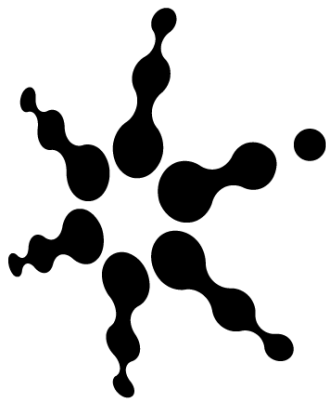


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**ACCCO**

**australian child care career options**

## ***Student Handbook***

## Introduction

This handbook sets out the policies and procedures of the Australian Child Care Career Options. All students/trainees/apprentices and prospective students are advised to read this information carefully to fully understand how this training facility operates.

Australian Child Care Career Options (ACCCO) is a successful and well-established Accredited-training organisation. In addition ACCCO has passed Australian Quality Training Framework (AQTF) audits, which means this College has implemented a Quality System. Its principal aim is the provision of quality education, with particular emphasis on meeting the practical requirements of the Industry into which you are entering.

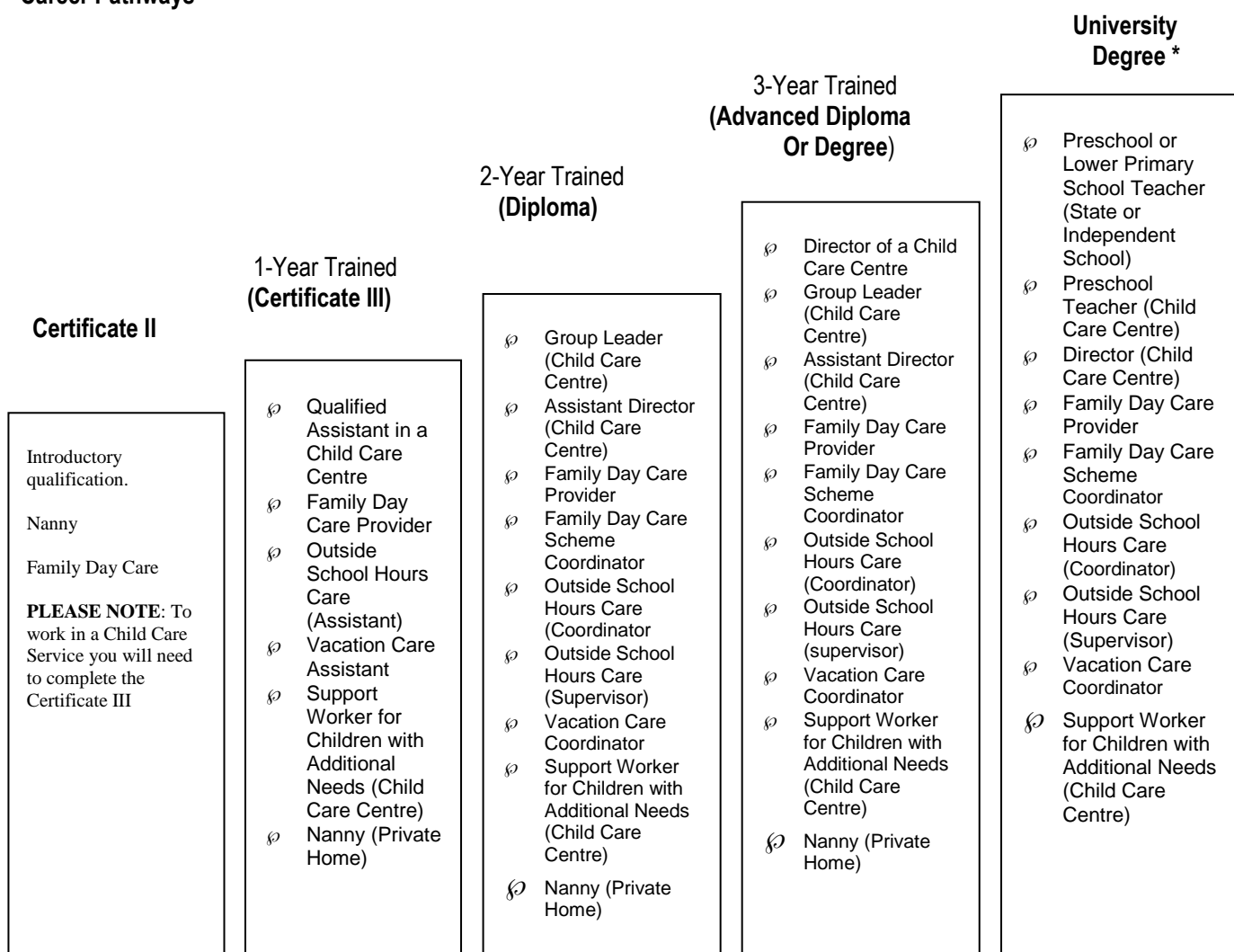
Another main goal is our dedication and personalised attention towards our students. ACCCO staff make particular effort to get to know each student personally in order to provide a service which best suits their individual needs. We believe that the provision of quality learning impacts not only on our students and the Industry, but also upon the broader society, both directly and indirectly.

Our perception of this “real world” is not only that inhabited by our students but also that of future employers. We place particular emphasis on maintaining meaningful contact with the Industry, enabling ACCCO to provide you with the most “up to the minute” practical and theoretical perspectives.

In choosing a career in children’s services, you have decided to assume responsibility for nurturing the growth, development and education of young children.

ACCCO welcomes you and looks forward to working with you to create a more experienced and dedicated childcare professional.

## Career Pathways



\* Completion of some courses (typically Diploma level) allows entry into a University level course with credit for work already completed. To identify if credit will be awarded towards the qualification you are seeking, please contact the University offering the course.

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## About our Staff

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### **Management and Head office staff**

#### **Narelle Cossettini - Principal**



I possess a Bachelor of Teaching Early Childhood plus 10 years industry experience including Group Leading to Directing. I also have two children of my own. I have developed and conducted Vocational Training courses in Child Care for Mt Gravatt Training Centre Inc (Skill Share) and In-Service Training for Family Day Care Schemes. Research has established that there is a need for quality-trained personnel to work in the Early Childhood Field. Therefore, I established this organisation with this need in mind. Working with short and long term unemployed people, I understand the anxiety felt when considering future careers. Good Luck with your studies and future careers.

#### **Anne Shaw - Deputy Principal**



My background was initially in the medical field where I graduated as a Registered Nurse from the Royal Brisbane Hospital in 1980. I worked in all areas of the hospital before moving into community nursing with the Blue Nursing Service. I really enjoyed nursing and treasure my years in this profession, however, when I had children of my own felt a minor adjustment in my career was calling. I have now had 10 years experience in the field of Early Childhood Education. I started as an Assistant and have worked my way through to Group Leader, Assistant Director and then Director of a 74-place centre. Whilst working in the field I gained my Bachelor of Teaching in Early Childhood through QUT. I have also attended workshops on Sexuality in Early Childhood, Makaton and Integration of Children with Special Needs, Felt Story Making and Autism. I have gained so much from my years in Early Childhood and I feel it is now time to assist others in realising their aim to work in this most rewarding profession. I look forward to meeting you and guiding you through your studies.

#### **Karen Little - Compliance Officer**



My name is Karen Little and I have been working in the Early Childhood industry since 1993. My qualifications include a Bachelor of Teaching (Early Childhood), Bachelor of Education and Certificate IV in Training and Assessment. I began my career working as a Group Leader of 2 to 5 year olds and then was a Director for over 8 years. While working as a Director, I trained to be a Reviewer and then Validator for NCAC before becoming a Moderator and QIAS Endorsed Trainer. I commenced working for ACCCO in 2004 as a classroom trainer, but since 2007 I have been working at head office in the area of Compliance and IT. My goal is to ensure the information provided to students is up to date and reflects current industry requirements. I also ensure the policies and practices of ACCCO are compliant with legislation and ensure our website is up to date and informative. Around this, I am the mum of twins born in 2007 and enjoy balancing my working life with being a mother.

#### **Jacqui Stewart – International Student Manager/Compliance officer**



My name is Jacqui Stewart and I have been involved in the Early Childhood industry since 1999. I started my career as a Special Needs worker and have moved through to Group Leader and Director, with most of my experience in Community Based Child Care. My qualifications include a Bachelor of Early Childhood Studies and a Certificate III in Nutrition & Dietetics, which has allowed me to gain further knowledge and skills in the Food Safety field. I am fortunate to see the industry from the point of view as both a parent and an employee, with my 3 children all attending long day care, and I believe that this experience allows me to share further insight with my students into the importance to families of the Early Childhood industry.

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## **Training Coordinators**

### **Alison Lamb – Brisbane North**



Hello there! My name is Alison Lamb. I possess a Diploma of Teaching (Early Childhood), Bachelor of Education (Early Childhood), Certificate IV in Workplace Training and Assessment and a Justice of the Peace qualification. I have been working in the early childhood industry since 1987 including positions in state preschools, early primary, long day care and outside school hours care settings. I have been involved in adult education since 2005 and have trained telemarketers, child care regulators and child care workers from Certificate III to Diploma since starting at ACCCO in September 2009. I look forward to working with you during your studies.

### **Carol Naumowicz – Brisbane Southside**



I have been working in the child care industry with all age groups from 6 weeks to school age, for around 30 years. I started out as an assistant and studied and worked full time in different centres in Brisbane and Melbourne, working my way up the ladder as I retained my qualifications, as Group Leader and Director. I have attended many workshops during the years; including Fire Safety Training, Food Handling/Preparation, Diversity and Quality Assurance Preparation.

After six years as a Director, I decided that I would acquire my Certificate IV in Training and Assessment to be able to train other people in the field which I am passionate about - Early Childhood Education. My goal as a Trainer is to share my knowledge and experiences with you as my student so you too can be the Educator of the most important people in our lives - the children of today, which are the adults of tomorrow.

### **Chiara Sherwood – Sydney**

#### **Donna Atkinson - Rockhampton**



There are a few things in life that I am very passionate about - my children, quality childcare and training & education. Future childcare professionals have our future generations in their hands. It is important to know that someone had given these childcare professionals a good solid base from which they can both teach as well as learn.

I have a varied background in Children's services back to 1983. My qualifications include a Bachelor in Children services, a Diploma in Childcare and a Cert IV Workplace trainer and Assessor. I have experience in roles from Group Leader of 3-5 yrs group, Child support worker in a hospital, Family services / Child abuse prevention case worker, Director of small community centre, Director of rural / remote Family Day care Scheme, Trainer, Resources Officer for department of Families, Director of large Long Day care service, Validator for NCAC, Consultant to owners.

I believe that study and knowledge are powerful tools that allow you choice and provide you with opportunities in your lives to be or do what ever you would like to. I love training as I can share my knowledge in childcare. Hopefully I can inspire students to become passionate quality childcare professionals.

### **Eleni Stathis – Brisbane Class Trainer**



My name is Eleni Stathis, and I am a trainer at ACCCO, currently working with our full-time Certificate III and Diploma classes. I have 11 years experience working in Child Care, mainly working in Group leader and Director roles. I have gained my Bachelor of Teaching-Primary, and went on to gain my Graduate Diploma in Early Childhood. I also have a Certificate in Workplace Assessment and Training which further assists me to train and assess students using a variety of techniques, suited to their individual needs. I work Mondays, Tuesdays and Wednesdays this allows me to spend most of the week with my two young children, who certainly keep me very busy indeed!

I have been working with ACCCO since March 2002 and feel lucky to have supportive and highly knowledgeable people in the field of Child Care as my colleagues. It is also very rewarding to be able to share my knowledge and experience, with people just starting out in the field.

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### **Fran Parry – Townsville**



I have been very fortunate to experience an exciting, vast and varied background in the field of Early Childhood Education. I completed a Diploma of Teaching - Preschool and Primary at the Brisbane College of Advanced Education in the early 80's and have been teaching in a variety of Early Childhood Settings since then. I began my teaching career in Townsville, teaching in various State Preschools around the Townsville area. I then ventured into a position as Kindergarten Teacher with the Creche & Kindergarten Assoc. I then became the Director for this double unit Centre, thus learning much about Community Managed Centres. A change was made again as I ventured into teaching in a Long Day Care Centre as the Preschool Teacher. It was in this position that I gained an insight into the world of Child

Care. I have increased my commitment to high quality care in the children's services by completing Validator Training with the NCAC. I have also completed Contract work for TAFE as a Trainer for VET students. I really look forward to a long, rewarding future with ACCCO and the many students in the Child Care Industry. I hope that through your future studies, you will learn to treasure the wonderful, surprising and complex development of young children.

