A	Support emotional and psychological development in early childhood
CHCFC502A	Foster physical development in early childhood
CHCFC503A	Foster social development in early childhood
CHCFC505A	Foster cognitive development in early childhood
CHCIC510A	Establish and implement plans for developing cooperative behaviour
CHCIC512A	Plan and implement inclusion of children with additional needs
CHCPR510A	Design, implement and evaluate programs and care routines for children
CHCPR509A	Gather, interpret and use information about children
CHCRF511A	Work in partnership with families to provide appropriate care for children
CHCCN511A	Establish and maintain a safe and healthy environment for children
CHCPR502D	Organise experiences to facilitate and enhance children’s development

8.0.1.12 Elective Units

(These must be completed by students to gain qualification)

The following electives have been selected to ensure graduates gain diverse experience relevant to childcare early childhood education settings:

CHCORG506C	Coordinate the work environment
CHCFC507A	Use music to enhance children's experience and development
CHCFC508A	Foster children's aesthetic and creative development
CHCORG614A	Manage a community sector organisation
CHCPOL402B	Contribute to policy development

To be awarded the CHC50908 Diploma of Children's Services (Early childhood education and care) qualification the candidate must successfully complete 18 units of competence. These units are composed of 13 core electives and 5 elective units.

8.0.2 CHC60208 Advanced Diploma in Children's Services

8.0.2.1 Summary

Entry Requirements	<p>Year 12 Level of English.</p> <p>Completion of CHC50908 qualification (Refer to listing under National Competency Standards below. Students who have gained their Diploma under the old CHC50302 qualification will be required to complete a number of bridging units upon enrolment in the Advanced Diploma to upgrade their skills.</p> <p>The prerequisite units can be undertaken by the student at the GoodStart Training College as part of the Advanced Diploma Course.</p>
External Course Duration	Self paced enrolment valid for 2 years

8.0.2.2 Details

This qualification covers those workers who may operate at an advanced skills level to provide specialist services, act as a resource for other workers, provide practice supervision of staff (including volunteers), work intensely with clients, and working with clients with complex needs.

Advanced Diploma graduates may be eligible for credit with universities for Bachelor Degree courses.

8.0.2.3 Advanced Diploma Fees

The fees are comprised of an enrolment fee and tuition fees. The cost of the course depends on whether the student possesses the prerequisite units.

External Study (Nationally)		
Fee	Amount	Payable
Enrolment Fee (non-refundable)	\$100	On Enrolment
	Plus	
Tuition Fee – External Students	\$155	Per Unit (13 Units in total)
Tuition Fee – ABC Centre Personnel (working more than 15 hours per week)	\$125	Per Unit (13 units in total)

8.0.2.4 Entry Requirements

To gain entry into CHC60208 Advanced Diploma of Children's Services candidates must be recognised as competent, through a recognised training program or recognition process, against CHC50908 Diploma of Children's Services (Early childhood education and care).

8.0.2.5 Core Units

CHCORG624C	Provide leadership in community services delivery
CHCORG627B	Provide mentoring support to colleagues
CHCORG620C	Promote and represent the service
CHCCS604A	Manage the delivery of quality services to clients
CHCORG611A	Lead and develop others in a community sector workplace
BSBMGT608B	Manage innovation and continuous Improvement
CHCCS502A	Maintain legal and ethical work practices

8.0.2.6 Elective Units

(These must be completed by students to gain qualification)

These electives have been selected to ensure graduates gain diverse experience relevant to childcare early childhood education settings:

CHCPR613C	Facilitate the development of programs for children with additional needs
CHCCN520C	Advocate for the rights and needs of children and young people
BSBMGT515A	Manage operational plan
TAAASS401C	Plan and organise assessment
TAAASS402C	Assess competence
TAADEL401B	Plan and organise group-based delivery

To be awarded the CHC60208 Advanced Diploma of Children's Services qualification the candidate must successfully complete 13 units of competence. These units are composed of 7 core electives and 6 elective units.

