

**COMMUNITY
CHILD CARE
CO-OPERATIVE**
LTD. (NSW)

Registered Training Organisation (RTO)



Student Handbook

**Community Child Care
Co-operative Ltd (NSW)**

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Introduction

This handbook provides students with information on Community Child Care Co-operative products, services, policies and procedures prior to enrolment so an informed decision can be made to enrol with our organisation.

Community Child Care Co-operative (CCCC) is a not-for-profit organisation established in 1978 to promote, support and advocate for quality children's services, meeting the needs of children, their families and the community.

Community Child Care Co-operative is a nationally recognised training organisation providing training, assessment and qualifications services for its clients, staff and members of the public. Community Child Care Co-operative is registered with the Australian Skills Quality Authority (AQSA). Our National Training Information Service (NTIS) Number is 90842.

To view the Vision, Mission, Values and Key Goals Policy please visit our website

www.ccccnsw.org.au

Community Child Care Co-operative maintains a quality control system comprising of an AQTF manual containing policies, procedures and related forms. Community Child Care Co-operative has established an internal audit process for periodic self-assessment of its systems and procedures. Client feedback is actively sought, with feedback documented and discussed, the needs assessed and changes implemented. We are committed to continual improvement of our training, assessment and administrative processes.



Qualifications Offered

CHC30708 Certificate III in Children's Services

The Certificate III is aimed at those wishing to commence a career in the early childhood profession or who are currently employed as untrained workers who wish to gain qualifications or be recognised for their knowledge and experience. It is a prerequisite for undertaking the Diploma.

CHC50908 Diploma of Children's Services (Early Childhood Education & Care)

The Diploma is the next step for graduates of the Certificate III qualification. Clients at this level often have responsibility for planning & implementing and managing programs in children's services. This may include the supervision of other staff.

BSB51107 Diploma of Management

This qualification is aimed at owners, managers, directors and supervisors who maintain or would like to gain management positions. Topics covered include budgets, recruitment and retention of staff, performance management, balancing work priorities and OHS.

BSB40407 Certificate IV in Small Business Management

This qualification is for people who own or operate a small business. It will provide skills and knowledge required to manage the organisation, such as business planning, marketing, finances, operations and staffing.

BSB40807 Front Line Management

This course is for people who work in a team leader, supervisory or front desk position. Topics include leadership, mentoring and customer services.

TAE40110 Certificate IV in Training and Assessment

This qualification is required by those wishing to train and assess others in a formal learning environment. If you would like to train adult learners, this qualification will provide necessary skills and knowledge. Topics covered include: Learning Design, Delivery, Assessment and Learning.

Individual Units

Any of the units from the listed qualifications can be studied as individual units. In addition Community Child Care Co-operative recommends:

Cook's Qualifications

Under the Children's Services Regulation 2004, cooks in children's services must have recognised training in food safety, nutrition, and menu planning. We offer course to meet these requirements. These are: **HLTFS207B Follow Basic Food Safety Practices** (for Food Safety) and **HLTNA302B Plan and Evaluate Meals and Menus to Meet Recommended Dietary Guidelines** (for Menu Planning and Nutrition).

Child Protection - Identify and Respond to Young People at Risk (CHCCHILD401A)

This unit is required for those wishing to become Authorised Supervisors and includes up to date information about 'Keep them Safe'.

Upgrade Programs

We offer upgrade programs from previous to current qualifications. Please contact Community Child Care Co-operative for more information.



Study Options

Distance Study

All of our qualifications and individual units are available to commence study at time via distance education. Learner Guides and the relevant assessments will be emailed or posted to you.

Nationally Registered Training Workshops

We organise workshops throughout each year for various qualifications and units. The events are advertised on our website, newsletters or email notifications. Sign up to Community Child Care Co-operative's email newsletter 'Shortside' at www.cccnsw.org.au

Traineeships

Traineeships are available for eligible students. Government incentives may cover part or all of a qualification. Traineeships include new entrant (new employees) and existing workers (employed by an organisation for over three months).

