



Accredited Training Program

Participant Information Handbook 2010

CHC41208 Certificate IV in Children's Services (Outside school hours care)
CHC51008 Diploma of Children's Services (Outside school hours care)



Network of Community Activities: National Provider Number 90537

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1. Introduction

1.1 About Network

Network of Community Activities is a peak body for Out Of School Hours (OOSH) services in NSW. Since its establishment in 1974, Network has provided resources, information and training for all levels of management and staff who work with school age children.

Network's Training Team aims to provide accessible and affordable training and community education opportunities through the development and delivery of professional training program targeting people involved in children's out of school hours care, recreation and creative play.

1.2 VETAB Registration as a Registered Training Organisation (RTO)

Network is a Registered Training Organisation (RTO) approved by the Vocational Education and Training Advisory Board (VETAB) under the Australian Quality Training Framework (AQTF). This enables Network to provide a range of accredited competency based training and non-accredited professional development opportunities. Network's scope of registration includes the Certificate IV in Children's Services (Outside School Hours Care) (CHC41208) and the Diploma of Children's Services (Outside School Hours Care) (CHC51008).

Network as an RTO complies with the NSW Vocational Education and Training Act 2005. A copy of the Act can be given to participants if requested or can be downloaded from www.legislation.nsw.gov.au.

1.3 Network As A Training Provider

Network with the NSW Community Services & Health ITAB have developed recognition pathway and assessment tools for the Certificate IV in Children's Services (Outside School Hours Care) (CHC41208) and the Diploma of Children's Services (Outside School Hours Care) (CHC51008). This is an evidence-based program that will involve participants developing a portfolio, some written assessments and workplace based assessment. The full courses are now available; please contact the Adult Education Coordinator for more information.

Network also offers selected Units of Competency from the Certificate IV in Children's Services (Outside School Hours Care) (CHC41208) as part of our in-service training program, which provide immediate benefit to those working in OSHC Services and which can be credited towards further study. All Units of Competency require the participant to complete standard assessment tasks. Upon satisfactory completion of one or more Units of Competency, participants will receive a Statement of Attainment.

Network has also developed a School-Based Traineeship program offered to students in Year 11 and running through Year 12. This pathway is a total of 430 HSC indicative hours and is equivalent to 7 units of HSC unit credit. The course is a combination of class work and work-placement learning. Students will be placed at an OOSH in their local area and expected to complete at least 400 hours of work-placement hours over the two year program. Students will be paid according to the NSW State Traineeship Award. Successful completion of the traineeship program will result in students achieving the Certificate IV in Children's Services (Outside School Hours Care) (CHC41208). Network abides by the legislation contained in the NSW Apprenticeship and Traineeship Act 2001.

Appendix 2 gives the units of competency for both the Certificate IV and Diploma.

1.4 Training Records

Information regarding participant enrolment, assessment and certification are kept confidential, in locked files at Network's office. If you require any information regarding training undertaken at Network please contact the Adult Education Coordinator.

2. Network Trainers

2.1 All Network trainers have appropriate qualifications and industry experience.

- Qualifications in relevant field eg. Child studies, Education, Community Services, Youth/ Welfare, Recreation, Adult Education
- Minimum of 2 years experience in the OOSH sector and/or relevant field
- Certificate IV in Training and Assessment
- Involvement in other Network projects eg industry reference groups, fieldworkers, regional facilitators

3. Training and Assessment

Network aims to provide you with a flexible, supportive and fair learning environment. We offer a range of learning pathways to cater for the varying needs of staff in the OOSH sector. It is important that you choose a learning pathway that suits your needs.

Attendance is a part of the assessment criteria in accredited training. Participants should attend all programmed training sessions and/or workshops to maximise learning and success in the course. If you are unable to attend a session, please advise Network as soon as possible.

The commencement of any course or Unit of Competency is always subject to sufficient numbers of enrolled participants.

3.1 Recognition of Prior Learning (RPL) / Current Competency (RCC)

What is it?

RPL/RCC recognises what you have already learnt from:

- previous training (All Network's non-accredited, In-service training has been mapped to the new Out of School Hours Qualification Framework to assist with the RPL process.)
- work experience
- life experience
- on-the-job training.

RPL acknowledges that people learn in many different ways - work and life experience as well as education and training. Accordingly, Network supports the following with regard to the principles and processes for RPL and RCC:

- Principle 1 – Competence - RPL and RCC shall focus on the competencies held, **not** how, when or where the learning occurred.
- Principle 2 – Commitment - RPL/RCC underpins a system of competency based training. Network is committed to the RPL/RCC of individuals.
- Principle 3 – Access - RPL/RCC is available to all applicants
- Principle 4 – Fairness - RPL/RCC involves processes that are fair to all parties involved.
- Principle 5 – Support - RPL/RCC involves the provision of adequate support to potential applicants.