### **Helen Forrest – South Australia**

I have a Diploma in Children's Services and also a Bachelor of Early Childhood Education. I have been a team leader in babies, toddlers and kindy. My family and I spent 9 years living in Far North Queensland where I worked in special needs education in a school setting. I enjoyed working with the Indigenous community. I am a mother of two teenage children who keep me on my toes. When I'm not here at ACCCO I do relief teaching at a variety of schools. I enjoy travelling and our last jaunt was Italy, France and Spain. I look forward to spreading the ACCCO word not only in Metropolitan Adelaide but also Regional South Australia.

### **Jean Wilson – Sunshine Coast**



Hi my name is Jean Wilson. I have worked in the child care industry since 1987 working firstly in the Family Day Care sector for many years as a Family Day Care provider, I also have experience as an Assistant, Group Leader, Assistant Director and Director in Long Day care settings I have worked with children from 0-12 yrs including special needs children. My passion for the children and the child care industry continues to grow everyday and I hope to make a difference in the lives of others and children within this role.

I hold a Certificate III, Diploma, Advanced Diploma and Certificate 1V Trainer and Assessor qualification and hope to extend some of my experiences and knowledge with others as they do with me., as I always say I feel that I always learn from each and every person I meet. I wish to encourage all students to do their best and be their best and encourage a passion to nurture children while always remembering to have fun along the way

### **Jenny Symonds – Mackay**

My career in the early childhood profession began in 1989 when I graduated with a Diploma of Teaching from the Institute of Early Childhood. During my 18 years in the profession I have worked as a director of long day care centres (two of which I opened), on two mobile preschools and then owned a centre on the South Coast of New South Wales. I have completed extra studies on working with children with additional needs and was the teacher in charge of integrating children with autistic spectrum disorder for a two year period. I have had the great pleasure of working with dynamic staff and enjoyed the many gifts that young children give to us all when we share their time. Since moving to Queensland I have worked teaching sexuality to children and young people and in child protection, advocating for the rights of young people. As a trainer I want each student to develop the skills to see the unique strengths of each child, plan for developing these skills and enjoy the difference that each of us can make in the life of a child.

### **Jo Smith – Gold Coast**



My name is Joann (Jo) Smith and I have been in the early childhood industry since 2001, initially on a volunteer basis. My passion grew and so did my desire to enhance my skills and knowledge in this field. I worked my way through from Administrative duties, Assistant, Group Leader, Assistant Director and then Director. I have attended and facilitated various workshops and have a good knowledge of accreditation and the emergent curriculum.

I have been a trainer previously in the Retail industry, and I have made it my goal to become one again to share and encourage passion and high quality in such a rewarding industry. I look forward to meeting you and helping you through your professional goals and studies.

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### Judi Cooke – Workshop coordinator and Brisbane Trainer



I have been involved in education it seems forever. I qualified as a Primary teacher in 1973 and taught at Coorparoo Infants State School for 3 years before starting a family and venturing out to western Queensland. Here I raised my three children in a small town of Injune and continued to teach in Preschool to Year 10. When I left in 1990 I was the Director of their Kindergarten which now is a Child Care Centre for the town and surrounding area. We returned to Brisbane in 1990 and I became a Director from 1993 to 1997. For 2 years after this I was Regional Director for a larger company of child care centres and in my role I visited and mentored staff in 5 child care services.

In 1999, I became the Licensee and Director of Holland Park West Kindergarten and CCC and developed, along with my staff, a warm and friendly service for the area. In December 2006 I sold my centre and became a trainer for ACCCO. In my role for ACCCO I have been involved in projects for the Indigenous students and now am looking forward to working with many students in class as well as continuing my involvement in the Indigenous projects. I hope to bring to my students the passion I have for children therefore inspiring them to be caring and nurturing educators of young minds.

### Karen McKneight – NSW State Coordinator



I am in my 25th year in the Early Childhood Industry. Starting as an untrained assistant, then studying to complete qualifications in the childcare field. I progressed to a room leader in a Long Day Care Centre, then onto a Coordinator for an Occasional Care Service for children of dysfunctional families. I was successful in gaining a position in a Pre-School as the Additional Needs Teacher with the Holsworthy Army Base. From there, I was appointed as a Director of a Work Based Child Care Centre, the first in NSW. In 1996 I chose a new career path, where I was successful in becoming a Lecturer and Senior Assessor for adult education by teaching The Diploma of Children's Services. I instigated on the job training

through Traineeships enabling the trainee to complete the Certificate III in Children's Services.

In 2006 I was successful in obtaining the position of NSW Training Coordinator with ACCCO. As indicated, I have a wealth of experience and knowledge in the Child Care industry. I understand and have experienced the stresses, the problems and the enjoyment in this industry which gives me the background in mentoring, managing and supporting my fellow industry workers and students to achieve their potential.

### Leah Cavanagh – South Australia



I have worked in the Early Childhood Field for the last 17 years and have gained experience through working my way through a variety of roles from an Assistant, bus driver, OSHC assistant/coordinator team leader, assistant Director, Director, admin officer to mentor. I have had lots of hands on experience working in the all age groups from 6 weeks to 12 years in varying childcare environments from community based centres, church based centres, private centres, long day care, occasional care, I even tried Family Day care when my children were younger and enjoyed the opportunity to work from home doing something I love. Having the chance to experience all I have through variety has helped to shape the child care professional I am today.

I am a busy mum of three who strives to find that work/life balance. As a new member to the ACCCO team I am looking forward to working in an environment that promotes this. I live on a farm in the Adelaide Hills and enjoy winding down and spending quality time with family and friends. If I ever get the chance for "me time," I would love the chance to finish a book in one sitting from cover to cover.

This is a goal that I hope to achieve in the not so distant future.

### Leanne McOmish – WA State Coordinator



My name is Leanne McOmish and I have been working in the Early Childhood industry since 1989. My qualifications include an Advanced Diploma in Childcare, Diploma in Childcare, Cert III in Childcare, Cert III Teacher Assistant, and Certificate IV in Training and Assessment. I began my career working as an Assistant for 6-12 year olds, Group Leader for 0-12 year Olds, Director for over 3 years and an Operations Manager for a group of 13 Childcare Centres in WA. I am dedicated to professional development and providing High Quality training in the children's services area. My goal as training coordinator WA is to share my knowledge and experiences with you to ensure you achieve an accredited qualification.

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### **Lisa Bruce – Brisbane South/West**



My experience in Child Care has been mainly based in Long Day Care Centres. Over the last 14 years, I have held all roles, from Assistant through to Director all full time as I studied part time - so I know exactly what situation you are in right now. You can achieve your goals!

I have now found the position of a Trainer to be just as rewarding, where I can encourage and challenge students within the field. Through ACCCO you will gain the knowledge and skills required to deliver quality education and care for children in our community and together we can nurture your own professional growth and development through a flexible training program. Look forward to working with you soon!

### **Melissa Flanders – Far North Queensland**



I have been in the Child Care Industry for the past 15 years through out that time I have been an Assistant, Group Leader, Director and a Regional Manager for two large Child Care Companies. My qualifications include an Advance Diploma in Children's Services and a Workplace Trainer and Assessor Cert IV. I have lived in Cairns for the past 5 years and enjoy being a part of the child care sector. My role helps to enable our Early Childhood teachers to be well trained, educated and achieve their goals in the form of a qualification in Children Services. This helps to ensure high quality care is implemented in to our child care services. I am dedicated to providing quality training to my students in the Children's Services area.

### **Narelle Guilford – Sunshine Coast**



I have 16 years experience working in child care. I love working with children and have worked in all positions. I enjoy a challenge and like to spend my weekends with family and friends. My philosophy is "You never stop learning". My academic qualifications are a Certificate III in Children's Services, Diploma in Children's services, Advanced Diploma in Children's Services, Certificate IV in Training and Assessment and I am a certified infant massage instructor. Over the past few years I have also completed several in service training workshops, to enhance my development.

I enjoy teaching and training as well as being a director it is such a rewarding profession, I am very passionate about early learning and love to make a difference. Working with young children is a very special experience.

### **Rebecca Woods – Mackay region**



When I left high school, working in child care was the farthest thing from my mind. I studied a Bachelor of Arts and Business at university then during the holidays worked in child care to earn extra money. It wasn't until the birth of my son that I realised my career path wasn't what I wanted and I began studying and working in child care full-time. After two years I bought and operated my own 45 place centre, completed my Advanced Diploma in Children's Services and Certificate IV in Training and Assessment before my second son arrived. I always had a strength in training students and colleagues, supporting and mentoring families and building positive relationships with my clients. Moving from owning and operating a centre to training felt like a natural step in my career. Now I enjoy training external students and being a wife and mum. This way I can bring my two passions; child care and family, together.

### **Ron Koot - Sunshine Coast, Harvey Bay, Bundaberg**



I graduated in 1980 from Riverina College of Advanced Education (now Charles Sturt University) in Wagga Wagga, N.S.W. with a Diploma of Teaching in Early Childhood Education. While studying, I gained experience in Vacation Care and After School Care and have since worked as a Director, Teacher and Group Leader in Childcare Centres. I have worked in community based i.e. committee run or council run, and private child care centres. I have worked with all age ranges from babies to 12 year olds. While teaching I really enjoyed working with additional needs children, the acceptance of the other children was always very moving. Over the years I have supervised many early childhood students and have enjoyed being able to be a mentor to them and also to share with them some of my experience in child Care. I have been in Queensland nearly 14 years and enjoy the life style. I have been working for ACCCO in this capacity since October, 2000. I have in this time, visited many Child care centres, OHSC, family day care and schools in an area from Gin Gin in the north, to Glass House Mountains in the south, Tin Can Bay in the east and Kingaroy in the west. What a wonderful experience to see and meet all these experienced and inexperienced people from a vast range of backgrounds.

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### **Shannon Catherall – Brisbane North**



Having a love of children, I decided to follow my passion when leaving school. I have now been in the industry for over 9 years, and have been Group Leader, Director and now a trainer. Having my son in 2006 and a daughter in 2008, really gave me the 'other' side to caring for children, yet also reinforced all the qualities required when caring for children in a centre. I hold an Advanced Diploma in Children's Services and also a Cert IV in Workplace Training and Assessment.

I look forward to meeting you on both our journeys over the next few years.

### **Tracy Merhav - Brisbane Southside**



I have been working in the child care industry since 1999, I started out as a Group Leader having the opportunity to work with all age groups from 6 weeks to school age children, for around 5 years. I then took a short break and travelled the world while working aboard Celebrity Cruise Lines for two and a half years as a Youth Program Manager. I was responsible for the running of the children's program and centre on board the ship, in busy season we could have up to 350 children on board. In this time I had the opportunity to work with children from diverse cultural backgrounds from the ages 3 to 17.

I came back to Australia to settle down and start a family. I started back in Long Day Care Centres as a Group Leader, but shortly after my return I was promoted to Director. I have worked as a Director for 4 years and found it to be very rewarding, during this time I obtained my qualification in Certificate IV in Training and Assessment. My other qualifications include the Certificate III and Diploma in Child Care and Education and my Advanced Diploma in Children's Services.

My goal as a Trainer is to share and pass on my knowledge and experiences and to provide a high standard of quality training to all of my students. I look forward to helping you succeed and reach your professional goals and become high quality educators. Good luck with your studies!!

### **Tracey Riley – Brisbane Southside**



I have worked with children in a variety of capacities over the last 15 years. I initially worked as a nanny and in the Family Day Care scheme as a carer. I studied the Assoc. Diploma during this time. I then commenced work as a group leader and continued studies to gain my Bachelor of Early childhood and Bachelor of Education (Primary). I worked for a short time as a relief teacher whilst at home with my three children. I have also worked during this time as a Children's Services resource and development officer (CSRDO) for a large council Family day care scheme in Victoria. I am very passionate about early childhood issues and have occasionally been published in the Brisbane Child's magazine. I'm greatly enjoying working as a trainer and

assessor with ACCCO and continue to attend many workshops and seminars on Early Childhood, as I have done throughout my career.

### **Tina Gladigau - Training Coordinator (South Australia)**



I joined ACCCO in September 2007 and from South Australia. I have a Bachelor Degree in Early Childhood Education, and Certificate IV in Training and Assessment. I have been working in Education for almost 10 years and have worked in various settings. I have been a Team Leader in Kind rooms and an Assistant Director in Child Care. I spent 3 years working in the United Kingdom teaching. I taught Junior Primary and also was the Head of a Nursery (a Kindergarten Director). I taught a lot of children who had English as a second language, it was a great experience. I have taught in Adelaide the past few years in a challenging school with educationally disadvantaged children.

I had a little girl at the start of 2007 and love being a mum. I run a playgroup for babies once a week which is great fun and also part of my background in Early Years. I was looking at returning to work and wanted to have a change but to still be involved in Education and Childcare and was very keen to become part of ACCCO and be a trainer. It is a direction I wanted to head in. I look forward to training others and sharing my experiences.

