

STUDENT INFORMATION BOOK

Children's Services 2012



Acknowledgements

This Student Handbook is part of a set of materials used for Student Orientation as part of the Enrolment Package produced by Rowe Training and Consulting.

National Provider Number 70054

Nationally Recognised Training Organisation

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WELCOME



Welcome to Rowe Training & Consulting, this book outlines our children's services courses which are delivered in a supportive, conducive and friendly atmosphere.

You will be assigned a Trainer/Mentor through the enrolment process, she will be your support person who will guide you through the course to reach your goal and gain a qualification.

Please ensure you access our Code of Practice, Fees Charges and Refunds Policy and Complaints/Grievances Procedure and further information on how we operate through our Website.

www.rowetraining.com.au

Enjoy your course and welcome!

Debbie Rowe
Managing Director
Rowe Training & Consulting

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ABOUT ROWE TRAINING & CONSULTING

Debbie Rowe and trainers have been working within the community services industry in the Territory for approximately 20 years and we have quickly gained a reputation for delivering quality nationally recognised children's services training since becoming a Registered Training Organisation in 2007. Courses are offered to meet the needs of you, the client, drawing on relevant current examples, our courses are aimed at people already employed in the industry. The class sizes are small and we pride ourselves in getting to know all our students and being able to provide them with personal learning support and mentoring throughout their training.

At Rowe Training our aim is "To engage in partnerships supporting students and organisations in reaching their full potential".

We ensure we keep abreast of best practices in training and in children's services. Our business practices being one of continuous improvement, information is constantly changing please refer to our website for all information regarding policies and procedures. Including our 'Code of Practice'.

STUDENT SERVICES

Student Administration

Ongoing support is available. Administration is available Monday to Friday from 9am – 5pm to assist you with any enrolment enquiries and student administration requirements. Administration can support you with the following:

1. Enrolment information
2. Access to Student Log Ins/ Password changes etc
3. Time tables/Face to Face Class Schedule
4. Training Venue Information
5. Student Fees & Charges
6. Assistance with course suspensions/withdrawals
7. Training Progress Reports
8. List of units enrolled in
9. Personal Student Records/updating/changes
10. Training Policies and Procedures

Student Support – Course Facilitator

All course facilitators are enthusiastic, highly qualified early childhood trainers and mentors their role is to support you to achieve your best. They draw on their current skills and knowledge of changing practices to ensure you have an effective learning experience.

Course facilitators are available for learning queries and to support you through the following:

1. Orientation to course
2. Development of Training Plan
3. Assessment or Learning Queries Email/Phone
4. Workplace Mentoring/ on site visits with student and supervisors
5. Regular reviews to ensure you are progressing as per your Training Plan
6. Completion of RPL

Rowe Training and Consulting values feedback on the quality of training provided. During your training program trainers will ask students to complete a training evaluation form about training sessions and activities this is the time to let us know what's working and what could be improved. Feel free to provide feedback anytime through the Website, (if you wish this can be anonymous). Trainers will also visit you on site at your Service where you are employed. These visits will give you access to a one on one with trainer, if required.

Students are responsible for arranging times for visits that are suitable to both parties.

Trainers will also visit to confer with your workplace supervisor about the progress of the on the job training and their observation of your work performance. At this time they will also collect any workplace documentation required for the course. Apprentices/trainee's workplace supervisor will be kept up to date about your progress through the course, and any further support required. Rowe Training & Consulting will assist in arrangements with employers and supervisors to ensure workplace visits are performed successfully.

Training Sites

Rowe Training in meeting students' needs allocates a number of different training sites.

These training sites are fully resourced with access to computers and internet access.

Complaints or Grievance

If you have a complaint or grievance, we will listen. We aim to deal with any complaint and/or grievance in an effective and timely manner. You should know that if you have a complaint or grievance:

- We will take your complaint/grievance seriously, and will record the details, actions taken and the outcome in writing
- We will provide a staff member who has not been involved in the grievance to review the complaint/grievance
- You may have an independent person attend any meetings with you to act as a support person, or your advocate
- You will have the opportunity to formally present your case
- You will receive a letter from us detailing the outcome of your
- Complaint/grievance and any reasons for the decisions we have made about it.

More information will be provided to you about complaints or grievances on the first day of your course and you can check the website for feedback and grievance policy and procedure.

OUR COURSES

Are you currently working in a Child Care Centre and need to obtain a qualification?

