



WORKPLACE HANDBOOK

**Certificate IV
in Children's Services
(Outside School Hours Care)
CHC41208**



NSW Community Services and Health ITAB

Candidate Name: _____

Assessor Name: _____

ACKNOWLEDGEMENTS

WORKPLACE HANDBOOK

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This resource has been developed by Network of Community Activities and the NSW Community Services and Health ITAB and industry sector co-operation including:

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This series of resources was initially developed in 2004 for the Certificate IV in Out of School Hours Care CHC40402, and included the following project team:

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The 2005 resource was piloted in regional NSW to ensure industry relevance, assessment rigor and broad sector endorsement.

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PURPOSE OF THIS HANDBOOK

This **Employer Handbook** is for employers who have an employee who would like to be awarded the national qualification *Certificate IV in Children's Services (Outside school hours care)*. For this resource the employer may be the management committee, owner, sponsor, coordinator or supervisor in a management role of an out of school hours care service.

The purpose of this **Employer Handbook** is to enable out of school hours care services employers to gain the knowledge and confidence to support an employee in applying for **recognition of their Out of School Hours Care skills**.

Recognition is one way a person can gain some or all of a national vocational qualification.

In short this handbook enables an employer to learn about:

- **recognition**
- **recognition assessment process**
- the **national qualifications framework** for Community Services
- the details of the **Certificate IV in Children's Services (Outside school hours care)**
- the **key features** of recognition
- how an employee can **apply for recognition assessment**.

WHAT IS RECOGNITION?

Recognition is a term used to describe a process whereby an experienced person or worker can apply to a qualified assessor to see if they have the skills and competencies to be awarded a national vocational qualification. **Recognition** is also sometimes known as Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC),

Recognition is one of several pathways by which a person could demonstrate that they have the skills and competencies to be awarded a national vocational qualification. Other common qualification pathways include classroom-based courses, distance education courses, online courses, traineeships, apprenticeships, self paced learning etc.

If an employee is competent in an area in which they would like to hold a national vocational qualification, there are many benefits to the person of undertaking a recognition assessment. Firstly, they will get independent feedback as to how skilled they really are and a statement of competence achieved in those units. Secondly they may be able to achieve all or some of a national qualification without having to enrol in a course of study and sit through a series of lessons. Thirdly, it is a time efficient process that will either result in the candidate receiving a national qualification or in knowing which areas they have to focus on in order to become competent.

KEY FEATURES OF RECOGNITION

- ❖ **There are benefits to both the worker and the workplace.** Following a successful assessment the worker benefits by having a nationally recognised qualification. The workplace benefits by having a competent worker.
- ❖ **Assessment is based on competence.** If your employee can demonstrate that they have the skills and competencies required to receive the qualification then they are entitled to have it awarded to them. Your employee does not necessarily need to be able to read, write or speak English very well in order to get a competency-based qualification.
- ❖ **Only a qualified assessor can assess against national competencies.** Network will contract an assessor to work with the candidate. Only a Registered Training Organisation (RTO) can award this qualification or a statement of competency achieved. Network is an RTO, registered with VETAB in NSW.
- ❖ **Assessment is based on evidence.** Your employee must be able to demonstrate to their assessor that they meet the relevant national competency standards. It is not good enough for the candidate to just know the theory or just have the right attitudes – they must be able to integrate the skills in a workplace like environment.
- ❖ **Assessment can be based on a variety of evidence.** There are lots of ways a person can demonstrate that they are competent. Some ways are through video or photographic evidence, answering questions, workplace observation, referee reports, supervisor interviews, case studies etc. It is important that your employee negotiates a suitable process with their assessor.
- ❖ **Workplaces can be involved in the recognition assessment.** If both you and your employee agree, certain people from your workplace may be able to assist the assessor in determining your employee's level of competence. If you are interested in providing support to your employee during the period of their assessment make sure you say this to your employee or their assessor.

WORKPLACE ASSESSMENT EXPLAINED

What is workplace assessment?

Previously the way people achieved a qualification was by undergoing a formal course of education or training, however learning also occurs as a result of life and work experience. As mentioned previously, experienced workers can undergo an assessment to see if their skills, knowledge and experience allow them to be assessed as competent for one or more of the national units of competence from the national Community Services Training Package. Depending on the sort of experience they have, they may have sufficient skills and knowledge to be assessed as competent to receive a national qualification.