### **Wendy Chaplin – Victoria**

I bring with me 25 years of experience within the Children's services industry working in long day care and occasional care. I have worked in Perth, Sydney and Victoria. I have been a group leader in every age group and I was the person in charge of an occasional childcare centre. As a group leader I helped train many students and decided to further my career and become a trainer myself.

I hold an Advanced Diploma of Children's Services and a Certificate IV in Training and Assessment (TAE40110)

I am extremely passionate about training students in Children's Services. I am looking forward to working with you to up-skill your childcare knowledge.

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## Administration Staff



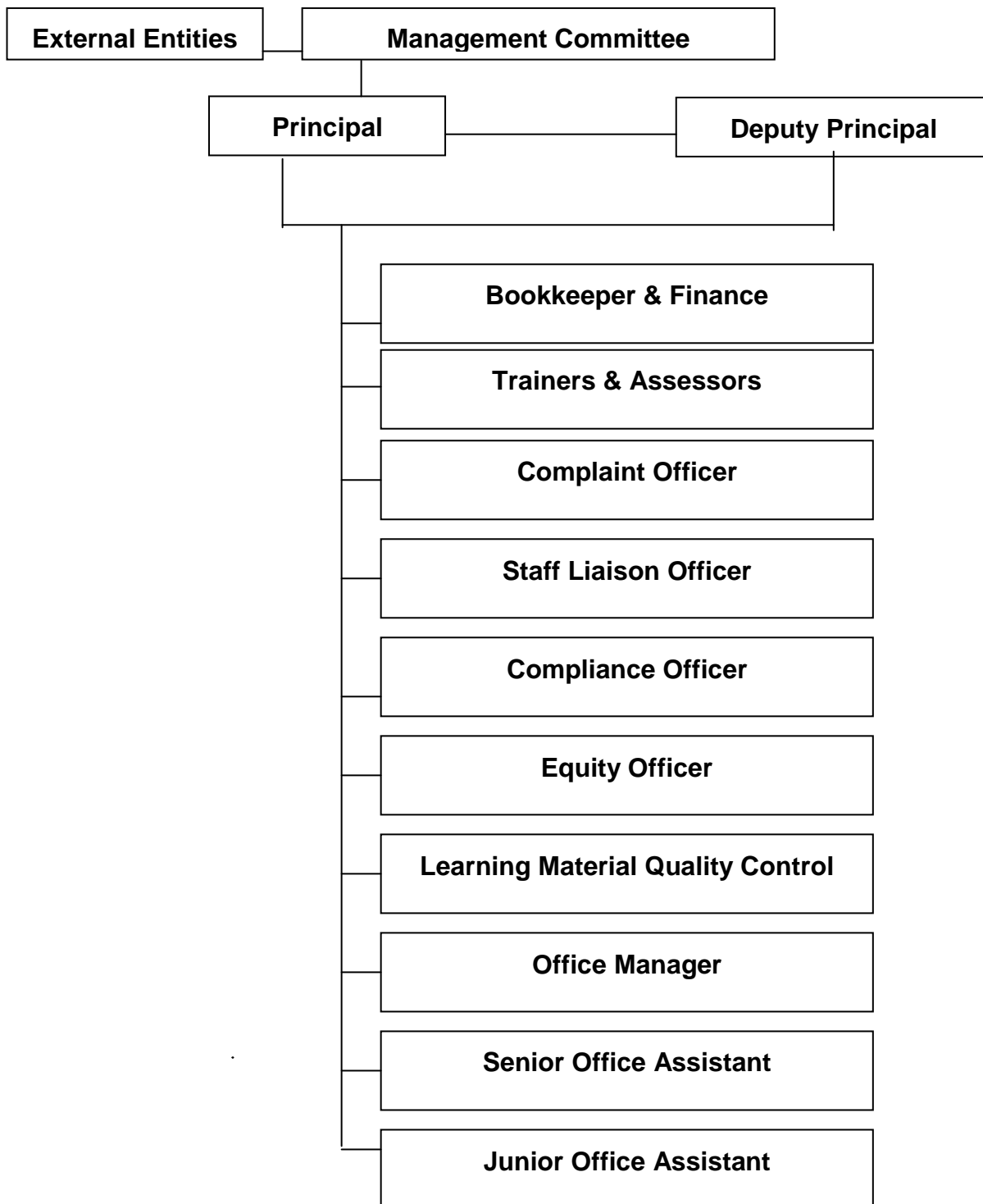
Janelle Kullrich  
Office Manager



Arlene Taylor  
Accounts



Gladys Yong  
International Student Officer



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## Courses

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The following qualifications are required to work in children's services in Australia (please see 'Career Pathways' for the list of jobs which may be held based on each qualification). While every qualification has core units which all students must competently complete, there are also a required number of elective units which need to be completed to make up the qualification.

In order to decide which elective units should be included, ACCCO regularly consults the child care industry, relevant regulatory frameworks and State/Territory/National Regulations and Acts. It should be noted that where the status of the unit is 'core/elective', in some States/Territories the unit is required (therefore a core unit) while in others, it is not. Furthermore, it should be noted that on top of these qualification, some State and Territory Acts/Regulations have additional requirements in order to work with children, or in a particular role. This includes, but is not limited to:

- Holding a Working with Children Check - Blue Card to work in Queensland
- Holding an 'Advanced First Aid Certificate' alongside the 'Diploma of Children's Services' in Victoria.

Students should check they meet other requirements of working with children in their State/Territory to identify other requirements for their position.

### Entry Requirements

Traineeships/apprenticeships are not usually subject to minimum entry requirements relating to education levels. They are for people entering the workplace who need to gain skills to complete their job successfully. It is important that you enter the traineeship/apprenticeship at an appropriate level; this can be determined by talking with ACCCO, discussing your options with a Australian Apprenticeship Centre or discussion with the Department of Education and Training.

Your trainer will make sure that you have got all the necessary skills to complete the units of competency during your orientation (first visit), and if you do not, together you will create a plan to achieve those competencies.

There is no age barrier to course admission. However, students must realise that, gaining employment in some states/territory require you to be...

- be an adult; or
- have successfully completed Year 12 at secondary school; or
- on the day the person is first employed as an assistant, be at least 17yrs and be undertaking, or have completed a one year accredited approved Early Childhood qualification or Certificate III by a TAFE or an Accredited Registered Training Organisation.
- be a child care trainee under the School Based Australian Traineeship Scheme who is at least 16 and be an additional staff member (Not counted as part of the adult: child ratio)

Students are required to complete an application form. ACCCO will then conduct an interview with the prospective student to determine their suitability for the course and working with babies and young children. All aspects of social justice will be adhered to when admitting students.

### Access and equity in admission

ACCCO has a sound access and equity policy, which reflects a total diverse philosophy and anti bias approach. We accept students from all groups including both genders; people from culturally and linguistically diverse backgrounds (CaLD); mature aged people; youth at risk; people from rural and remote regions, students with various disabilities and all other minority groups.

Training staff and management also recognise that other factors may often have an adverse effect on a student's ability to study or complete study patterns, nominal hours or practicum time. ACCCO believes that personal difficulties deserve empathy and understanding, and every effort is made to work with, and counsel the student in question, without compromising work or study obligations, whilst supporting and encouraging ongoing study commitments.

Recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum. ACCCO will ensure that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Industry experts will at all times guide us.

### Our Recruitment of Students

Recruitment of students will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the courses on offer. ACCCO will ensure that student selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiency's. Industry experts will at all times guide us.

<b>CHC20208 Certificate II in Community Services Work</b>		
<b>Prerequisite qualification:</b> None		
<b>Study modes:</b> External study, classroom (some units only), RPL		
<b>Code</b>	<b>Title</b>	<b>Status</b>
CHCCS211A	Prepare for work in the community sector	Core
CHCCOM201C	Communicate with people accessing the services of the organisation	Core
CHCORG201A	Follow policies procedures and programs of the organisation	Core
CHCORG202C	Work with others	Core
HLTOHS200A	Participate in OHS processes	Core
CHCIC301D	Interact effectively with children	Elective
CHCCN301A	Ensure the health and safety of children	Elective
CHCCS400A	Work within a relevant legal and ethical framework	Elective
CHCCHILD401A	Identify and respond to children and young people at risk	Elective
CHCFC301A	Support the development of children	Elective
CHCPR301A	Provide experiences to support children's play and learning	Elective

<b>CHC30708 Certificate III in Children Services</b>		
<b>Prerequisite qualification:</b> None		
<b>Study modes:</b> Traineeship/Apprenticeship (User Choice and Fee for Service), Classroom, External study, eLearning, RPL		
<b>Code</b>	<b>Title</b>	<b>Status</b>
CHCIC301D	Interact effectively with children	Core
CHCCN301A	Ensure the health and safety of children	Core
CHCCN302A	Provide care for children	Core
CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner	Core
CHCCS400A	Work within a relevant legal and ethical framework	Core
CHCCHILD401A	Identify and respond to children and young people at risk	Core
HLTOHS300A	Contribute to OHS processes	Core
CHCFC301A	Support the development of children	Core
CHCPR301A	Provide learning experiences to support children's play and learning	Core
CHCPR303D	Develop understanding of children's interests and developmental needs	Core
HLTFA301B	Apply first aid	Core
CHCCN305A	Provide care for babies	Core/Elective
CHCRF301D	Work effectively with families to care for their child	Core/Elective
CHCORG303A	Participate effectively in the work environment	Elective
HLTHIR403B	Work effectively with culturally diverse clients and coworkers	Elective

\* This unit requires the student to complete a *Senior First Aid Certificate* through a registered training organisation such as *St Johns Ambulance, Red Cross* or similar. This course is also conducted at ACCCO once per semester. The cost of this course is paid directly to the registered first aid training organisation and ACCCO does not charge any fee to credit this unit.

<b>CHC50908 Diploma of Children's Services (Early childhood education and care)</b>		
<b>Pre-requisite qualification:</b> Successful completion core units from the <i>CHC30708 Certificate III in Children's Services</i> is required before commencing this course		
<b>Study modes:</b> Traineeship/Apprenticeship (User Choice and Fee for Service), Classroom, External study, eLearning, RPL		
<b>Code</b>	<b>Title</b>	<b>Status</b>
CHCRF511A	Work in partnership with families to provide appropriate care for children	Core
CHCCN511A	Establish and maintain a safe and healthy environment for children	Core
CHCFC502A	Foster physical development in early childhood	Core
CHCFC503A	Foster social development in early childhood	Core
CHCFC504A	Foster emotional and psychological development in early childhood	Core
CHCFC505A	Foster cognitive development in early childhood	Core
CHCFC506A	Foster children's language and communication development	Core
CHCFC507A	Use music to enhance children's experience and development	Core
CHCFC508A	Foster children's aesthetic and creative development	Core
CHCPR502D	Organise experiences to facilitate and enhance children's development	Core
CHCPR509A	Gather, interpret and use information about children	Core
CHCPR510A	Design, implement and evaluate programs and care routines of the service	Core
CHCIC510A	Establish and implement plans for developing cooperative behaviour	Core
CHCIC512A	Plan and implement inclusion of children with additional needs	Core
CHCIC511A	Implement and promote inclusive policies and practices in children's services	Elective
CHCORG506C	Coordinate the work environment	Elective
CHCIC501A	Manage children's services workplace practice to address regulations and quality assurance	Core
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people	Elective

<b>CHC60208 Advanced Diploma of Children's Services</b>		
<b>Pre-requisite qualification:</b> Successful completion of the <i>CHC50908 Diploma in Children's Services (Early childhood education and care)</i> is required before commencing this course		
<b>Study modes:</b> Apprenticeship (Fee for Service), External study, eLearning, RPL		
<b>Code</b>	<b>Title</b>	<b>Status</b>
CHCCS502A	Maintain legal and ethical work practices	Core
CHCORG611A	Lead and develop others in a community sector workplace	Core
BSBMGT608B	Manage innovation and continuous improvement	Core
CHCORG620C	Promote and represent the service	Core
CHCORG627B	Provide mentoring support to colleagues	Core
CHCORG624C	Provide leadership in community delivery	Core
CHCCS604A	Manage the delivery of quality services to clients	Core
<b>Choose 6 Electives from the following list</b>		
CHCORG607C	Manage workplace issues	Elective
CHCRF623C	Respond to problems and complaints about the service	Elective
CHCORG428A	Reflect on and improve own professional practice	Elective
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people	Elective
TAAASS401C *	Plan and organise assessment	Elective
TAADEL401B *	Plan and organise group-based delivery	Elective
TAADEL402B *	Facilitate group-based learning	Elective
TAADES402B *	Design and develop learning programs	Elective

\* TAA units form a part of the Certificate IV and Training and Assessment and may be used as credits towards this qualification

**CHC41208 Certificate IV in Children's Services (Outside School Hours Care)****Pre-requisite qualification:** None**Study modes:** Classroom (some units only), External study, eLearning, RPL

Code	Title	Status
CHCCN301A	Ensure the health and safety of children	Core
CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner	Core
CHCCS400A	Work within a relevant legal and ethical framework	Core
CHCCHILD401A	Identify and respond to children and young people at risk	Core
CHCFC301A	Support the development of children	Core
CHCPR301A	Provide experiences to support children's play and learning	Core
HLTOHS300A	Contribute to OHS processes	Core
CHCOSH401A	Support children to participate in outside school hours care	Core
CHCOSH402A	Develop and implement activities in outside school hours care	Core
CHCOSH403A	Work effectively with children in outside school hours care	Core
HLTFA301B	Apply <i>First Aid</i> *	Core
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	Core
CHCORG303A	Participate effectively in the work environment	Elective
CHCPR502D	Organise experiences to facilitate and enhance children's development	Elective
CHCIC512A	Plan and implement inclusion of children with additional needs	Elective
CHCORG428A	Reflect on and improve own professional practice	Elective

\* This unit requires the student to complete a *Senior First Aid Certificate* through a registered training organisation such as *St Johns Ambulance, Red Cross* or similar. This course is also conducted at ACCCO once per semester. The cost of this course is paid directly to the registered first aid training organisation and ACCCO does not charge any fee to credit this unit.