Part 9

GoodStart Training College

Student Policies and

Procedures

9.0 Policies and Procedures

9.0.1 Plagiarism Policy

Plagiarism is the reproduction without acknowledgement of another person's/students words, work or **thoughts** from any source. This also covers diagrams, drawings, sketches, pictures, objects, text, artistic works and other such expressions of ideas. Internet downloading and using it **uncredited** into one's own work is plagiarism.

Plagiarism is forbidden. Any work containing plagiarised material will be assessed as "Not Yet Competent" and **will be subject to disciplinary action including expulsion from the College.**

Plagiarism Process

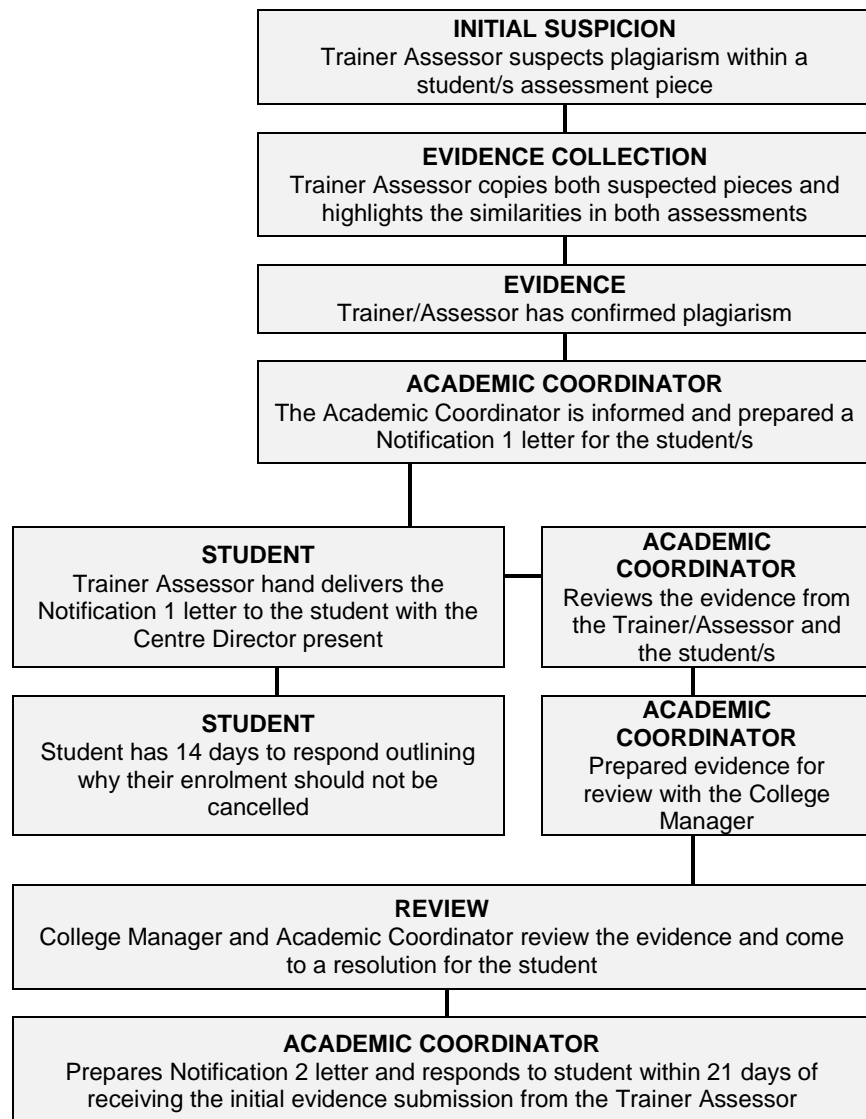


Figure 7 Plagiarism Policy outline and process

9.0.2 Compliments, Complaints and Appeals Policy and Procedures

All complaints and appeals will be dealt with in a professional manner without victimisation or intimidation of all parties within the dispute. Anonymity will be protected under the Privacy Act requirements. This process does not restrict the student's right to pursue other legal remedies.