Such an assessment may take place on or off the job. Workplace assessment is the name given to assessments conducted on the job. Assessment requires a competent assessor to make a judgement based on evidence, about whether a candidate has (or has not yet) the skills, knowledge and attributes to do a particular job, as defined in the relevant national competency standards that apply to that job.

When a candidate is assessed as meeting all of the units of competence specified in the Community Services Training Package, a national qualification is awarded. If an individual is assessed as only meeting some of the units of competence specified in the Community Services Training Package a statement of attainment can be issued. Often a training plan is then developed to enable them to work towards a national qualification.

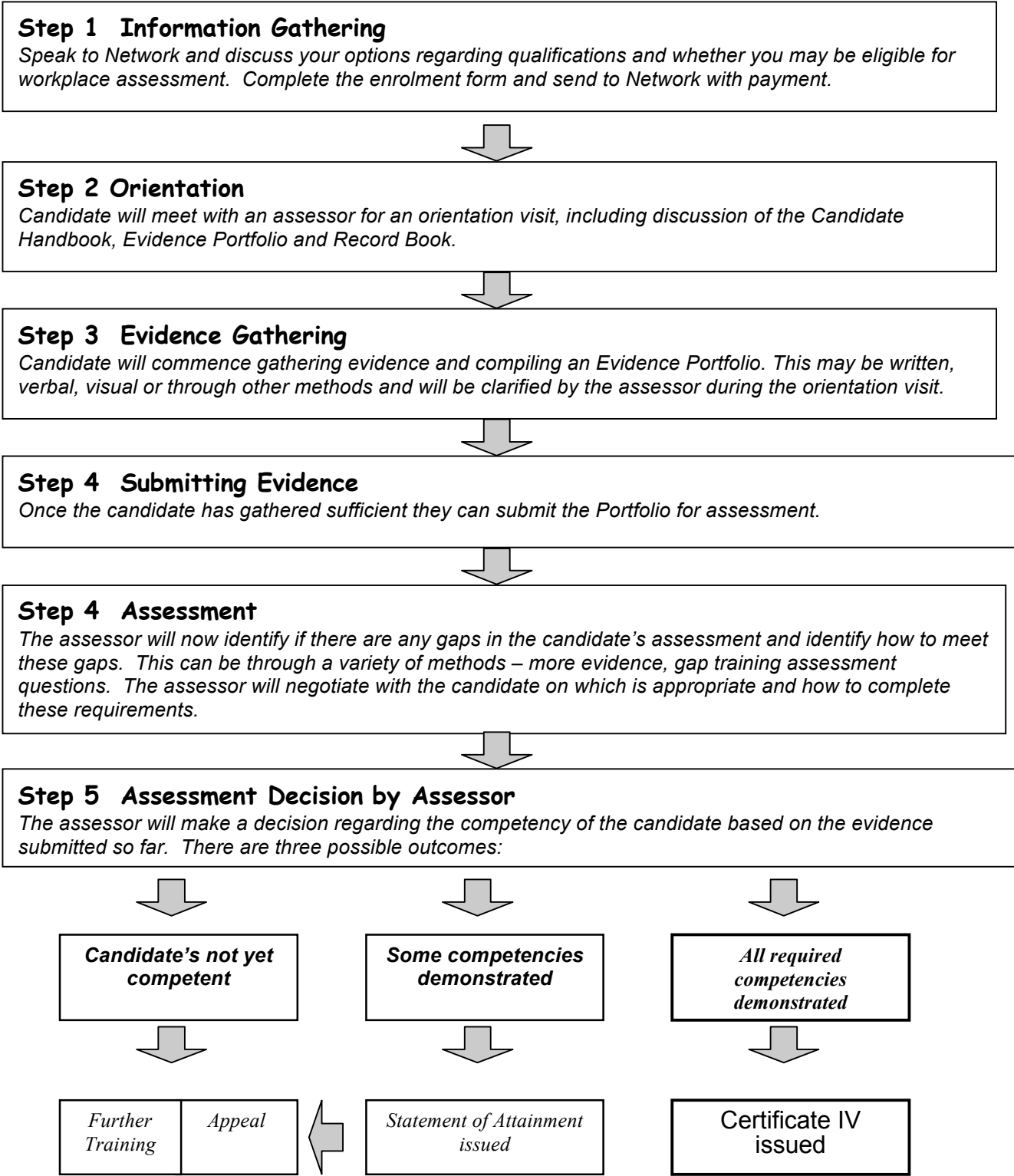
The workplace may already be a registered training organisation (RTO) and conduct their own workplace assessments and award national qualifications, or they may work in partnership with a registered training organization that has the relevant qualification or units of competence on their scope of registration.