**CHC51008 Diploma of Children's Services (Outside School Hours Care)****Pre-requisite qualification:** Successful completion of core competencies from the *Certificate IV in Children's Services* is required before commencing this course**Study modes:** Classroom (some units only), External study, eLearning, RPL

Code	Title	Status
CHCCN511A	Establish and maintain a safe and healthy environment for children	Core
CHCFC512A	Foster physical development in middle childhood	Core
CHCFC513A	Foster social development in middle childhood	Core
CHCFC514A	Support emotional and psychological development in middle childhood	Core
CHCFC515A	Foster cognitive development in middle childhood	Core
CHCIC501A	Manage children's services workplace practice to address regulations and quality assurance	Core
CHCIC510A	Establish and implement plans for developing cooperative behaviour	Core
CHCIC512A	Plan and implement inclusion of children with additional needs	Core
CHCPOL504B	Develop and implement policy	Core
CHCPR510A	Design, implement and evaluate programs and care routines for children	Core
CHCRF511A	Work in partnership with families to provide appropriate care for children	Core
CHCPR509A	Gather, interpret and use information about children	Elective
CHCIC511A	Implement and promote inclusive policies and practices in children's services	Elective
CHCCN520C	Advocate for the rights and needs of children and young people	Elective
BSBMGT608B	Manage innovation and continuous improvement	Elective
CHCCS502A	Maintain legal and ethical work practices	Elective
CHCORG620C	Promote and represent the service	Elective
CHCORG624C	Provide leadership in community service delivery	Elective

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## Completing your qualification

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### Study and training plans

Upon enrolment, all students will be provided with a study plan or training plan which outlines the requirements for completing the course. Students should follow this plan (in order) and have their trainer update information as units are completed. If you have any questions about your plan, please see your Trainer.

*Please note:* Trainees/Apprentices have additional requirements for fulfilling their training plan as outlined in the trainee/apprenticeship section of this handbook.

### Competency Based Training

All ACCCO courses are completed through Competency Based Training (CBT). Students are rated as satisfactory or not yet satisfactory for any assessment that contributes to the completion of a unit, and then an overall assessment of competent or not yet competent after completion of all components.

This method of assessment reinforces the idea that learning happens at different rates for different students and allows students to focus on their own strengths and weaknesses. The end result is that students have a detailed understanding of their own abilities as a result of their training.

CBT is an exceptionally efficient means of assessment as:

- It allows for both practical and theory based learning to be assessed.
- It provided for learning at different levels.
- It is an effective way for students to demonstrate their achievements.
- It ensures quality assurance in terms of use of resources and information.

CBT by its very name is a supportive and interactive style for learning new skills and attitudes.

ACCCO provides competency based training and assessment for units or RPLs completed through paper based learning, eLearning, classroom training.

### Study modes and delivery

#### Classroom training (full time and part time)

ACCCO holds classes for each of the units in the Certificate III, Diploma, and Advanced Diploma courses. Many units in the Out of School Hours Care qualifications and the Certificate II in Community Services Work are also accommodated.

All classes are facilitated by a qualified, experienced Trainer with a small class. Small classes enable the Trainer to work more closely with students to maximise their learning.

ACCCO students can complete their entire qualification by attending classes. New courses commence in January and July each year, however it is possible to begin study in class without waiting for a class to commence. If this applies to you, telephone ACCCO to discuss your situation.

ACCCO external students (those that study from home) can attend any number of classes to support and extend their study. Many students choose to attend class for more complex units or for when they want to finish qualifications more quickly.

Day classes are typically from 9am to approx 3pm, while night classes are from 6pm to 9pm. Please note there is an additional cost to attend class in addition to paying for the external unit.

For timetables or enrolment to our classes, please refer to the download page on the ACCCO website. It is necessary to register your interest in attending a class as places are limited.



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### External delivery – paper based

External delivery allows you to study whenever and wherever you choose. It is perfect for people who are working during the day and want to study around other commitments such as a work roster, and it is also good for people with families who want to work around their family commitments.

Even though you are studying from home, you are given all the help and support needed. An ACCCO trainer is allocated to you who will support you in meeting your goal of completing the qualification through regular contact, email and phone support as needed.

With this mode of study, students are sent a learning guide with all the information required to complete the unit. You read through the learning guide, answering questions, doing activities and completing tasks. If you would prefer to study this theoretical information online, then you may be interested in eLearning.

External students all need to be employed or volunteering in a children's service to complete the practical components of the course. The ACCCO trainer can support you to arrange this placement if you don't already have one. The trainer also arranges to see you in this setting on a regular basis to support practical work as well.

### eLearning

eLearning allows students to complete the theory component of their course online. Features include:

- Fast track the course. Access your next unit of study immediately via our online store. No need to wait for the post!
- Study anywhere. You can log in at work, home, at an internet cafe or anywhere else with internet access!
- Study via RPL or Units through eLearning

eLearning provides students with all the information needed complete the theoretical (off the job) components of the unit online. Evidence of Competence and Assessment sheets are downloadable allowing students to complete and submit these online too.

Once the above is complete, your ACCCO trainer will visit your workplace to complete the practical (on the job) components of the unit to finalise your competency.

To access eLearning, students will need a computer with access to the internet, Adobe Acrobat Reader and MS Word (or a program that reads MS Word), a scanner (only some units require this) and a printer.



### Recognition (RPL)

The RPL process acknowledges skills and knowledge obtained through:

- Formal training (conducted by industry or educational institutions)
- Work experience (including informal training)
- Life experience

Students may seek Recognition for individual units of competency or whole qualifications. It is the student's responsibility to obtain relevant documentation and support as proof for recognition. You will need to complete the recognition unit and attach the necessary evidence of your claim. Your trainer can help you do this. Assessment for Recognition requires that students demonstrate competencies in the same manner as subject unit requirements, although the means for demonstrating these competencies may differ.

To objectively verify what you already know, ACCCO requires all students to be currently working in a position which allows them to demonstrate their competency and will use four forms of Assessment:

- Questioning: This is used to obtain an understanding of student's knowledge against the required competencies
- Evidence: Students are required to provide evidence to support their knowledge and skills
- Third party evidence: A workplace supervisor is required to sign off on the current application of knowledge and skills in the workplace
- Work place observations: The ACCCO trainer will then objectively observe you in the work place

By claiming Recognition, some students may be eligible to reduce course completion time and costs.

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## Credit Transfer

Credit transfer (sometimes known as advanced standing) is awarded when a student has completed the units required for a qualification at another Registered Training Organisation. ACCCO provides credit transfer *free of charge*.

For credit transfer, ACCCO recognises the following documentation:

- A *Qualification* issued under the Australian Qualification Framework including the following details: name, code and logo of issuing body, name of person receiving the qualification; nomenclature as in the Framework, eg Certificate I, Diploma; date issued; authorised signatory.
- A *Statement of Attainment* or *Award Element List* (TAFE) issued under Australian Qualification Framework including the following details: name of the person who achieved the competencies or modules; date issued; a list of competencies (or modules where no competencies exist) including the national code for each unit of competency

To apply for credit, simply submit a photocopy of the document certified by a Justice of the Peace/Commissioner for Declarations at the time of enrolment and tick the box that says 'Do you want to apply for credit?' on the enrolment form. If you would like more information about these acceptable documents, please refer to [www.aqf.edu.au](http://www.aqf.edu.au)

*Documents generally not recognised for credit transfer include:* Statement of Participation; Statement of Attendance; Statement of Completion; Exam Results; Enrolment statement; Progress results; Workshop participation; Participation in Training; School Certificate; Academic Transcript; Study plan; Training record; Cover sheet or documents relating to assessments completed; Qualifications for non-Accredited or recognised study eg a nanny or babysitting course; Overseas qualifications or transcripts

For all non-recognised documents, ACCCO will provide a means for RPL to ensure any competencies already achieved can be recognised.

ACCCO may also award part credit for equivalent units studied under previous training packages providing they are recorded under *Qualifications* or *Statements of Attainments* meeting the requirements listed above. For example, a student has a suitable Statement of Attainment for *CHCCN2C Care for children* previously but needs *CHCCN302A Provide care for children* for their current enrolment. In this situation, ACCCO offers a Bridging Assessment to cover the gaps in competency not achieved in the previously recognised study.

### **Assessment of Units and RPLs**

It is well known that people learn best when they are actively involved in their learning by knowing:

- The purpose of the learning;
- The importance of the learning;
- The relevance of the learning;
- The benefits of the learning.

ACCCO will assist you to learn through your chosen mode of delivery (classroom, external, eLearning) and in your work environment. We will monitor your learning progress, verify your skills, maintain contact with your employer, provide information for your employer and yourself, and issue your certification on successful completion of the requirements of the course.

To objectively verify your knowledge and skills, ACCCO will assess your competency both on and off the job as follows:

- Off the Job: Each Unit or RPL will describe the evidence you will need to provide to be considered competent in the theoretical or off the job components of the course This may be in the form of a:
  - written assessment including case studies, questions or similar
  - discussion and questioning,
  - completion of a task (making a pamphlet, poster or similar);
- On the job: Each Unit or RPL will describe the evidence you will need to provide to be considered competent in on the job skills and knowledge. Assessment of described tasks will be completed by the:
  - Work place supervisor: You will be required to have a workplace supervisor who holds a qualification equivalent to or higher than the one you are studying to support your training and verify your skills in the workplace. This supervisor will be required to sign 'On the Job Assessment' forms to verify your typical workplace
  - ACCCO trainer: Your trainer will contact your place of employment and interview your work place supervisor and also objectively observe you in the work place.
  - Where tasks cannot be completed in the workplace, a simulated task may be completed to demonstrate skills

Students have three (3) attempts to be deemed as competent on any given task. If students are assessed as Not Yet Competent "NYC" they will be given feedback and asked to resubmit the assessment with revisions. If students disagree with the assessment result, they have one week to lodge an appeal with the course co-ordinator which will result in a second assessment being completed independently by ACCCO's compliance officer.

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Requirements for assessment include:

- All assessment items should clearly state your *name* on every page and a cover sheet with the *unit and assignment* you are completing and your *trainer's name*
- Plagiarism is unacceptable and will result a Not Yet Competent being awarded. When using another person's work or ideas, please ensure appropriate referencing is used.
- *Students must keep copies of all submitted assessment material.* Should an assessment go missing due to mail delivery failure or other reason then the copy of the assignment will be requested. For items such as posters, dioramas or similar, a photo will be accepted if the original item goes missing. ACCCO takes no responsibility for lost assessment items.
- Assessments must be completed in full and address all aspects listed in the unit or RPL Where assessments are submitted that do not meet the stated requirements, a 'not yet competent' may be awarded.
- Assessments should be typed where possible, using Arial or Times New Roman font size 11 or 12. For handwritten assignments, please ensure these are neatly written in black biro and can easily be read. For assessment items such as posters, brochures, resource files or similar, please consult the information in the unit for presentation and requirements.

All Supervising Registered Training Organisations go through a quality review process with the Department of Education, Training and the Arts. When this Department audits and randomly checks on student activities, they will look at the types of evidence that we have collected to prove that you do have the skills. If you have any questions about assessment, please talk with your trainer or our Principal, on 07 3257 1972.

*Please note: ACCCO must keep all assessments as per audit requirements*

### **Satisfactory progress requirements**

Where a student is studying under a funded contract such as EBPPP, Skilling Solutions or a Traineeship/Apprenticeship, they are bound to the progress requirements and timeframes listed within that contract. ACCCO trainers will provide support to these students to meet the contract requirements and timeframes.