In line with our continuous improvement policy, it is essential that GoodStart Training College is advised when your expectations have not been met. Examples of expectations not being met are:

- a) Process the student believes is unclear or unfair,
- b) Issues with a staff member
- c) Course materials or an assessment that is unclear

Complaints and Appeals Process

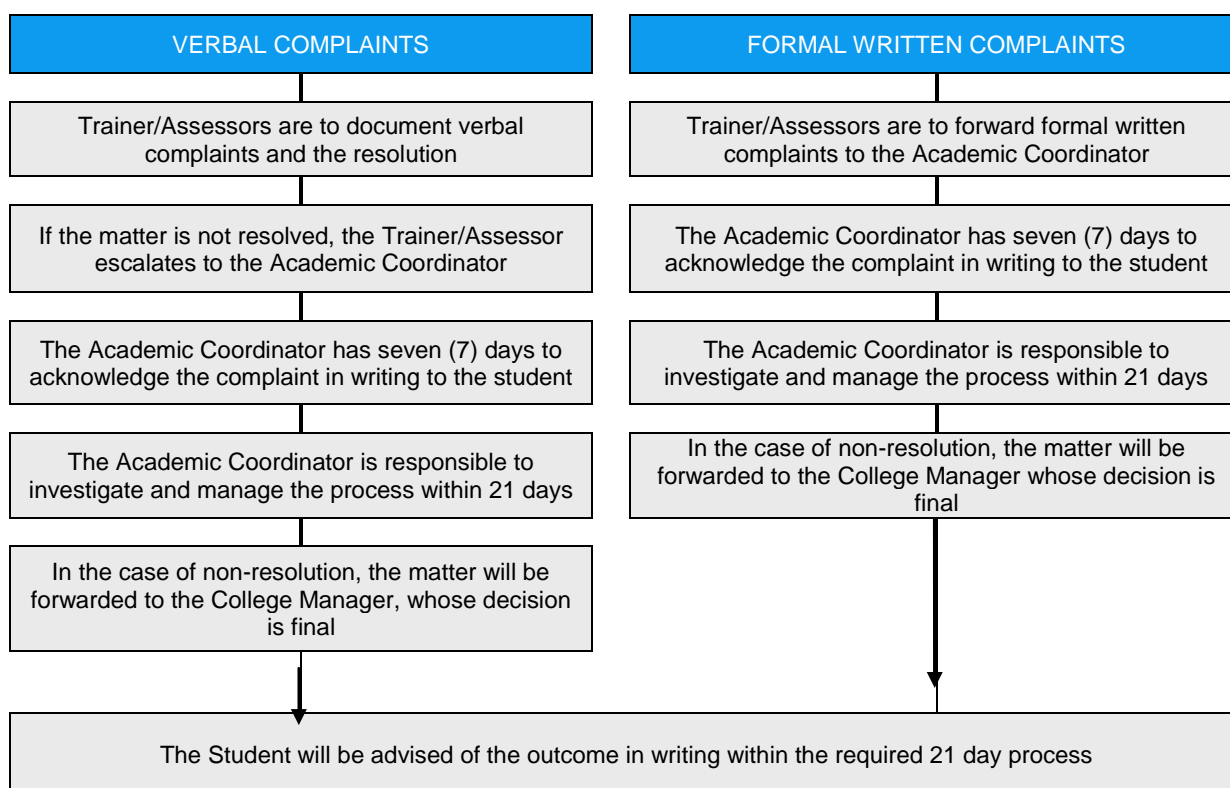


Figure 8 Complaints and Appeals process

9.0.3 Disciplinary Procedures

Students must abide by the disciplinary standards. Any breach of the College's policies may result in disciplinary action. This may take the form of:

- A verbal warning, with guidance
- A written warning being issued
- Expulsion from the College
- Any disciplinary action is documented as stated in the complaints procedure