We offer a fun filled course that has a focus on – on the job training. We recognise and value workplace evidence. You may wish to complete our newly developed Self-Assessment Tool which will give you an idea of how your current skills and knowledge map across to units of competency in the Community Services Training package. This will also assist us on developing an individual Training Plan for you. The training plan maps out what units of competency you will complete towards gaining your qualification. It also outlines your plan for providing evidence or completing assessment, the different types of evidence and assessment methods used include:

- On the job assessment – Workplace observation or demonstration
- Third party evidence – Workplace supervisor's reports and evidence
- Questioning and Scenarios – Completed through interview, online or as class activity
- Written Assessment Program – Schedule of written assessment tasks, available online.

GRADING

Final assessment items are marked "C" (Competent) or "NYC" (Not Yet Competent).

If one of your assessments is marked as Insufficient, your Training Facilitator will provide you with information on reassessment opportunities. This will be noted in the assessment feedback process online.

For trainees, the assessments and due dates will be negotiated and recorded when we develop the Training Plan. Failure to achieve competency will result in further negotiation with you, your workplace supervisor and Rowe Training, which will be documented on your Training Plan. If you are finding it difficult to complete your assessments please speak to your Training Facilitator or the Managing Director Debbie Rowe.



C	=	Competent
NYC	=	Not Yet Competent
Sufficient	=	Competent in this part of the assessment task. Additional assessment/s ie on the job assessments <u>are required</u> to receive full competency.
Insufficient	=	You have not met the criteria for this part of the assessment.

SUBMITTING ASSESSMENTS

Assessment tasks should be submitted online. In Moodle “the eLearning management system” Each section of the course has a space to submit assessments. Your training facilitator will demonstrate submitting an assessment with you after enrolment. Please note if you are having any difficulties with submission or accessing your course online contact administration (see contacts on page 4) who will be able to support you with the process or give you an alternative option.

Your assessment submissions must be computer processed in electronic format. No handwritten assessments will be accepted.

If for some reason you are without access to a computer or the internet please advise your Training Facilitator or Administration.

If your assessment has been submitted Online you will note a response “ assessment submitted successfully”.

Assessments are often completed in conjunction with other students; please note that each student should submit an original answer to assessment tasks, those students submitting the same work will not be accepted. Students need to be aware of copyright and plagiarism.



ON COMPLETION

Partial completion

Issue of Statements of Attainment

Statements of Attainment are issued for partial completion of a qualification within 21 days of withdrawal from the course. Statement of Attainment will not be released if there are outstanding fees to be paid. The exception is for trainees and apprentices who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

To apply for a Statement of Attainment to be reissued, students must make a request in writing to Administration.

This request must contain the following information:

- Student Name and Number
- Course Name and Course Code
- Date started and completion date of the course
- Mailing Address and contact telephone number
- Cheque, money order or proof of direct deposit details to effect a payment of \$50

Please allow 30 days for processing.

Full Completion

The Qualification parchment and a Statement of Results will be sent within 21 days of course completion, providing all relevant fees are **paid**. The exception is of trainees and apprentices who will receive their Statements of Results within 21 days of completion of their course, irrespective of fee status.

To apply for a Parchment or Statement of Results to be reissued, students must make a request in writing with the information as above.

CHC30708 CERTIFICATE III IN CHILDREN'S SERVICES

The Certificate III in Children's Services is recognised as the National industry standard qualification for entry as a Childcare educator. Typical work outcomes would include you working in a Childcare service either in Long Day Care, Family Day Care or Outside School Hours Care. The units offered by Rowe Training & Consulting are listed on the following page. You will note that there are 11 core and 4 elective units. You must complete all core and elective units successfully to achieve the qualification. To gain the qualification you will have to complete HLTF301C Apply First Aid which is a core unit with another RTO (St Johns or Red Cross) and present a statement of attainment for this unit to your trainer at Rowe Training & Consulting.

Upon successful completion of all of the 15 units, you will receive your qualification.

As students are already working in Children's Services, most have already completed their First Aid training to meet employer's requirements. You will then just need to provide proof of this to your training facilitator at Rowe Training & Consulting.