Students are reminded to abide by the agreements made with Centrelink if you are claiming Austudy, Abstudy, PES or similar. Centrelink does contact us regularly to obtain progress information and may make determination of previous or current payments or contracts should you not meet the agreement made. Please note: All agreements made with Centrelink are the student's responsibility. ACCCO trainers will work with students to ensure they can meet their agreed timeframes provided these are known in advance. If students feel their trainer isn't assisting them in meeting their agreement, then they should contact head office on 07 3257 1972.

Students are also reminded they are bound by any legislative requirements for holding their employment positions. While ACCCO does not regulate this, ACCCO is happy to support the student's progress to meet these or their own timeframes.

To be considered *actively enrolled* in your course, you must meet the following:

New enrolment:

- Provided a completed enrolment form
- Provided required documentation as listed on the enrolment form
- Paid the enrolment fee
- Purchased the first unit of competency

Ongoing enrolment:

- Met all the requirements for a new enrolment as above;
- Completed a unit of competency (both on and off the job) within the last 3 months;
- Be currently enrolled in a unit.

Where students meet the requirements to be actively enrolled, they may request a letter of enrolment at any time by phoning or emailing our admin team

### **Copyright policy**

ACCCO abides by *Copyright Act 1968* and *Copyright Regulations 1969*. ACCCO follows guidelines outlined by the *Australian Copyright Council* ([www.copyright.org.au](http://www.copyright.org.au)). ACCCO refers to this website for accurate and current copyright information.

ACCCO takes copyright matters seriously by students. Any evidence of plagiarism, including from a recognised or published source, the internet, *as well as other students work* is unacceptable. An awarding of a Not Yet Competent is given for the assessment and reenrollment in the unit is required (at the associated cost). The employer is also notified if the student is under any Government contract such as traineeship or apprenticeship if this occurs.

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## Language, Literacy and Numeracy

ACCCO staff are aware people with language, literacy and numeracy difficulties have good qualities and skills and with the right attitude, are suited working with children. ACCCO has access and arrangements for language, literacy and numeracy assistance for trainees/apprentices who may need additional assistance in these areas. The whole idea regarding competency based training is knowledge, skills and abilities. In addition to our regular visits to your workplace, our Trainers spend a lot of their own time on a one to one basis with their trainees/apprentices. We find the personalised contact is an advantage when coming to understanding a person's knowledge base.

If you're completing a Certificate III, we will assess your literacy and numeracy skills in a very informal and non-threatening manner during the development of your training plan. If together we identify any areas that will hinder your ability to complete your traineeship/apprenticeship, and we will suggest strategies for literacy/numeracy development. We can provide one-on-one assistance to help you develop these skills.

## Mentoring and Support Services

Ongoing mentoring and support are provided by ACCCO throughout the Training. ACCCO trainers arrange to meet all students on a regular basis in the workplace to support the development of skills, assessment and to support progress. Where the student hasn't begun practical placement, arrangements to meet in a public place such as a café or library can occur. Please note that trainers do not visit your own home unless you are working as a registered Family Day Care service.

Ongoing mentoring and support services are at no additional cost to students and usually occurs:

- for every second unit completed if you are an external student (paper based or eLearning)
- every 4-5 units for students completing RPL
- in the middle and the end of the course if you are studying through classroom delivery.

If you need to see us before your next scheduled visit, please ring or email your Trainer or our Admin Support Centre can be phoned on 07 3257 1972, emailed to [info@acco.com.au](mailto:info@acco.com.au) or faxed 07 3257 1872.

If you are having difficulties in meeting the course requirements at any stage, it is important to talk with your trainer. We can help you overcome difficulties early before the problem escalates

If you need additional assistance to complete your course, we can also help you access support services from other agencies on a fee for service basis. These services include interpreting services, adaptive technology and counselling

## Issuing of results

In order to be eligible for the qualifications, students must be assessed as Competent "C" both on and off the job for each of the units in their course. Students who are assessed as competent in:

- All the requirements of the course will be eligible for an Issue of Qualification\*;
- Part of the requirements of the course will be eligible for a Statement of Attainment. Statements of Attainment can be requested at any time by the student or upon cancellation of the course.

\* Where ACCCO issues a qualification, a Statement of Attainment will be provided on the back of the qualification.

When you request a Statement of Attainment or complete your qualification, you are reminded to:

- Ensure any documents requested by your trainer or our administration team have been provided. This may be certified copies of previous qualifications or statements, and a First Aid/CPR certificate or similar. Where these documents are not provided, there will be a delay in processing your qualification or statement until this information has been provided;
- Ensure your course costs paid in full. If not, phone ACCCO to discuss your options. Where an account is not paid in full, a letter of completion may be issued and the qualification awarded but held by ACCCO until a time when payment of fees has been finalised.
- Ensure your personal details (address, telephone number etc) are correct. If these have changed since you enrolled, please phone ACCCO to advise them of your details.



If you are a Trainee or Apprentice, once both the theory and the on-the-job component are complete, the employer and the trainee need to complete a *Completion Agreement* form & an Issue of Qualification Form. These forms are sent to ACCCO administration within 10 working Days and ACCCO will issue your qualification within 21 days. An *Issue of Qualification* is also forwarded to DET as well a confirmation is faxed to the Employer. DET will issue a Final Certificate of your Trainees/ Apprenticeship & send a letter of completion to the Employer which they attach to their final incentive form which will have been

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issued by their AAC (Australian Apprenticeship Centre).

ACCCO will send you the Qualification or Statement of Attainment within 21 days of all information being received, and we will notify DET of the issuance of your award if you are a Trainee or Apprentice. All courses offered by ACCCO are Nationally Recognised and Accredited. Your certificate can now be used as a pathway to higher education.

### **Graduation ceremonies**

ACCCO holds graduation ceremonies at least once a year to congratulate students and their achievements. Invitations to these are posted to students who graduated since the last ceremony approximately 6-8 weeks before the ceremony takes place (therefore please notify us of a change of address if you have completed your qualification). Students are welcome to bring family and friends to these events to help celebrate your achievements. If you missed a graduation ceremony and would like to attend the next one, please let us know

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## Student requirements

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### Change of Details

If your personal details change from what is included on your enrolment form, please notify ACCCO so essential records may be maintained in an up to date manner. Failing to provide this information can result in delays to your training and or receiving your qualification.

### Student Cards

If you require a student card, please contact ACCCO and we will arrange one for you. You will need a current passport photo. Cost for a student card is \$10.00.

*Please Note: Unless you are a full time student (NOT full time trainee/Apprentice) the student card is not valid for public transport use.*

### Strategies for managing disciplinary issues

Students who are studying with ACCCO are treated as adults who are learning in a caring and motivational environment. Trainers approach the learning on an individual basis, recognizing that not all participants will learn in the same manner. ACCCO acknowledges from time to time there may be cause for Trainers to work with students on issues relating to completion of the course, attitude and/or professionalism. Where this occurs, Trainers will discuss issues with the student professionally, respectfully and in private (unless the student wishes to have a support person present). The aim of all disciplinary issues is to provide feedback and support to rectify any identified areas needing improvement.

### Student Immunisation

ACCCO aims to ensure our students are well cared for both on and off the job. Where a student is employed in the service (including apprentices and trainees), it is the service's responsibility to check the student's immunisation status.

Where the student is placed in a service under a vocational placement agreement, ACCCO has a responsibility to ensure that students are not exposed to risks to their health and safety as a result of exposure to vaccine- preventable diseases under *Workplace Health and Safety Act*. For these students, ACCCO is required to ensure each student completes a Student Immunisation Record for Child Care Facilities. It is important for ACCCO and service to be aware of your status so you are protected from infectious illnesses. If you are unsure of your immunisation status you will be required to see a medical practitioner to confirm your immunity. We will require written evidence from the medical practitioner to confirm your status. Students who refuse to confirm their immunity will be regarded as non-immune and will be excluded from the child care service environment during the outbreak of a vaccine preventable disease. This is to prevent the spread of infection and to protect the student. It is the student's responsibility confirm the existence of an outbreak of a vaccine preventable disease with the Director.

As part of your studies you will be required to be working in and as students you need to be informed of immunisation requirements. The following occupational immunisation requirements have been identified for child care workers:

- *Hepatitis A* To be immunised against the vaccine two doses are required unless the worker has previously been infected with the disease.
- *Measles, Mumps and Rubella (MMR)*. Workers who have never been vaccinated require two doses of the vaccine. If the worker was born during or since 1966 may only have received one dose of the measles vaccine and may require another dose unless they have evidence of having two doses.
- *Varicella* (chickenpox). Workers who have never been infected with disease will require two doses of the vaccine.
- *Pertussis* (whooping cough). Workers will require an adult booster dose of the vaccine.

The risk to child care workers of acquiring Hepatitis B is minimal however the vaccination may be recommended in specific circumstances including where child care is provided to populations that have a higher prevalence of Hepatitis B. Advice from a medical practitioner or the Public Health Unit should be sought about the vaccination of Hepatitis B for child care workers.

Further information can be obtained from the current edition of the *Australian Immunisation Handbook* which can be accessed on [www.nhmrc.gov.au](http://www.nhmrc.gov.au)

If a student is on vocational placement in a child care service and there is an outbreak of a vaccine preventable disease the following procedures will apply:

- Students who have refused to vaccinate will be required to consult a medical practitioner to ensure they are appropriately informed of the risks to their health. The student will need to supply ACCCO with written evidence that this consultation has taken place.
- ACCCO will instruct the student on the relevant infection control procedures and policies to protect against infection.
- The student will be advised that they may be excluded from vocational placement at that service in the event of an outbreak of a vaccine preventable disease.
- The student may be excluded from vocational placement on advice/direction received from the public health unit.

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## Pregnant child care students and occupational risks of infection

Under the *Workplace Health and Safety Act*, ACCCO is obligated to ensure that pregnant students are not exposed infectious diseases that present risks to their health and safety. ACCCO will inform students of infection risks and pregnancy. The following infectious diseases pose a risk to pregnant students on vocational placement:

- Rubella
- Varicella (chickenpox)
- Cytomegalovirus (CMV)
- Parvovirus B19 ( Slapped cheek syndrome)

Further information on pregnancy and working in child care can be accessed on

It is the students' responsibility to inform ACCCO and the Director of the service where they are undertaking vocational placement that they are pregnant.

Pregnant students will be excluded from working with children under 3 years of age as per Workplace Health and Safety guidelines. If a student is required to be trained/assessed in a child care service with an age group catering for children under three years then alternative assessment arrangements will need to be organized and this may include delaying workplace assessment until after the birth of the child.

Pregnant students will be advised by ACCCO to seek advice from a medical practitioner as to their immune status, fitness to work in a child care centre and risks to their health and safety. ACCCO will require written evidence that this consultation has taken place.

## Privacy Principles

In order to comply with Privacy principles, ACCCO will not provide information about your enrolment, progress and/or completion to any other persons except to yourself, the regulatory department for children's services licensing in your state/territory, Centrelink (providing you're receiving government payments) and your employer.

As a part of these privacy principles, ACCCO provides you access to your own personal file kept by our office. If you require access to your file, please contact ACCCO office on (07) 3257 1972

## References, testimonials

Please note it is a policy of ACCCO not to provide students with references, testimonials or similar. This also includes our trainers providing verbal and/or written references of student's performance.

## Letters of enrolment

Child care services and/or relevant Government Department often request that students obtain a letter of enrolment. If you require a letter, please telephone ACCCO to organise one. ACCCO is happy to provide letters when the student is considered *actively enrolled* as per the definition outlined in *Satisfactory progress requirements* on the previous page.

## Cancellation of Appointments

ACCCO does understand that sometime you are unable to make your scheduled training appointment; however, the visits from your trainer make up a very important component of the course. Please value the time that your trainer spends with you. If you need to cancel a training appointment, please give you trainer at least 24 hours notice.

If you are unable to contact your trainer, please contact the ACCCO head office on 07 3257 1972 or email us at [info@accco.com.au](mailto:info@accco.com.au) so that we can notify your trainer.

If training is cancelled for an extended period of time, and you are under a funding contract, we have an obligation to inform the agency issuing the contract. If you are an apprentice or trainee, your employer MUST provide non-contact time with ACCCO for training and assessment according to the requirements of the Training Plan.

*Making sure that you are ready for your training sessions helps you demonstrate your organization and time management skills.*

## Working with children checks

ACCCO abides by state, territory and/or national legislation in regards to checking suitably qualified persons before placing them in children's services. *Students are requested to advise ACCCO if they think they could be affected by this.*



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## Austudy, Abstudy, Youth Allowance, Pensioner Education Scheme

These government schemes are available to those students eligible to help with their costs relating to further study. All of ACCCO courses are registered for these payments. If you believe you are eligible for these payments, please contact Centrelink (<http://www.centrelink.gov.au/>).