All courses are Nationally Recognised Training

Nationally Recognised Training is based on Australian Competency Standards. These standards are nationally agreed industry statements which describe the workplace outcomes for a given competency level (e.g. Certificate III), which industry recognises as appropriate for competent performance. Competency standards reflect the specific knowledge and skill and their application to the standard of performance required in employment. To be awarded a qualification, participants must undertake specific assessment tasks.

Support Available

Our RTO provides individualised support to each of our students. While enquiring or studying with us, you can reach us through phone, email or fax or by visiting our office in Marrickville. Our contact details are included at this end of this Handbook. Our RTO also offers support via webinar technology.



Enrolment Process

All students will be recruited in an ethical and responsible manner. Our equity and access policy ensures that client selection decisions comply with equal opportunity legislation, AQTF standards and State/Territory legislative requirements.

1. Clients must complete an enrolment form and return it to Community Child Care Co-operative together with payment, a photocopy of their driver's licence or passport and, if credit transfer is sought, photocopies of any transcripts that the student may have. Payment schedules are available. This can be discussed with Community Child Care Co-operative on enrolment.

PLEASE NOTE: Photocopies of identification documents, certificates or transcripts must be **certified** by a **Justice of Peace**.

2. Once the enrolment is processed, the student will receive a package by mail which includes learning and assessment materials for the relevant unit, an assessment cover sheet and a copy of the tax invoice. Students will be notified who will be their assessor. Processing of enrolment can take up to **14 working days**.
3. When assessment tasks have been completed, the documents will need to be addressed to the Community Child Care Co-operative (Registered Training Organisation) and can be submitted by mail, fax or email.

PLEASE NOTE that once Community Child Care Co-operative receives the student's assessment task, marking time can be up to **six** weeks. In the case of RPL, the duration of the marking process varies depending on the client's individual circumstances. If the assessor requires further information they will contact the student.

4. Once the client is deemed competent and full payment has been received, the relevant Statement of Attainment or Qualification will be sent out to the client.

For students studying a full qualification, a **login and password** will be provided. These details can then be used to access personal details and progress via our online system.

Criminal history check

If you are enrolled in children's services qualifications and not currently working in the industry you are required to complete a Working with Children Check before attending a practicum. Please contact Community Child Care Co-operative for further information.



Fees and Refunds

The cost of training and inclusions are outlined in Community Child Care Co-operative's course brochures.

A complete Fee Schedule is available at www.ccccsw.org.au

The course is non refundable, except where an applicant does not satisfy the enrolment criteria, in which case it will be refunded in full. If a client is accepted by Community Child Care Co-operative RTO and then elects not to participate in the program then the enrolment fee is non refundable. Refunds may be given in the following circumstances:

- If a refund is requested before the course information is sent to the client.
- If the modules are returned in perfect condition and no assessment tasks have been undertaken.

All requests will be considered and a decision will be made in consultation with the RTO Co-ordinator and processed within 2 weeks.

To view the *Fees Schedule and Refund Policy* please go to www.ccccsw.org.au

Access and Equity, Literacy, Numeracy and Clients with Special Needs

Community Child Care Co-operative will monitor the needs of client's language, literacy and numeracy skills through the enrolment form and assessment process.

In addition, when the first assessment is received (for a qualification course or ongoing units towards a qualification), a *Language, Literacy & Numeracy (LL&N) Assessment Form* is completed by the Assessor to determine and act on identified language, literacy and numeracy needs.

When developing, adapting or delivering training and/or assessment services to meet language literacy and numeracy needs, Community Child Care Co-operative will ensure that:

- the learning capacity of the student is further developed, and
- all new materials comply with the essential requirements for workplace performance specified in the relevant units of competency or full qualification for an accredited course.