Rowe Training & Consulting's Certificate III in Children's Services delivery is aimed at those students working in Child Care taking up a Traineeship. Under the Traineeship arrangement with the Australian Apprenticeship Centre, much of the trainee's learning is on the job. Students must also attend day class sessions on Saturdays (9.00am to 3pm) to substantiate work based learning which are scheduled according to demand, in takes throughout the year are continuous. As a small RTO we try to be flexible and meet students and employers needs. To enrol in the Certificate III, it is envisaged that all students will hold Year 10 level passes or equivalent, please enquire with your training supervisor on enrolment if you have not passed Year 10 as you may require learner support.

You can enrol at anytime during the year and start your traineeship immediately.

The Units of competency are clustered holistically and mapped across to the job role, enabling a streamlined delivery of the Certificate III in Children's Services qualifications.

The following table outlines the clustering of units. The Course takes on average 9 months to complete but as we pride ourselves on meeting students needs we build in the flexibility so some students may complete the course earlier in 6 months and others may take 12 months.



Certificate III in Children's Services Program

KEY PERFORMANCE AREAS		Units of Competency	
Organisational Requirements Covering legal and organisational obligations and responsibilities. Other guidelines which impact on carer's obligations and responsibilities, communication and teamwork. Including Quality Assurance and Licensing.	Core	CHCCS400B	Work within a relevant legal and ethical framework
	Core	CHCCHILD401A	Identify and respond to children and young people at risk of harm
	Elective	CHCORG303B	Participate effectively in the work environment
	Elective	HLHIR403C	Work effectively with culturally diverse clients and co-workers
Providing a healthy and safe environment Best practice related to providing environments, safety, health and well-being of children.	Core	CHCCN301B	Ensure the health and safety of children
	Core	HLTOHS300B	Contribute to OH&S Processes
	Core	CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner
Provide for children's developmental needs	Core	CHCFC301A	Support the development of children
	Core	CHCIC301E	Interact effectively with children
	Core	CHCPR303D	Develop an understanding of children's interests and developmental needs
	Elective	CHCCHILD301A	Support behaviour of children and young people

Play and Learning	Core	CHCPR301B	Provide experiences to support children's play and learning
	Core	CHCCN302A	Provide care for Children
	Elective	CHCCN305B	Provide care for babies
First Aid	Core	HLTFA301C	Apply First Aid

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

Prerequisite: CHC30708 Certificate III in Children's Services or equivalent.

The Diploma of Children's Services is recognised as the National industry standard qualification to be deemed as a qualified group/team leader. Typical work outcomes would include you working in a Childcare service either in Long Day Care, Family Day Care or Outside School Hours Care.

The units offered by Rowe Training & Consulting are listed on the following page. You will note that there are 13 core and 5 elective units. The Core units are essential for completion, the elective units were chosen after considerable consultation with students and employers. Upon successful completion of all 18 units listed on the next page, you will receive your qualification.

After consulting with Children's Services industry (students and services) in the NT it was determined that the delivery of workshops were to be held on Saturdays. If you would prefer to attend class in working hours please contact us with your preference as we offer flexible delivery. Students can also access assessments online as we have a number of flexible training and assessment options.

For class dates please refer to Class Timetables, Email info@rowetraining.com.au or phone 89275950.

You can enrol at anytime during the year and start your course immediately. If you are ready to enrol please send your enquiry through the 'Contact Us' on the website.

The Units of competency are clustered holistically and mapped across to the job role, enabling a streamlined delivery of the Diploma in Children's Services qualifications.

The following table outlines the clustering of units.

CHC50908 Diploma of Children's Services (Early Childhood Education and Core) Program

Program Cluster	Unit(s) of competency		
Organisational Requirements Covering legal and organisational obligations and responsibilities. Other guidelines which impact on carer's obligations and responsibilities, communication and teamwork. Including Quality Assurance and Licensing.	Core	CHCIC501A	Manage children's services workplace practice to address regulations and quality assurance
	Core	CHCIC501A	Work in partnership with families to provide appropriate care for the child
	Elective	CHCOR6506D	Co-ordinate the work environment
	Elective	CHCIC511A	Implement and promote inclusive policies and practices in children's services.
Provide a healthy and safe environment	Core	CHCCN511A	Establish and maintain a safe and healthy environment for children
Provide for children's developmental needs	Core	CHCFC502A	Foster physical development in early childhood
	Core	CHCFC503A	Foster social development in early childhood
	Core	CHCFC504A	Support 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	CHCIC510A	Establish and implement plans for developing cooperative behaviour