Please ensure you notify Centrelink of any changes to your enrolment to avoid overpayment. ACCCO is contacted regularly to verify your study commitments are being upheld.

### Ongoing Support

ACCCO takes pride in the ongoing support we offer our students. After you have completed or withdrawn from your training activity we will help you:

- Help you identify pathways to further training
- Career Advice

Please feel free to talk to us at any time, either while you are in the course or after you have completed your studies. If we can't help you directly, we will certainly be able to put you in contact with an appropriate organisation that can help.

### Code of conduct for students in children's services workplaces

1. *Be Punctual:* Punctuality shows that you are committed and displays a mutual regard for the other professionals you work and study with..
2. *Familiarise yourself with ACCCO requirements and Centre routines quickly.* This shows that you are willing to be responsible for yourself and others and that you acknowledge those around you as being leaders in their field.
3. *Familiarise yourself with safety requirements.* As a student and worker you have a duty of care to behave in a safe manner at all times. By doing this, you are not only fulfilling your duty of care, but also showing a willingness to take responsibilities for yourself and others.
4. *Follow all reasonable and lawful directions of ACCCO and service educators.* An ability to follow directions engenders mutual trust and professional regard.
5. *Familiarise yourself with resources available to you at ACCCO and the service.* This includes access and maintenance of resources. And remember if you have used it, you are responsible for its return.
6. *Become part of the service team.* By participating in available activities, you are demonstrating a willingness to work with others, and an interest in what could be learnt from each situation.
7. *Be aware of appropriate standards of dress at ALL times.* You are a representative of not only ACCCO, but of the profession, you have entered into. The way you dress and present yourself always contributes to how those around you respond.
8. *Understand that you are bound by professional and ethical standards of confidentiality.* Confidentiality is one of the most important responsibilities you will be given.
9. *Learn as much about the children as you can.* This includes their names, their skills, their needs and the special things about them that make them unique.
10. *At all times, maintain your sense of humour.* Sometimes the ability to laugh at yourself or the situation is the best way to deal with it.

### Resources

ACCCO endeavours to provide students with all of the material necessary to complete assessments. You may choose to supplement your reading materials by joining your local library, TAFE or University library. The staff at ACCCO can assist you in this area.

ACCCO website also includes a list of recommended websites in their student only section. To join the ACCCO website and gain upgraded student access, simply click on the 'register' button and follow the instructions.

### Code of Practice

ACCCO is dedicated to providing excellence in training and meeting the needs of industry and clients. We adopt the following Code of Practice to demonstrate our commitment to providing quality vocational education and training.

- **Our Educational Standards:** ACCCO will adopt policies and management practices, which maintain high professional standards in the marketing and delivery of vocational education, and training services and which safeguard the interests and welfare of students. Our focus is to meet the needs of industry by providing relevant, well-researched training courses. ACCCO will maintain a learning environment what is conducive to the success of students. We will have the capacity to deliver the nominated success of students. We will have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. Our approach is to provide and experiential learning environment which promotes flexibility to meet the needs of the learners.
- **Our Guarantee:** ACCCO honors all guarantees outlined in our Code of Practice.
- **Our Marketing:** ACCCO will market our vocational education and training product with integrity, Accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparison will be drawn with any provider or course.
- **Our Sanctions:** ACCCO understands that, if we do not meet the obligations of the Code or supporting regulatory requirements, where applicable, we may have our registration as a training provider withdrawn.

### Complaints Procedures & Academic Appeals

ACCCO has a fair and equitable process for dealing with student/trainees/apprentices complaints / appeals, (including Academic appeals, meaning if the student disagrees with Assessors results) & strives to deal with issues as soon as they emerge, in order to avoid further disruption or the need for formal complaint. In the event, that complaints cannot be resolved internally, ACCCO will advise the student/trainees/apprentices of the appropriate legal body where they can seek further assistance, but if participants have a complaint with any aspect of their training, they are encouraged to speak immediately with the Trainer to resolve the issue.

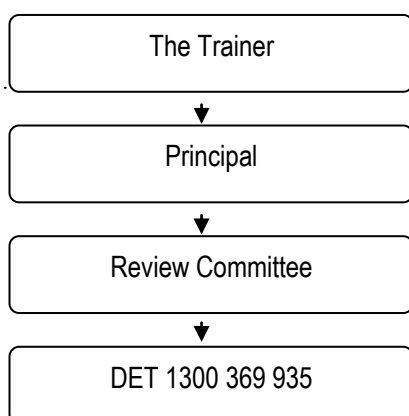
If the participant is not satisfied that the issue has been resolved, they may wish to contact or write a letter to the Principal, setting out in detail the issues of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

If the matter is still not resolved, participants are advised they may take their complaint through legal avenues, the Anti-discrimination Board, Consumer Affairs or other bodies as appropriate.

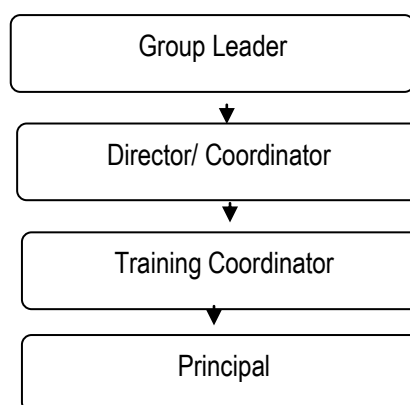
Participants have a maximum period of one week in which they can appeal against their result or lodge a complaint. At all stages of this procedure, the student may have an advocate or another person present.

Follow this procedure...

#### Appeals within ACCCO



#### Appeals with the Centre/Service



## Money Matters

### Course Fees

Where students are not studying under a funding contract (such as PPP, apprentice or traineeship), the following information applies. Information about fees for Apprentices and Trainees are included in the 'Apprentice and Trainee information' in this manual.

**All prices and fee structures are subject to change without notification**

Course Levels	Enrolment Fee	Number of Units	RPL	External – Paper based or eLearning (per unit)	Class (Part Time or Full Time)
Certificate II in Community Services Work	\$ 100.00 Once off payment (Non-Refundable)	11	\$100	\$140	NA
Certificate III in Children's Services		15	\$100	\$140	From \$ 3,500.00
Certificate IV in Children's Services (Outside School Hours Care)		16	\$100	\$140	Some units available
Diploma of Children's Services (Early childhood education and care) *		18	\$100	\$150	From \$ 3,500.00
Diploma of Children's Services (Outside School Hours Care) *		18	\$100	\$150	Some units available
Advanced Diploma of Children's Services *		13	\$100	\$160	From \$ 3,500.00

*Please note:* Students keep all learning material provided by ACCCO which is included in the unit cost. ACCCO does not charge support fees to students for workplace assessments, email or phone support except where the trainer has an agreed appointment with the student and attends the service to find the student not present or agreed work not completed.

*Payment Options for class students (full time and part time)*

Certificate III, Diploma\* and Advanced Diploma\*:

- Option 1: Upfront payment \$3,500
- Option 2: \$500 upfront and \$155 per week for 20 weeks (total \$3600)
- Option 3: \$500 upfront and \$80 per week for 40 weeks (total \$3,600)

\* Students must hold prerequisites to enter these courses. Please see the information on 'Courses' for more information.

### Ordering and payment methods

All students, apart from Trainees and Apprentices, are required to order their own units when they are ready to study them. Please follow your study plan when ordering, and provide the code/title of the unit you wish to study (orders without codes/titles cannot be processed).

Orders for all units of competency can be placed by:

- Phone: 1300 139 406 or 07 3257 1972 (Brisbane)
- Email: [reception@accco.com.au](mailto:reception@accco.com.au)
- Fax/post: our module order form is available for download from <http://www.accco.com.au/students/download/>
- Online store: <http://www.accco.com.au/students/online-store/>

ACCCO accepts:

- Money Order
- Cheque
- EFPTOS or Credit Card
- EZI DEBIT (forms for EziDebit can be found <http://www.accco.com.au/students/download/>)
- PayPal

### Accounting Policies

We operate two bank accounts...

- Holding Account: Used for securing fees paid by students
- General Account

Any fees paid by students must be paid into the holding account. Money is moved from the holding account to the general account only when the course for which the fees have been paid is started (see "Enrolment").

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## Re-issue of Qualification and Statement of Attainment fees

If you require a re-issue of qualification and/or Statement of Attainment, a replacement fee of \$50 will be charged.

As outlined in Vocational Education, Training and Employment Regulation 2000, the cost of a replacement Qualification is \$14.90 and replacement of Statement of Attainment is \$10.00 for Trainees and Apprentices.

## Re-enrolment fees

ACCCO reserves the right to charge a \$50 re-enrolment fee after a period of non-activity.

## Refund Policy

*External, eLearning, RPL*

ACCCO refund policy states:

- The student enrolment fee is not refundable;
- Students are aware they have made a financial and personal commitment for the cost of the whole qualification they have applied for;
- Any units of competency purchased & not completed will be paid for;
- Under extenuating circumstances, refunds may be considered on an individual basis. If successful all refunds will incur a \$200 administration fee.

*Classroom (full time and part time)*

- A \$100 non-refundable enrolment fee applies for all the courses (except Traineeship);
- A deposit is required for holding a position in a class. Deposits are refundable if student advises cancellation 2 weeks prior to course commencement.
- Deposit is not refundable after the commencement of the courses.
- However, should the student wish to complete the course and finalise incomplete units by attending assessments in a future course, their original fee payment can be used as credit towards a course within six months of initial payment.
- Should ACCCO cancel any courses, the students are entitled to a full refund or transfer to an external course.

*Trainees and Apprentices*

Fees and charges for students are invoiced after the development of a training plan and within the first 3 months. A refund can be made upon request where student have withdrawn from their course and the provision for full refunds to participants for tuition and student support services fees charged for training delivery that has not commenced at the time of the cancellation of enrolment; and the provision of proportionate refunds where the participant has withdrawn from a Unit of Competency/Module.

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## Additional information for Trainees/Apprentices

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### Trainee/Apprentice Enrolment Process

Once you have entered into a Training Contract arrangement – you need to select an SRTO who will provide the training services for you. We are very happy to offer you our services and we take great pride in the outcomes that our team have achieved.

We believe that one-on-one training is extremely effective because it lets you take control of your training. Your training is self paced and is tailored for your skill level. You do not need to relearn skills you already have, and you are given the time necessary to develop new skills.

To enrol with our organisation you need to give us:

- A copy of the registration letter confirming your Trainees/Apprenticeship has been approved
- A copy of your Health Care Card No. if you are eligible to claim a reduction in Tuition Fees
- A certified copy of transcripts of any relevant qualifications
- A completed enrolment form

A trainer from ACCCO will visit your workplace/school and complete an induction process and a training plan, which needs to be signed by the Trainer, the Trainee and the Employer. This Training Plan will be reviewed and issued every 6 months. The trainee/apprentice will then be issued with a Training Record Book (TRB), which must always be kept in a safe place. The TRB book will be a history of competencies.

A copy of the induction process will be given to the trainee, employer and VET Teacher (if school based). This confirms that you are enrolled in a course of study with us, the TRB book has been given to you that a training plan has been completed and that training has been arranged.

Training will be discussed and your first unit of competency will be issued at signup, but marking of units will not commence until the probationary period has been completed and the registration number has been received.

### Withdrawing from your traineeship/apprenticeship.

The training contract is a legally binding document. Cancellation of a training contract should only be considered as a last resort, after all efforts have been made to resolve the issues that threaten the continuation of training. If you are considering cancelling the training contract for reasons relating to communication breakdown or behavioural issues, it is important to know that assistance is available to help you resolve differences so that training can be continued. Specialist officers from the DET are available to help work through any issues. ACCCO can also assist at this time.

### Cancellation during probation

You may cancel the apprenticeship or traineeship during the probationary period by giving week's notice. This is within one month if it is a full time Traineeship, or three months if it is a part time Traineeship or an Apprenticeship.

If, however, employment continues past the end of the probationary period (including the working of notice), cancellation cannot proceed unless either all parties agree in writing to cancel, or prior approval is received from DET.

### When you both agree to cancel

If you wish to cancel the training contract after the probationary period, it is important that you contact the Apprenticeships Info line on 1800 210 210 for assistance, as set timeframes apply.

Where both you and your apprentice or trainee agree to cancel the training contract:

1. Write a letter to your local office of DET, or complete a Cancellation of training contract form, within 14 days after you and your apprentice or trainee (and their guardian if they are under 18 years of age) agree to cancel the apprenticeship or traineeship. Your advice to the department should state the date on which the cancellation will take effect.
2. The department will cancel the training contract and confirm the cancellation in writing to all parties.
3. Advise ACCCO that the training contract has been cancelled. ACCCO will then provide the apprentice or trainee with a statement of attainment showing the competencies achieved to the date their training contract was cancelled.