Disciplinary Process

Disciplinary action may take the form of the following

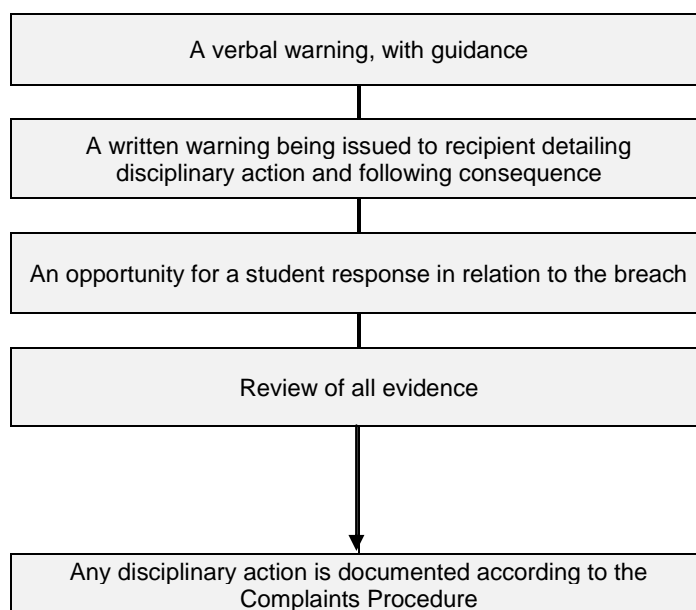


Figure 9 Disciplinary Procedure

9.0.4 Access and Equity Policy

GoodStart demonstrates its commitment to this Access and Equity Policy and the **Disability Standards for Education Act 2005** by:

- Actively encouraging underrepresented groups into GoodStart Training College courses
- Recruiting students according to a fair and non-discriminatory process
- Making reasonable adjustments under the above Act to its training and assessment strategies
- Providing suitable access to facilities and resources
- Providing appropriate support services
- Providing appropriate complaints procedures
- Raising staff and student awareness of equity and access issues

GoodStart Training College expects all staff and students to act in accordance with this policy.

- Use appropriate language and volume at all times; swearing is unacceptable in the workplace. Mobile phones must be switched off during class times. For emergencies, please give your family GoodStart Training College's phone number. **NO images can be taken using mobile phones**
- Respect others around the workplace (this includes **guests, fellow staff and personnel**)
- **Show** respect and consideration at all times. Positive participation is assessable
- Friends and family are not permitted to enter the training rooms unless by invitation from staff

9.0.5 Refund Policies

The following refund policies have been adopted for Enrolment Fees, Application Fees and Tuition Fees.

9.0.6 GoodStart Employee Benefits Assistance

1.0 Introduction

This Policy sets out the terms and conditions on which GoodStart Childcare Limited (the Company) will support eligible ABC Centre employees to obtain the following qualifications:

Children's Services Qualifications

CHC30708	Certificate III in Children's Services
CHC50908	Diploma of Children's Services (Early childhood education and care)
CHC60208	Advanced Diploma of Children's Services

Additional units of competence

HLTFS207B	Follow basic food safety practices
HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace
HLTFS310B	Apply and monitor food safety requirements
HLTNA302B	Plan and evaluate meals and menus to meet recommended dietary guidelines

Business Services Qualifications

BSB40807	Certificate III in Frontline Management
BSB50207	Diploma of Business
BSB60407	Advanced Diploma of Management

2.0 Application of the GoodStart/LHMU Enterprise Agreement

This policy is to be read in conjunction with the relevant study assistance provisions of the GoodStart Childcare Limited LHMU Enterprise Agreement 2009.

3.0 Eligibility Criteria for Employer Funded Study

The eligibility requirements for Employer Funded Study for Centre employees are as follows:

- the employee must have completed the necessary prerequisites to enrol in the course of study
- the employee must be employed as a full time, part time or casual employee of the Company and must work a minimum of 15 hours per week
- all course study must be completed within the prescribed timeframes; and
- the company has the discretion to approve, or not approve, for the employee to participate in the study assistance program

4.0 Commitment by the Company

GoodStart Training College is the preferred training provider of training services to GoodStart Childcare Limited – ABC Centres. Funding of tuition fees will be provided for approved Centre employees to undertake study to obtain the qualifications of

Children's Services Qualifications

CHC30708	Certificate III in Children's Services
CHC50908	Diploma of Children's Services (Early childhood education and care)
CHC60208	Advanced Diploma of Children's Services

Additional units of competence

HLTFS207B	Follow basic food safety practices
HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace
HLTFS310B	Apply and monitor food safety requirements
HLTNA302B	Plan and evaluate meals and menus to meet recommended dietary guidelines

Business Services Qualifications

BSB40807	Certificate III in Frontline Management
BSB50207	Diploma of Business
BSB60407	Advanced Diploma of Management

The above mentioned tuition fee funding arrangements do not apply to study undertaken prior to the commencement of employment with the company; and do not apply to studies continued following cessation of employment.