The *Access and Equity and Clients with Special Needs Policy* can be viewed on request



Recognition of Prior Learning (RPL)/ Recognition of Current Competence (RCC)

Community Child Care Co-operative aims to give students maximum advantage from previous studies and experience so that progress in their current studies is expedited.

RPL is a process which recognises the relevant skills and knowledge that clients have already gained from other courses, life experience or training provided at work.

The RPL process only applies to accredited courses and students need to be enrolled in a course when they apply for RPL. RPL can only be given for a whole qualification or individual unit. Students who apply for RPL will be given sufficient information about course content and outcomes to properly identify areas that match their skills and experience.

All assessment of RCC applications will be reviewed by no less than two staff that are qualified to conduct the assessment. From time to time or when deemed necessary, Community Child Care Co-operative reserves the right to invite a subject matter expert as part of an assessment process.

A comprehensive *Recognition of Prior Learning Guide for Applicants Handbook* is available to students who wish to undertake RPL/RCC process. Please email training@cccnsw.org.au for a copy.

Mutual Recognition

Community Child Care Co-operative will accept and mutually recognise the Qualifications and Statements of Attainment awarded by any other Registered Training Organisation (RTO).

A student applying for Credit Transfer for an accredited course based on awards issued by other RTOs must submit, with an application, a certificate issued by the RTO which carries the logo and provider number of the RTO. The certificate must:

- include the nationally recognised training logo for any nationally accredited course
- identify units of competency or the national course code
- carry an authorised signatory of the RTO
- carry the date of course completion.

If a student has not yet received the course certificate but has completed the course, evidence of statement of results and course completion certificate must be submitted.

All photocopies must be certified by a Justice of Peace.



Assessment Guidelines

Community Child Care Co-operative will ensure all assessments comply with the Assessment Guidelines included in the applicable nationally endorsed training package or the assessment requirements specified in accredited courses before awarding a Statement of Attainment or Qualification.

Both the training and assessment are competency based. This means that the training concentrates on helping clients to develop the skills and knowledge needed to perform effectively in the workplace. For this reason, no grades are given. Clients are assessed as:

C Competent

or

NYC Not Yet Competent

Assessment methods vary and could include:

- Group work
- Class presentations
- Written assignments
- Practical in-class demonstration
- Oral and/or written questioning
- Role play
- On-the-job practical tasks
- On-the-job assessment by workplace supervisor

When face-to-face training occurs students are expected to attend no less than 80% of scheduled classes. This includes attendance for at least 80% of each individual competency. This requirement is important as the trainer will be conducting many assessments based on contribution to classroom based activities. Community Child Care Co-operative may request a medical certificate if classes are missed due to illness.

Learning and assessment materials can be customised to best suit a student's needs. Community Child Care Co-operative is committed to offering flexible learning and assessment procedures to provide the optimum training experience for students.

Our Assessment Policy can be viewed on request.

Community Child Care Co-operative will issue qualifications and/or Statements of Attainment only to students who satisfactorily complete the requirements of the accredited courses/endorsed training packages within the scope of registration.

For more information on assessment guidelines for individual courses; please consult individual course overviews. Please email training@cccns.org.au to request copies.

Community Child Care Co-operative training adheres to the requirements for the use of the nationally recognised 'Training' Logo (ANTA) and the Australian Skills Quality Authority (AQSA) as set out in the conditions of use; this is reflected in our *Logo Policy*.

The Logo Policy and Issuing Qualifications Policy can be viewed on request.



Student Membership

Community Child Care Co-operative offers a student membership to the organisation. A student enrolled with the Community Child Care Co-operative Registered Training Organisation (RTO) in a full qualification is eligible for the reduced rate of membership.

Please contact Community Child Care Co-operative on (02) 8922 6444 for more information on student and general membership.