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## When only one of you wishes to cancel

Where only one party wishes to cancel the training contract:

1. The person who wishes to cancel the training contract will need to write a letter, or complete a Cancellation of training contract form, and send the letter or completed form to the local office of the DET.
2. The department will review the application. Until a decision is made, the training contract remains in force and you must continue to honour your commitments.
3. If the application to cancel the training contract is disputed, the department will investigate the situation.
4. The department will advise you of the decision in writing.
5. You will need to advise your supervising registered training organisation that the training contract has been cancelled. The supervising registered training organisation will provide the apprentice or trainee with a statement of attainment showing the competencies achieved to the date their training contract was cancelled.

It is important to note that a party to a training contract must not coerce, or attempt to coerce, another party to cancel the training contract.

## Legislation and Industrial Relations Issues

ACCCO and the employer are bound by the Vocational Education, Training and Employment Act 2000 and Employment Regulation 2001; VET and Employment Regulation 1991; WH&S Act 1995; Commission for Children and Young People Act 2000; IR Act 1999.

If VET, IR or WH&S problems arise in the workplace – always talk to your trainer; we will help you make contact with the relevant DET officer who will be able to deal with your issues.

Trainees/Apprenticeships are only offered to people employed under Full-time or Part-time arrangements, continuing casual employment is not an option for Trainees/Apprenticeship. These issues need to be discussed and understood in full with your Australian Apprenticeship Centre before the Trainees/Apprenticeship is entered into.

ACCCO will provide accurate, relevant and up-to-date information to trainees/apprentices prior to course commencement. This includes a copy of the Code of Practice; admission procedures and criteria; a copy of the refund policy; total costs/fees to trainees; certification to be issued to the trainees/apprentices on completion or partial completion of the course; competencies to be achieved by trainees; assessment procedures; arrangements for Recognition; complaint/appeal procedure; facilities and equipment; and trainee/Apprentice support services. All this information can be located in this handbook.

There is no State funding available to change areas of study – for instance, to go from Hairdressing or Admin to Childcare. This training will need to be done as a fee for service student, however, Federal Government Employer Incentives may still apply. Please discuss this with your trainer and Australian Apprenticeship Centre if necessary. ACCCO will provide you with a very affordable solution, so that you can continue your pathway to further qualifications.

## School-based apprenticeship or traineeship (SAT)

School-based apprenticeships and traineeships allow high school students, typically Years 11 and 12, to work with an employer as paid employees while studying for their Senior Certificate. At the same time, students undertake a training qualification with a registered training organisation chosen by both the employer and the student.

A school-based apprentice's or trainee's employment and/or training arrangements must impact on their school timetable for the program to be considered school-based.

The benefits of doing a school-based apprenticeship or traineeship include:

1. receiving both an education and a job
2. being a step ahead of the competition for jobs
3. learning the latest knowledge and skills
4. getting paid while you learn
5. working towards achieving a nationally recognised qualification
6. gaining hands-on experience in a real job
7. gaining the skills and experience to help you go on to tertiary study
8. experiencing a great way to move from school to work
9. gaining a sense of achievement

Doing a school-based apprenticeship or traineeship is a great start to your career. For more information consult the following fact sheet [http://www.trainandemploy.qld.gov.au/client/training\\_at\\_school/school\\_based\\_appships\\_tships/index.html](http://www.trainandemploy.qld.gov.au/client/training_at_school/school_based_appships_tships/index.html)

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## Strategies for Managing Disciplinary Issues

These are the strategies, which we use to manage disciplinary issues if they arise with trainees and apprentices:

1. *Student is not making adequate processing in-line with the training plan*: Discuss with trainee/apprentice & employer, set shorter timelines, and see if smaller tasks can be completed, Monitor on a weekly basis
2. *Student still fails to submit successful assessments*: Counsel the trainee/apprentice; discuss the deficiencies with the assessment activity. Consult with the employer and get their feedback. Suggest alternative strategies for assessment and gathering of evidence, set a time frame for the assessment to be submitted, at which time a Not Yet Competent will be issued if the candidate has not successfully completed the unit. If the trainee/apprentice continues to make no progress through the course, DET regional office will need to be notified.
3. *Employer doesn't allow time in workplace for training Trainees (trainees/apprentices)*: This is a contractual obligation, discuss the requirements with employer, if no acceptable outcome, notify DET regional office and seek further assistance from a Training Inspector.
4. *Trainee/apprentice not attending work (trainees/apprentices)*: This is a contractual obligation, discuss the issues with the trainee and seek input from the employer, if under 18, also discuss with parent or guardian, if no acceptable outcome, notify DET regional office and seek further assistance from a Training Inspector.
5. *Student repeatedly cancels training sessions with Trainer (trainees/apprentices)*: Discuss the issue with the trainee and notify the employer, if no legitimate excuses are offered, then suggest that if this pattern continues, we will have to notify DET regional office, not meeting the contract obligations to do the training.
6. *Student acting in a inappropriate manner (trainees/apprentices)*: For full time and part time Trainees/Apprentices, the issue will be raised with the trainee and the employer and the parent/guardian if necessary. ACCCO will notify DET regional office for assistance. For School Based Trainees/Apprentices, the issue will be raised with the trainee and the employer and the parent/guardian if necessary. Issue will be reported back to the school VET coordinator and the student will be disciplined according to the school disciplinary policy. DET may also be notified.

## Responsibilities of Employers and Trainees/Apprentices

*It is vitally important that there is ongoing support and supervision of the trainee by the employer in the workplace at all times. There must be a commitment to learning and self-development for the Trainees/Apprenticeship to be successful.*

(Extracted from DET information brochure)

The employer must:

1. Deliver training to your apprentice or trainee as required in the training plan
2. Ensure your apprentice or trainee is adequately supervised in the workplace
3. Pay the wages and provide the entitlements as specified in the relevant employment agreement or award
4. Carry out all other obligations required of an employer, including those related to safety and fair treatment
5. Release your apprentice or trainee from work duties to participate in training delivered by the ACCCO, as outlined in the training plan
6. Notify the Queensland Department of Education, Training and the Arts within 14 days of any of the following events taking place:
  - a) Amendment or cancellation of the training contract
  - b) Temporary assignment of the training contract (that is, an arrangement for the apprentice or trainee to work temporarily with another employer and receive training in required competencies)
  - c) Sale or disposal of the business
  - d) Dissolution or change of a business partnership
  - e) If you believe that your apprentice or trainee is not making reasonable progress in the apprenticeship or traineeship
  - f) If you believe that your apprentice or trainee will not complete their training within the timeframe shown in the training plan.

The trainee must:

1. Observe the conditions of relevant employment agreement or award
2. Attend and perform work as directed by the employer
3. Behave in a courteous and professional manner
4. Obey all lawful commands
5. Not waste, damage or injure the property, goods or business of the employer
6. Work towards achieving the competencies of the training program
7. As instructed, undertake any training and assessment related to the training program
8. Acknowledge that all workplace instructions and any other material which comes into the trainee's possession as a result of the training remains the property of the employer (except entitlements as determined by the Vocational Education, Training and Employment Act 2000)
9. Acknowledge all information obtained from the employer and given in circumstances of confidence must be kept confidential and not to be used or given to any person without the express approval of the employer

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10. Keep your training record and produce the record when required
  11. If you are under 18, the parent or guardian who signed your training contract must ensure that these responsibilities are met.

For more information, you can contact Apprenticeships info 1800210210 and Training Queensland 1300369935

**The Training Contract is a legally binding document – all parties to the agreement need to read and understand the contract that they are entering.**

As your Registered Training Organisation, we are not a party to the contract. Our responsibility is to help the trainee develop the skills and competency through the course, to provide mentoring assistance where appropriate, and then monitor the Trainees/Apprenticeship and to provide assessment and certification at the end of the Trainees/Apprenticeship.

A copy of the Employer Guide and the Job Seeker Guide and the Rights and Responsibilities are attached. Additional information regarding Trainees/Apprenticeship can be acquired at [www.trainandemploy.qld.gov.au](http://www.trainandemploy.qld.gov.au)

Fact Sheets- [http://www.trainandemploy.qld.gov.au/partners/fact\\_sheets\\_and\\_resources/factsheets/index.html](http://www.trainandemploy.qld.gov.au/partners/fact_sheets_and_resources/factsheets/index.html)

DET - [www.DET.qld.gov.au](http://www.DET.qld.gov.au)

Forms- [http://www.trainandemploy.qld.gov.au/partners/fact\\_sheets\\_and\\_resources/forms/index.html](http://www.trainandemploy.qld.gov.au/partners/fact_sheets_and_resources/forms/index.html)

**How we provide the training for traineeships and apprenticeships**

Setting up the Trainees/Apprenticeship is easy. One of our trainers will visit your workplace and explain how the Traineeship/apprenticeship works and what paperwork needs to be filled in.

We will organize for the Training Contract to be completed and lodged with the appropriate government agencies if you haven't already organized this.

Once the Traineeship/apprenticeship has been activated, we will visit the trainee in the workplace and together with the employer and the trainee, we will create a structured training plan, which reflects the existing skills of the learner and any training, which needs to be completed. Each unit of competency will have an expected completion date. At this time we will explain Recognition and Credit Transfer options, which may be relevant for your trainee. If you believe you are eligible for Recognition, you will be required to apply for this at the development of your training plan or at any time during your traineeship/apprenticeship. We will also work out the Tuition Fees, which are charged for any Level III and Level V courses.

Training will be provided at your workplace. Our trainer will come in and visit your trainee on a regular basis. The training can be conducted in a quiet, uninterrupted area. As we work with the trainee through the units of competency, we will be encouraging them to ask questions and research information from within the workplace. When we complete the training plan with you, we will determine if the skills are carried out in the organization, if the resources are available for the training, which will do the training and when the training will be completed by. We want the traineeship/apprenticeship to reflect skills required in this job, but also we want the trainee to develop good underpinning knowledge that will help them to be more effective, able to think through problems and use a common sense approach to their jobs.

We will identify any workbooks required for the learning, and these will be supplied during the traineeship/apprenticeship. The trainee will be issued with a TRB, which stays in the workplace for the duration of the traineeship/Apprenticeship. The TRB will be signed off as the trainee/apprentice achieves competency in each unit of study. All assessments submitted are retained by ACCCO for 6 years. If you would like a marked assessment returned to you, please provide two copies of your assessment at the time of submission. One will be retained by ACCCO and the other returned to you. If you don't provide a second copy, ACCCO will provide you with a coversheet of assessment.

The Traineeship is usually completed over a 12-month period (or 2 years if part time). An Apprenticeship is usually completed over 2.5 years or longer if part time. Many Trainees/Apprentices who have good underpinning knowledge will be able to gain their skills in a shorter length of time. If you think you already have sound skills in any subject area, you can apply for Recognition. If you have completed the same unit previously, you can apply for Credit Transfer.

When the training is delivered, our trainer will work with the trainee on a one-on-one basis. During the training, we will encourage the trainee to make notes. The trainee will need to practice, do research in the workplace; complete written reports and various assessment activities as part of collecting the evidence of skills.

At the end of each quarter, we would like to have an informal meeting with the supervisor, trainee and ACCCO trainer. Of course, you are welcome to meet with us at any other time as well.

*If you have any unresolvable issues – please ring the Principal on 3257 1972 and a strategy will be implemented for a timely resolution (see Complaint Policy).*

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## Eligible Resource Assessment

The employer of an apprentice or trainee must provide, or arrange to provide the facilities, range of work, supervision and training required under the training plan agreed to with the supervising registered training organisation and the apprentice or trainee.

The supervising registered training organisation is required to assess the employer's training resources to ensure the provision of the facilities, range of work, supervision and training necessary to achieve the outcomes of the training plan for the apprentice or trainee.

If the employer is unable to provide or arrange to provide the training resources necessary to achieve the outcomes of the training plan, the supervising registered training organisation should not commit to the training plan and must advise the employer and department immediately.

## Supervision and training check

Minimum requirement for adequate training supervision is a designated qualified person (holding equivalent to or higher than the qualification under which the trainee/apprenticeship is completing) is required to be permanently employed at the same workplace as the apprentice or trainee and be predominantly employed during the same working hours as the apprentice or trainee.

The Facilities and Range of work, as well as Supervision and Training Check will be completed as a part of the Induction Process.

## Travel and Accommodation Allowance

The Department of Education and Training provides financial assistance to subsidise additional expenditure incurred by apprentices and trainees (other than school-based apprentices and trainees) who travel specified distances to attend off-the-job training, which is required to be undertaken by them in conjunction with their apprenticeship and traineeship training arrangements.