5.0 Commitments by Centre Employees

Successful acceptance into the program means those Centre employees are enrolled students of the Training Provider and, as such, must abide by the Training Provider's expectations, policies and procedures.

Centre employees are expected to take all responsible measures to ensure that the study workload and assessment criteria are met.

Any queries in relation to course work assessments or other matters relating to study program enrolment must be directed to the relevant person at the Training Provider.

If there is any factor which may inhibit the employee's ability to meet their study program requirements:

- for ABC Centre employees enrolled at GoodStart Training College, Student Services must be advised by the individual in writing

6.0 Prescribed Timeframes for Completion of Study

The prescribed study program completion timeframes for company employees whom are studying for their qualifications on a part time basis are as follows:

- Certificate III in Children Services: 2 years from date of enrolment
- Diploma of Children Services: If Certificate III is held: 2 years from date of enrolment
 - If Certificate III is not held: 4 years from date of enrolment
- Advanced Diploma of Children Services: 2 years from date of enrolment; if Diploma has been completed

These timeframes have been determined on the understanding/expectation that the employee would have already completed the necessary prerequisites to enrol in each course of study.

Unless the Company approves a deferment in the timeframe for completion of studies (as set out in this policy), where an employee does not complete the course within the prescribed timeframe, they will be required to repay to the Company, in full, the tuition fees already paid on their behalf.

Employees may complete only the core competencies of each of the Certificate III, Diploma and Advanced Diploma qualifications if their intention is to use those core competencies for enrolment into a higher course of study with GoodStart Training College.

7.0 General Terms and Conditions – Enrolment with GoodStart Training College

- 7.1 In return for the funding of their tuition fees, employees must agree to continue to work at an ABC Centre for 12 months following the completion of the relevant qualification. If an employee does not meet this requirement, the employee will be required to repay to the Company the tuition fees paid on their behalf.
- 7.2 The College will support all employees studying under the funded study arrangement, in the event where the employee withdraws from the course before completion (regardless

of continued employment with the Company) they will be required to repay to the Company the tuition fees paid on their behalf before academic transcripts will be issued.

- 7.3 Tuition fees, only, will be funded. The employee is required to meet costs of other resources including books, materials, travel and accommodation as may be required to successfully complete the course of study.
- 7.4 All study is to be completed outside of the employee's ordinary working hours. Should child observations be required as part of the program's assessment process, employees are to advise their Centre Director of this requirement. Centre Directors are responsible for ensuring that signed parental consent is obtained prior to the observation(s) taking place; under the terms of the User Choice funding, Trainees and Apprentices will be entitled to release time during working only as negotiated and documented on their training plan.
- 7.5 Observations of children in relation to programs of study are to be conducted outside of the employee's ordinary working hours;
- 7.6 No materials, resources or intellectual property of any kind, as owned by, relating to, or referencing ABC Learning Centres, GoodStart Training College or the company in any way are to be used in presentation of course work or assessments.
- 7.7 If there are any unforeseen changes to personal circumstances (including taking a maternity/parental leave absence, or other extended leave) which require an employee to defer completion of a course of study, a written submission is to be provided to GoodStart Training College Student Services as soon as possible.
- 7.8 In those States or Territories where holding an Advanced Diploma is not a requirement to hold a position in an ABC Centre, the company will determine which employees may be approved to enrol in the Advanced Diploma.
- 7.9 IT/technology resources may be accessed at the ABC Centre they are employed at, to assist with study requirements, subject to approval by the Centre Director and the operational requirements of the Centre. Such access is to be outside of the employee's ordinary working hours but within the operational hours of the Centre. Further, such access must not disrupt the operations of the Centre. GoodStart Training College training facilities can also be accessed where student computers are available.
- 7.10 Enrolled Centre employees may apply to the GoodStart Training College in writing, if they wish to continue studying whilst absent on extended leave or if there are significant issues impacting on their ability to complete or participate in their course of study. A decision as to whether or not the employee's request can be approved (including in relation to the payment of tuition fees whilst on extended leave) will be made in conjunction with the company and according to terms and conditions of enrolment.