How does it work?

The candidate is to gather and present evidence to prove competency in the unit or course that they wish to be exempt from. This evidence will be compared against the elements and performance criteria of the unit of competency or course. If the evidence provided is sufficient, authentic, appropriate and current with respect to the competencies it may exempt you from units of the course or from the entire course. In which event you will be awarded the relevant Certificate or Statement of Attainment.

The Benefits of RPL/RCC

- Recognition that you are entering a course with many skills.
- shorter training period and lighter study load.
- the course study will be new and challenging.

How to apply for RPL/RCC?

Those wishing to apply for RPL/RCC in any course should contact Network's Adult Education Coordinator to discuss further.

3.2 Mutual Recognition

As an RTO Network must accept the credentials issued by another RTO based in any State or Territory of Australia. The credential may be a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as a certificate or a diploma. If you have completed any relevant competency based training (units, modules or complete qualification) and wish to receive credit for it please contact Network's Adult Education Coordinator to discuss.

3.3 Delivery and Assessment principles

Face-to-Face Training

Network is committed to providing a flexible and high standard of training. During face-to-face training we will use a range of delivery modes to cater for vary learning styles and abilities. The overriding strategy will be interactive based activities.

The types of delivery modes will include:

- Lecture style presentations with visual aides i.e. overhead transparencies
- Small group work – case studies, scenarios, discussion questions, role plays
- Small group and whole class discussions
- Brainstorming
- Video
- Quizzes and games
- Handouts
- Etc

To be deemed competent participants will have to attend all training and then successfully participate in an assessment process. Participants can choose to just attend training; in this case they will receive a Certificate of Attendance.

Assessment

Assessment is the process of collecting evidence and making judgement on the nature and extent of progress towards performance requirements as set out in the National Competency Standards. At an appropriate point, assessment will be made as to whether the competency standard of achievement has been achieved. Children's Services National Competency Standards identify what a competent Out of School Hours Coordinator/Assistant should be able to know, do and value in their job.

Assessment will be undertaken on and off the job, using existing workplace materials including organisational policies and procedures.

Flexible Assessment

The following range of assessment methods may be used to provide evidence of competency:

On the job

- observation of the participant performing work or specific tasks
- checklist
- diary

Written Tasks

- essays
- structured questions
- multiple choice
- Story of Practice

Oral questioning

- interview

- case study
- role play

Reports/projects

- project reports

Portfolio

- portfolio of evidence

Gap Training

- Depending on other evidence provided there may be a requirement for some candidates to enrol in further training to meet competency for some units. This will be determined by the assessors and will depend on the individual skills and knowledge of each candidate.

Network will ensure that assessments are valid, reliable, fair and flexible. Results of assessment will deem a participant either, Competent OR Not Yet Competent.

Assessment Review and Re-submits

Assessors will review results of each assessment undertaken, providing feedback to participants. Participants who are deemed not yet competent on the initial assessment can re-submit assessment after further instructions. Participants will be informed of the reasons for their assessment results. A participant has the right to apply for a review of assessment by applying to the Adult Education Coordinator or to Network's Training Advisory Group (TAG) if they are dissatisfied with the outcomes of assessment. Participants will be advised about options for further training that would be relevant to the individual's needs and circumstances.

4. Course Information

4.1 Face to face Delivery

Network currently offers the following Units of Competency from the **Certificate IV in Children's Services (Outside School Hours Care)** via face-to-face training sessions.

Course Name	Brief Overview	Unit of competency that it is aligned to	Length of Course
Food is Fun	<ul style="list-style-type: none"> • Nutrition needs of children • Healthy food and obesity issues • Hygiene issues • Practical menu planning • Creating a positive eating environment • Policy and procedure issues 	CHCCN303A Contribute to provision of nutritionally balanced food in a safe and hygienic manner	2 day
Child Protection	<ul style="list-style-type: none"> • Developing skills in recognising and reporting risk of harm to children and young people • Opportunity to discuss and explore complex issues surrounding abuse, neglect and risk of harm • Case studies and video 	CHCCHILD401A – Identify and respond to children at risk	1 day

All of these courses require full attendance.

4.2 Flexible delivery and Assessment Pathway Options

Network has developed a recognition pathway tool for the Certificate IV in Children's Services (Outside School Hours Care) and the Diploma of Children's Services (Outside School Hours Care) - this is based on evidence portfolios, some written work and workplace based assessment.

Please note that participants in the Diploma pathway must be able to prove competency in the pre-requisites from the Cert IV in Children's Services (Outside School Hours Care) before commencement.

For a full list of units for both the Certificate IV and Diploma please go to Appendix 2.