All apprentices and trainees registered in Queensland who have to travel more than 100 km return to attend off-the-job training are eligible to claim assistance. All apprentices and trainees who are residents in Queensland and continue their training while out of their trade or vocation may also be eligible to claim assistance. Apprentices and trainees who are undertaking a SCHOOL-BASED training program are **NOT** eligible to claim assistance from the Department of Education and Training. However, the Education Sectors (eg Education Queensland, Queensland Catholic Education Commission and the Association of Independent Schools of Queensland Inc.) will consider travel and accommodation claims by apprentices and trainees undertaking a school-based training program on a case by case basis. Applications can be obtained from the students' school.

The apprentice or trainee must be registered under the Vocational Education, Training and Employment Act 2000 or under a Federal award with the Federal Industrial Registrar.

### *Setting of Allowances*

1. The level of financial assistance will be as determined from time to time by the Minister.
2. Allowances are to be paid upon COMPLETION of the off-the-job attendance and must be verified by the relevant training provider.
3. Eligible apprentices and trainees may receive financial assistance for their travel to and from required off-the-job training and, where training is undertaken on a block release basis, for a daily accommodation allowance during that training.

For further information regarding Travel and Accommodation Allowance, please see the DET fact sheet No.173 found at [www.traininandemploy.qld.gov.au](http://www.traininandemploy.qld.gov.au).

## The Training Plan

The Training Plan (reviewed every 6 months) determines which units of competency you need to complete for your Trainees/Apprenticeship.

Our trainer will visit the workplace and create the training plan in consultation with both the trainee and the employer. It is important that all parties take the time to sit down and discuss all the issues. When we design the training plan, we will explain what each unit of competencies consists of, how it relates back to your workplace, how the assessment will be conducted, what evidence needs to be produced and when the unit should be completed by.

If you have completed any other courses or subjects and you would like to apply for credit transfer or recognition you should bring your documentation to this meeting. A certified copy of this document will need to be given to your trainer. The training plan will be copied and given to the trainer, the trainee and the employer. You will now use this as a guide so that you know which units to start working on.

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## Fee for Service Traineeships

Not all Trainees/Apprentices have their training funded by the State Government. There are circumstances where you may be eligible to become a Trainee/Apprentice, but there will be no training funding. In this instance, the employer needs to make a commitment to fund the training. A costing will be negotiated on an individual basis with ACCCO.

If you withdraw from the course, our Principal will review your debt and a fair and reasonable final fee will be negotiated. You will not have to pay for the entire course, however, you need to cover all of the expenses that we have incurred to date, providing you with the training, and this includes the text books which we have supplied as part of your learning material.

## User choice course Fees

*The majority of the course cost is covered by the Department of Education and Training. However, ACCCO is required to charge trainees/apprentices a prescribed fee decided by DET.*

ACCCO will invoice the student the amount required within 14 days of the sign up.

### 1. Tuition fees (2011) Traineeships/Apprenticeships

- (a) Tuition fees are a Participant's contribution to the cost of tuition.
- (b) ACCCO must Detail its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to participants.
- (c) ACCCO must retain evidence of tuition fees collected as well as evidence of Participants who have been deemed as totally or partially exempt from the payment of tuition fees.
- (d) Where a Participant does not commence a Unit of Competency, then ACCCO must reimburse the Participant for all tuition fees collected in relation to that Unit of Competency.
- (e) Where a Participant withdraws from a Unit of Competency after participating in learning activity, then a proportionate payment of the tuition fee must be reimbursed.
- (f) The tuition fee is calculated at \$1.50 per nominal hour for each Unit of Competency delivered
- (g) ACCCO must not charge Participants more than the tuition fee amounts contained in this Appendix except as required by the Department from time to time.

### 2. Partial exemption—tuition fees

ACCCO must not charge more than 40 per cent of the tuition fee where the Participant falls into one or more of the following exemption categories:

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

### 3. Acceptable evidence

- (a) The participant has not completed year 12 and was or will be under 17 at the end of February in the year in which the training is undertaken. Proof of age will be required.
- (b) The participant is completing a program of study that is considered by the director of the registered training organisation to be equivalent to year 11 or 12 and the Student was or will be under 18 at the end of February in the year in which the study is taken. Proof of age will be required.
- (c) Where a participant is in receipt of a pension or allowance through Centrelink, or the participant is a dependant of a person in receipt of a pension or allowance through Centrelink. Acceptable evidence of this would be a Health Care Card, a Pensioner Concession Card or a Seniors Health Card.
- (d) Where the participant is an Aboriginal or Torres Strait Islander person, self identification on the enrolment form is all that is required.

### 4. Student support services fees for Participants

- (a) Student support services include:
  - i) student counseling or job placement service;
  - ii) student security service;
  - iii) library service;
  - iv) student activities coordination service;
  - v) course information service;
  - vi) recreational facilities and activities service; and/or
  - vii) disability support service.

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- (b) The Supplier may charge a Participant a maximum of \$0.28 per maximum nominal hour for each Unit of Competency/Module for the purposes of the provision of student support services.
  - (c) The maximum student support services fee that can be charged by the Supplier in relation an individual Participant must not exceed \$200 in a Training Year.
  - (d) For the nominal vocational placement hours of a module/unit of competency, the support services fee can only be charged at a rate of 25% of the full support services fee.
  - (e) This student support services fee can only be charged if these facilities exist and can be used by the participants. The Department will not pay the registered training organisation any amount towards the provision of these services.

#### **5. Fee exemption on grounds of extreme hardship or other special circumstances**

- a) Where payment of the tuition fee and/or a student services fee would cause the Student extreme financial hardship, then the registered training organisation may exempt the Student from these fees.
- b) The exemption process should be in place at the time of the Student's enrolment.
- c) The registered training organisation must have a reasonable internal process to manage an appeal from a Student about the outcome of the Student's application under financial hardship.

#### **Mentoring and support**

If a major problem is identified in the workplace, we can help you contact the Training Support Officers of DET. Senior Training Support Consultants from DET are available for mediation, conflict management, crisis intervention, counselling, and referral to relevant services. They can help you negotiate and manage any conflict in your training environment.

#### **Feedback**

Your feedback is really important to us! We really appreciate input from students/trainees/apprentices and employers so that we can constantly evaluate and improve our services to you.

**Informal feedback** in writing can be emailed to us at [info@accco.com.au](mailto:info@accco.com.au) or sent to:

ACCCO, PO BOX 1108, FORTITUDE VALLEY QLD 4006

If you appreciate the extra effort that a trainer has given you, jot us a line, we keep all of our letters in a folder. If you are concerned about something, then again, we encourage you to send us a short note, so that we can rectify the issue. We take notice of everything people tell us.

**Formal feedback** a client evaluation is collected from you at the completion of our service. Please take the time to complete this form.

We appreciate the time taken to complete our evaluation survey forms.

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## Early Childhood Resources, Organisations, Standards and Legislation

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A list of references is found on the ACCCO website under the 'Student Resources' section. To access this information, you will need to become a member of the ACCCO website. All students have access to the additional student features on the website so please send an email to [web.admin@accco.com.au](mailto:web.admin@accco.com.au) as directed after you have joined the website community. If you are unable to access the internet, please contact your trainer or the ACCCO office to be sent a copy of this list.

The following standards and legislation applies to people working with children. It is good for all students to be familiar with the implications of these. Links to websites have been provided, or documents are available in the ACCCO library.

### Commonwealth

- **National Childcare Accreditation Council - Quality Assurance** ([www.ncac.gov.au](http://www.ncac.gov.au)): NCAC's vision is quality child care experiences for all children enrolled in child care services in Australia. Their mission is to work in partnership with families, services, government and other key stakeholders to facilitate and support continuous improvement to the quality of child care provided for children in Australia. The National Childcare Accreditation Council implements the following systems:
  - Quality Improvement and Accreditation System - Long Day Care;
  - Family Day Care Quality Assurance (FDCQA); and
  - Out of School Hours Care Quality Assurance (OSHCQA).
- **Child Care Act 1972** ([www.comlaw.gov.au](http://www.comlaw.gov.au)): This Act provides for assistance by the Commonwealth in respect of places where children all or the majority of whom are under school age may be cared for, in respect of the development of such places and in respect of research in connection with the care of children, and for related purposes.
- **Australian Childhood Immunisation Register** (<http://www1.hic.gov.au/general/acircirghome>): The Australian Childhood Immunisation Register (Immunisation Register) was developed in response to a decline in childhood immunisation in Australia and the alarming increase in preventable childhood diseases. The Immunisation Register records details of vaccinations given to children under the age of seven who live in Australia, helping Australian parents to ensure that their children grow up healthy and are fully immunised. Health professionals also use the Immunisation Register to monitor immunisation coverage levels, service delivery and disease outbreaks.
- **New Tax System (Family Assistance) (Administration) Act 1999** (<http://www.comlaw.gov.au>): This Act provides for the implementation of A New Tax System by providing assistance to families, and for related purposes..
- **A New Tax System (Family Assistance and Related Measures) Act 2000** (<http://www.comlaw.gov.au>): This Act is to amend legislation providing for assistance to families, and for related purposes. Students and child care services may be particular interested in schedule 5 and 6 of this.
- **Family Law Reform Act 1995** (<http://www.comlaw.gov.au>): This legislation provides an outline of issues relating to the care, custody and access to children.
- **Priority of Access Guidelines** ([http://www.facs.gov.au/internet/facsinternet.nsf/childcare/families-priority\\_of\\_access.htm](http://www.facs.gov.au/internet/facsinternet.nsf/childcare/families-priority_of_access.htm)): The Priority of Access Guidelines are primarily referred to when a service has a large waiting list and a number of parents competing for a limited number of vacant places.
- **Australian Quality Training Framework** ([http://www.dest.gov.au/sectors/training\\_skills/policy\\_issues\\_reviews/key\\_issues/nts/aqtf/](http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/aqtf/)): The Australian Quality Training Framework (AQTF) provides the basis for Australia's nationally consistent, high quality vocational education and training system.
- **National Health and Medical Research Council** (<http://www.nhmrc.gov.au/publications/synopses/ch43syn.htm>): This council provides appropriate publications to protect health in children's services. These documents include 'Staying Healthy in Child Care' which is a vital resource when working with children.

### State

- **Queensland Childcare Act 2002 and Childcare Regulations 2003** ([www.legislation.qld.gov.au/](http://www.legislation.qld.gov.au/)): These documents govern the licensing and operation of childcare services in Queensland.
- **Food Act 2006** (<http://www.legislation.qld.gov.au/>): This legislation covers the provision of food to others and needs to be consulted regarding the provision of food in children's services
- **Health (Drugs and Poisons) Regulations 1996** (<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/H/HealDrAPoR96.pdf>): Several sections of this legislation apply to giving medication to children in children's services. It's aim is to provide safe administration and supply of drugs and poisons.
- **Vocational Education, Training and Employment Act 2000** ([www.legislation.qld.gov.au/](http://www.legislation.qld.gov.au/)): This legislation covers the implications of Vocational Education, Training and Employment in Queensland. Its aim is to support quality education, training and employment.
- **Workplace Health and Safety Act 1995** (<http://www.legislation.qld.gov.au/>): This legislation covers the requirements for workplace health and safety in Queensland. This includes the requirements for childcare services in to keep it's employees healthy and safe while at work

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- **Commission for Children and Young People Act 2000** ([www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)): This legislation supports the safety and protection of children. In Qld, all persons working with children are required to have a Working with Children check (Blue Card). This legislation covers the implications of this.
  - **Industrial Relations Act 1999** ([www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)): This legislation covers a wide range of industrial relations issues. While this is a lengthy document, it is valuable in terms of advising appropriate industrial relations issues.
  - **Child Care Award 2006** (<http://www.wageline.qld.gov.au/awardsacts/awardTree.jsp?store=Awards&id=C0600>): This award covers wages and conditions of child care workers in Queensland.

#### **DET Offices**

##### **Employment Initiatives - Head Office**

Level 1, Education House, 30 Mary St, Brisbane Qld 4000 or LMB 527 Brisbane Qld 4001  
Telephone: 1300 369 925 Facsimile: (07) 3225 2011

##### **Training - Head Office**

Level 4, Education House, 30 Mary St, Brisbane Qld 4000 or LMB 527 Brisbane Qld 4001,  
Telephone: 1300 369 935 Facsimile: (07) 3237 9774

For additional contact information, consult the following website

[http://www.trainandemploy.qld.gov.au/partners/about\\_us/contact/index.html](http://www.trainandemploy.qld.gov.au/partners/about_us/contact/index.html)

## Contact details



 <b>College Telephone</b>	<b>(07) 3257 1972</b>
 Fax:	(07) 3257 1872
 Outside of Brisbane	1300 139 406 (Cost of Local Call)
 Course Coordinator	Narelle Cossettini ph: 0411 742 232
 E-mail:	info@accco.com.au
 Web site	www.accco.com.au
 Postal Address:	PO Box 1108, Fortitude Valley QLD 4006

### Staff Contact Details












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 Karen Dowell	Human Resources	karen.dowell@accco.com.au	07 3257 1972







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