9.0.7 External Member Benefits Assistance

Enrolment Fees

Enrolment fees are not refundable, except in the following circumstances:

- Student not accepted for Enrolment – In the event of the College not accepting a student's enrolment, the students will be entitled to a full refund of enrolment fees and any tuition fees are paid.
- Cancellation of Course – In the event of the college cancelling a course (for reasons outside the control of the student), students will be entitled to a full refund or credit of funds to a future course.

Tuition Fees (Non Employer Funded)

The GoodStart Training College fee structure requires that payment is required upon ordering each unit of competency. Students are required to contact Student Services to order a new unit or module and pay for the relevant fees.

9.0.8 Refund Policy – External Students working within an ABC Learning Centre

Enrolment Fees

Enrolment fees are not refundable, except in the following circumstances:

- Student not accepted for Enrolment – In the event of the College not accepting a student's enrolment, students will be entitled to a full refund of enrolment fees and any tuition fees paid.
- Cancellation of Course – In the event of the college cancelling a course (for reasons outside the control of the student), students will be entitled to a full refund or credit of funds to a future course.

Tuition Fees

- Our fee structure requires that payment is required upon ordering each unit of competency/workbook. Orders can be completed in GoodStart Online, or for students studying via Module Training Booklets will need to contact Student Services.
- In the event of cancellation of enrolment in a course, any amounts received in advance of the value of units of competency ordered will be refunded. Any amounts in deficit must be paid upon cancellation of enrolment.

9.0.9 Refund Policy –Trainees and Apprentice

Refunds are made as follows:

- GoodStart will provide refunds to User Choice funded trainees / apprentices for tuition and / or student support services fees in accordance with contractual requirements. You will be advised at your induction of your State's particular requirements.
- Courses cancelled by GoodStart Training College, before the commencement date will be fully refunded

Part 10

GoodStart Training College

Frequently Asked

Questions

10.0 Frequently Asked Questions

Q. Are there any age limits?

A. Whilst 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.

Q. I have additional learning needs. Can GoodStart help?

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

10.0.1 Frequently Asked Trainee and Apprentice Questions

Q. How am I trained?

A. 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 Training College and study days
- A training record monitors your progress and is added to by the Trainer/Assessor and the employer

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

A. 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.

Q. What is the Trainee/Apprentice responsible for?

A. 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

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

A. 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 / Torres Strait Islander descent vary from State to State.

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

Q. How do I apply for a Traineeship/Apprenticeship?

A. *With an ABC Centre?* You should speak with your Centre Director, Area Manager or contact the Trainer/Assessor in your area.

10.0.2 Frequently Asked Questions about RPL

Q. What is the difference between RPL and RCC?

A. Nothing. We have adopted the term RPL for recognition of skills acquired through life and work experiences, as used by the Australian Quality Training Framework. This then ensures consistency and avoids any confusion.

Q. Do I need to have been in the Industry/sector for a certain period of time to be eligible?

A. Yes, you are required to be in the position (qualification level) for 12 months. RPL assesses evidence based on its currency and sufficiency, you would need to ensure you are in a situation where you can gather evidence to meet these criteria. You may not be able to demonstrate your competency in some areas if your experience has been limited.

Q. Can the whole qualification be completed through RPL?

A. Yes. RPL can be applied to all or some of the units in a qualification. However, if you are a trainee or an apprentice, the whole qualification cannot be completed by RPL.

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

A. 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

Q. Will the qualification I receive be considered just as 'good' if I choose RPL?

A. Yes. The integrity of the qualification is upheld regardless of the study pathway chosen. No difference is noted on your actual parchment/qualification.

- Q. I need to get my qualification as soon as possible. Is RPL the quickest way?**
- A.** This is a common belief, but is not necessarily accurate. RPL 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.