Responsibilities of Students

ON COMPLETION OF THE ENROLMENT FORM, CLIENTS AGREE TO:

- undertake a program
- be punctual
- observe OHS guidelines
- respect their peers and Community Child Care Co-operative staff
- abide by Community Child Care Co-operative policies, procedures and work instructions

UPON ENROLMENT CLIENTS ARE ENTITLED TO:

- learn in an environment free from discrimination
- privacy in regard to information regarding attendance and results
- be informed about assessment procedures and program/Community Child Care Co-operative expectations
- well prepared, professionally delivered, accredited programs and courses.

Our Client Policy can be viewed in full on request.



Responsibilities of Community Child Care Co-operative to Students

ON COMPLETION OF THE ENROLMENT FORM, COMMUNITY CHILD CARE CO-OPERATIVE AGREES TO:

1. Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
2. Maintain confidentiality of all clients' records.
3. Ensure that a current copy of the accredited course curriculum/endorsed training package and information regarding the program of study, learning resources and appropriate support services are available to students.
4. Ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed training package and, where appropriate, the state or national guidelines for customising courses.
5. Ensure that teachers and trainers have:
 - demonstrated competencies at least to the level of those being delivered
 - demonstrated achievement of at least a **TAA04 Certificate IV in Assessment & Workplace Training** or **TAE40110 Certificate IV in Training and Assessment** or their equivalent, and
 - industry experience that is current and relevant to the particular courses/training packages or modules/units of competence that they are involved in delivering.
6. Ensure that responsibility for the management of Recognition of Prior Learning applications and assessments is clearly identified and undertaken by a person or persons with relevant expertise.
7. Ensure that responsibility for the management and co-ordination of training delivery, assessment, staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Our Assessor Qualifications Requirements Policy can be viewed in full on request.



Student Records

Community Child Care Co-operative is required to collect personal information about you with your consent. Community Child Care Co-operative keeps all records of your assessments stored confidentially.

State and Federal Training Authorities will use the information gathered for statistical and reporting purposes.

Student competency results will be held for a period of thirty years for the re-issuance of credentials within this period.

Individual students can have access to their competency results by contacting Community Child Care Co-operative or by using the student login if applicable.

If a replacement *Statement of Attainment* or full qualification certificate is required please email training@cccnsw.org.au with your name, student number and details of the course. The replacement will be mailed to you within 10 working days. The fee for the replacement of a *Certificate* or *Statement of Attainment* is included in the fee schedule available on the Community Child Care Co-operative website.

Occupational Health & Safety

Community Child Care Co-operative is committed to providing and maintaining a safe and healthy workplace for all staff, clients, sub-contractors and visitors according to the provisions of relevant legislation, regulations, codes of practice, advisory standards and/or Australian Standards.

This policy is written to comply with all relevant legislation including:

- Occupational Health and Safety Act 2000
- OHS Regulation 2001
- The Workers Compensation Act 1987
- Children and Young Person Act 1998 and Children's Services Regulations

The *OHS Policy* can be viewed in full on request.



Code of Practice

Community Child Care Co-operative, as a Registered Training Organisation (RTO), agrees to operate within the Principles and Standards of the Australian Qualification Training Framework (AQTF). This includes a commitment to recognising the training qualifications issued by other Registered Training Organisations (RTOs).

**Community Child Care Co-operative has a *Code of Practice*.
This can be viewed on request.**

Academic Misconduct

Community Child Care Co-operative reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct, such as, plagiarism, cheating, or collusion.

Plagiarism is defined as presenting another person's work as the student's own without acknowledging the source.

Community Child Care Co-operative also reserves the right to ask a client to leave a face-to face training session if dysfunctional or disruptive behavior is displayed.

The *Academic Misconduct & Disciplinary Policy* can be viewed on request



Complaints and Appeals Process

Community Child Care Co-operative procedures for handling complaints are based on confidentiality, impartiality, procedural fairness, protection from victimisation and prompt resolution.

Community Child Care Co-operative will take up matters of client dissatisfaction with training courses or the outcome of assessments. Any grievance brought to the attention of the assessor or Community Child Care Co-operative will be investigated and determined in consultation with the aggrieved person within 14 working days.