Benefits of workplace assessment

- ✓ it may facilitate an organisation's capacity to meet both National Standards and quality assurance requirements
- ✓ service delivery can be enhanced when employees are trained and qualified
- ✓ the workplace gains information about the skill and qualifications of employees that may facilitate planning to meet any deficits identified
- ✓ it demonstrates to employees a commitment to their education, training and personal development
- ✓ it recognises and values prior learning, experience and existing skills of employees
- ✓ it can save time, energy and resources for both the candidate and the workplace, as only part of a course of training needs to be undertaken, or perhaps none at all, to achieve a qualification
- ✓ assessment is against units of competence from national competency standards, which are recognised by all registered training organisations
- ✓ a national qualification is achieved or guidance can be provided on the options available to achieve a national qualification.

Overview of Recognition Assessment Model

Certificate IV in Children’s Services (Outside School Hours Care)



ROLE OF THE EMPLOYER

In getting their skills assessed your employee may seek the support of their workplace employer. The process is very flexible and negotiable. It could involve as little as the employer supplying a written or verbal reference. In the case of the Certificate IV in Children's Services (Outside school hours care) the employee will need to be observed by the assessor in his or her workplace. Consequently, the employee will need to negotiate with the employer a suitable time for him or her to be observed or assessed in the workplace. If the employer would like to be more involved in the recognition assessment of their employee then this may also be possible. However, the recognition process remains confidential at all times between the employee and the assessor.

In terms of the time required to undergo a recognition assessment, this varies from candidate to candidate. At the minimum, several meetings between the candidate and their assessor are usually required. Sometimes it might take months depending on the process for assessment that the candidate and their assessor have agreed upon.

There are a number of ways in which the employer may assist an employee who is undertaking a recognition process. The employer may help by:

- providing relevant work reports or references or completing the Supervisor Reports supplied by Network
- allocating appropriate access to the workplace for the assessor (when a workplace observation is to occur, the permission of the employer needs to be sought)
- gaining knowledge of the recognition process and the requirements of the national qualification
- supporting the employee emotionally and in some cases, financially.
- ensuring specific tasks are to be delegated to the appropriate person for example, identifying who should complete the supervisors report for each cluster in the assessment tool

The integration of learning and work is a major feature of the contemporary work environment particularly as today learning is seen as the distinguishing feature of a successful organisation. The employer may be able to support their employee to complete any workplace assessment tasks by:

- providing the learning opportunities to enable the employee to demonstrate competence
- offering mentoring to facilitate skill development for gap training
- ensuring the workplace has policies and procedures in place to meet the legal and legislative requirements.

FOR MORE INFORMATION

There are many resources covering workplace assessment, which are available. The NSW Community Services and Health Industry Training Advisory Body (ITAB) (02) 9816 2869 or any registered training organisation can also provide further information.

Some useful resources are listed below.

- Australian National Training Authority 1997 *Training: The wave of the future. A guide to workplace assessment CHC99* Community Services and Health Training Australia Ltd (02) 9263 3589)
- Australian National Training Authority 1997 *Training: The wave of the future. Assessment guidelines* Community Services and Health Training Australia Ltd (02) 9263 3589)
- Australian National Training Authority 1997 *Training: The wave of the future. Qualifications framework* Community Services and Health Training Australia Ltd (02) 9263 3589)
- Australian National Training Authority 1998 *Training Package for Assessment and Workplace Training* Australian National Training Authority (03) 9630 9800), Business Services Training Australia Ltd and National Assessors and Workplace Trainers Body (02) 9630 7322)
- Commonwealth of Australia 1997 *A Guide to Developing Assessment Tools in the Community Services and Health Industry* Community Services and Health Industry Training Board Victoria (03) 9347 037)
- NSW Department of Training and Education Corporation and the NSW Community Services and Health Industry Training Advisory Body 1997 *Recognition of Prior Learning: RPL manual for community services and health* NSW Community Services & Health ITAB (02) 9816 2869)
- NSW Department of Education and Training 1999 *Everyone's Guide to Assessment* NSW Department of Education and Training. (02) 9244 5242)
- NSW Department of Education and Training 1999 *Everyone's Guide to Designing Assessment Activities* NSW Department of Education and Training
- NSW TAFE Commission 1997 *Assessment Works* Centre for Vocational Assessment Research NSW TAFE (02) 94136 0802 or 1800 068 413)