Providing Program Design	Core	CHCPR502E	Organise experiences to facilitate and enhance children's development
	Core	CHCPR509A	Gather, interpret and use information about children
	Core	CHCPR510B	Design, implement and evaluate programs and care routines for children
	Core	CHCIC512A	Plan and implement inclusion of children with additional needs
	Elective	CHCPR614C	Observe children and interpret observations
Play and Learning	Elective	CHCFC507A	Use music to enhance children's experience and development
	Elective	CHCFC508A	Foster children's aesthetic and creative development



CHC60208 Advanced Diploma of Children's Services

Prerequisite: CHC50908 Diploma of Children's Services (Early Childhood Education and Care or equivalent)

The Advanced Diploma of Children's Service's is recognised as the National Industry Standard Qualification to be deemed as a qualified: Service Director, Children's Services Coordinator, Inclusion Support Facilitator or Child and Family support service coordinator.

The units offered by Rowe Training and Consulting are listed on the following page. You will note that there are 7 Core and 6 Elective units. The core units are essential for completion, the elective units were chosen after considerable consultation with students and employers. Upon successful completion of all 13 units listed on the next page, you will receive your qualification. This qualification covers children's services educators operating at an advanced level in early childhood education and care to:

- Provide specialist services
- Act as a resource for other workers
- Manage Innovation and Continuous Improvement
- Provide practice supervision of staff including volunteers/students
- Provide leadership and mentoring of a team
- Work intensively with clients
- Work with clients and complex needs

After consulting with Children's Services Industry (Students and Services) in the NT, it was agreed that the delivery of workshops are to be held on Wednesdays from 1:30pm to 7:30pm.

For class dates, please refer to class timetables or to the Moodle Calendar where time and dates are provided.

Timetables are also available from administration at info@rowetraining.com.au

The units of competency are clustered holistically and mapped across to the job role, enabling a streamlined delivery of the Advanced Diploma of Children's Services.

The following table outlines the clustering of units.

Advanced Diploma of Children's Services Program

KEY PERFORMANCE AREAS		UNIT CODE	UNIT NAME
Organisation Requirements	Elective	BSBMGT515A	Manage operational plan
	Core	BSBMGT608B	Manage innovation and continuous improvement
	Core	CHCCS502B	Maintain legal and ethical work practices
	Core	CHCCS604A	Manage the delivery of quality services to clients
Providing services to the Community	Core	CHCORG611B	Lead and develop others in a community sector workplace
	Core	CHCORG620C	Promote and represent the service
	Core	CHCORG624D	Provide leadership in community services delivery
	GB/Elective	CHCRF623C	Respond to problems and complaints about the service.
Provide Leadership in the workplace	GB/Elective	CHCORG428A	Reflect on and improve own professional practice
	Elective	CHCORG529B	Provide coaching and motivation
	Elective	CHCORG607C	Manage workplace issues
	Core	CHCORG627B	Provide mentoring support to colleagues
	GA/Elective	CHCIC511A	Implement and promote inclusive policies and practices in Children's Services

COSTS

Compulsory Fees for all students

Annual Enrolment / Administration Fee	2012	\$154.00
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Text Books

Certificate III in Children's Services 2012

Birth to Big School		\$66.00
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The Big Picture		\$66.00
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Diploma of Children's Services (Early Childhood Education and Care) 2012

Frameworks for Learning and Development		\$77.00
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The Big Picture		\$66.00
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Advanced Diploma of Children's Services 2012

The Business of Childcare		\$77.00
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For current full costs of the courses without subsidy please refer to the Director of Rowe Training & Consulting for unit fees.

Students may have the course funding approved through the Apprenticeships Centre or apply for a DET/DEEWR Productivity Places Programs Place.

For each year there is an enrolment/administration fee of \$154 per student, this is a compulsory fee payable by all students, regardless of subsidy/funding.

Please see the Fees Charges & Refunds Policy for further details about refunds etc.

QUALITY ASSURANCE

RTC are bound by requirements under the AQTF Framework. In line with these requirements and to ensure high quality of service delivery, we undertake regular evaluations of student learning , on site with student's and employers and following the completion of courses and through an annual student review. Results of each annual review will be provided to all students in our student newsletter and will be published on our web site.

We use information gathered from this process to make improvements to our training programs and services to all our clients.



Contact Details:

Should you have any queries, do not hesitate to contact any of the members below:

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