All students who would like to appeal will be provided with a copy of the *Student Assessment Appeal Policy and Procedure* document to ensure:

- all disputes or grievances are handled professionally and confidentially in order to achieve a speedy resolution
- all parties have an understanding of the steps involved in the appeals procedure
- students have access to external authorities if required.

PROCEDURE

1. A student should raise any concerns regarding assessment or course provision firstly with the assessing assessor.
2. If not satisfied with the outcome then the appeal must be put in writing and submitted to Community Child Care Co-operative. Forms are available on request, please email training@cccensw.org.au.
3. Notification of receipt of appeal will be forwarded to the applicant.
4. The Program Coordinator will consult the assessing trainer and consider if the evidence relating to the assessment sufficiently (or otherwise) meets the unit's competency.
5. Applicants will be notified in writing as to the outcome.
6. Any queries regarding the outcome and/or procedure should be directed to the Community Child Care Co-operative.
7. If still not satisfied with the outcome the applicant can contact the RTO Manager, who will investigate the matter.
8. After all the procedural steps have been taken and the applicant is still dissatisfied students may direct their grievance to the Office of Tertiary Training and Education.

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

The Appeals Policy & Complaints Handling Policy can be viewed on request



Other Training

Community Child Care Co-operative provides training to meet the needs of individual services across NSW.

We can tailor training to the specific needs of your service in your local area. Training can be provided at your service or a venue of your choice. Training sessions can be held during work hours in the evening or on weekends. Training is available on a fee-for-service basis at reasonable prices.

For more information email training@cccncsw.org.au or phone 02 8922 6444

We can tailor training to the specific needs of your service in your local area. Training can be provided at your service or a venue of your choice.

Community Child Care Co-operative also provides training under the banner of **Children's Services Central**.

These training sessions are held in regional and metropolitan centres throughout NSW and are advertised in **Children's Services Central Calendar**. This training is funded by the Australian government and therefore is provided to Australian Government funded services at a low cost, services are welcome to participate at standard rates.

For more information go to www.cscentral.org.au or phone 1800 157 818.



Legislation

Community Child Care Co-operative operates under the following relevant Legislation:

- Employment Protection Act 1982
- Long Service Leave Act 1955 No 38
- Long Service Leave Regulation 2005
- Industrial Relations Act 1996 No 17
- Industrial Relations Amendment Act 2006 No 1
- Occupational Health and Safety Act 2000 No 40
- Occupational Health and Safety Regulation 2001
- Children's Services Regulation 2004
- Allocation of the Administration of Acts 2006
- Children and Young Persons (Care and Protection - Child Employment) Regulation 2005
- Workers Compensation Act 1987 No 70
- Workers Compensation Amendment (Insurance Reform) Act 2003 No 81
- Workplace Injury Management and Workers Compensation Act 1998 No 86
- Workplace Injury Management and Workers Compensation Regulation 2002
- Apprenticeship and Traineeship Act 2001 No 80
- Apprenticeship and Traineeship Regulation 2005
- Anti-Discrimination Act 1977 No 48
- Anti-Discrimination Regulation 2009
- Privacy and Personal Information Protection Act 1998 No 133
- Annual Holidays Act 1944 No 31
- Annual Holidays Regulation 2005
- Community Services (Complaints, Reviews and Monitoring) Act 1993 No 2

This legislation can be accessed on www.legislation.nsw.gov.au or contact Community Child Care Co-operative for further information.

Other Policies

Other policies available on request are:

- Equal Opportunity Policy
- Code of Ethics Policy
- Privacy Policy
- Research & Data Collection Policy

Contact Details

Hut 21 142 Addison Road Marrickville NSW 2204

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Fax: **02 8922 6445**

Email: **training@cccnsw.org.au**

Web: **www.cccnsw.org.au**