5. Learner Support Needs and Welfare

Network is committed to the welfare of all participants. All training materials aim to be inclusive and staff will be proactive in supporting participants. Please contact the assessor or the Adult Education Coordinator at any time if you are unable to understand the course content or materials.

6. Enrolment, Payment and Cancellation Procedures

6.1 Enrolment procedure

Face to face training

Intending participants are to complete and return course enrolment forms and attach payment according to payment schedule 2 week prior to the course date. Participants will only be notified if the course is full and they are not able to enrol.

Workplace recognition pathway

Candidates need to complete the enrolment form and send to the Adult Education Coordinator. A short orientation session will be conducted by an assessor who will also deliver the documentation to the candidate.

School-based traineeship program

Interested students need to speak to their school career's advisor and complete an Expression of Interest form and return to Network or their school. Students will have a short interview with Network and may be asked to complete some readiness questions prior to commencing the course.

6.2 Payment Schedule and procedure

Participants should include payment in full with their enrolment form for short Accredited courses. Enrolment will not be confirmed until Network has received payment. The payment schedule for the Certificate IV and Diploma will be given to prospective participants when they first inquire.

The full Certificate IV and Diploma have a payment plan option – four payments to be made before commencement of each stage of the process. The Adult Education Coordinator will advise participants individually of their payment options.

There is a different payment structure for members and non-members of the organisation.

Please note that the School-Based Traineeship program does not attract a cost to the students. This program is fully funded by the Commonwealth Government.

Participants who are eligible for an Existing Worker or New Worker Traineeship must sign a training contract with an Apprenticeship Centre and then complete Network's enrolment procedures. The trainees must also pay the full cost of the training pathway out of the workplace incentives funded to the employer.

6.3 Cancellation policy

Face to face training

A refund is provided for registered applicants who cancel earlier than 7 days prior to the course. Cancellation within 7 days will attract a 25% administration fee. Alternatively, the applicant may nominate someone else to take their place on the course providing course prerequisites, if any, are met. If less than 24 hours notice is given no refund will be issued.

Every effort is made to ensure that courses run. However, Network reserves the right to alter any arrangements including cancelling a course if required. Notification of cancellation will be given as soon as possible and a full refund will be provided.

In regard to accredited training (Diploma and Cert IV) a written note of withdrawal must be received by the office. An administration charge of \$250 will be incurred per candidate. This will be deducted from the refund issued. Refunds will be subject to the 4 stages of the project, i.e. if a participant cancels halfway through, they will only receive a refund for the unused fees.

Please allow four weeks for the administration process of refunds.

7. Confidentiality and Student Records

Information regarding participant enrolment, assessment and certification are kept in confidential, locked files at Network's office. If you require any information regarding training undertaken at Network please contact the Adult Education Coordinator.

Network trainers and assessors will at all times respect all participants and candidates privacy. Participants can follow up concerns regarding lack of confidentiality through the grievance and complaints policy.

8. Participant Feedback

Network is dedicated to providing the highest possible standard of service by meeting the objectives of the training and the needs of the participants. To assist us in achieving this objective all training provided by Network, is evaluated by the participants. This will usually be a written evaluation distributed at the end of each training session. The NSW Vocational Educational Advisory Board (VETAB) also requires this information to monitor Network's ability to manage the training and RPL process.

9. Participant/Candidate Responsibilities

- Arrive on time to register for face-face training courses (registration is usually 15mins prior to the course commencing)
- Participants should attend all programmed training sessions and/or workshops to maximise learning and success in the course. Attendance is a part of the assessment criteria in accredited training. If you are unable to attend a session, please advise Network as soon as possible.
- Show respect to fellow students and trainer. Abide by group expectations established at the beginning of each training session.
- RPL/RCC candidates will provide authentic evidence
- Follow all policies and procedures
- **Smoking** is not permitted within Network's premises or in the courtyard.
- **Mobile Telephones and Pagers** must be switched off during training sessions.

Refer Appendix 1

10. Policies and procedures

Network has a Training Policy and Procedure manual that participants can access at any time. Please contact the Adult Education Coordinator if you require further information or copies of the policies. The following topics are covered in the manual:

- Access and Equity
- Appeals and Complaints
- Assessment
- Cancellation
- Grievance Procedure

- Mutual Recognition
- Privacy
- Occupational Health and Safety

Appeals & Complaints

Network aims to ensure that there is a transparent process for ensuring training participant/candidate grievances and/or appeals are dealt with fairly, consistently and promptly. Candidates may have valid grounds for making a complaint where they consider themselves to be adversely affected by one or more of the following:

- Improper, irregular or negligent conduct by a Network staff member or trainer.
- Failure by a Network staff member or trainer to act fairly.
- A decision that has been made without sufficient consideration to facts, evidence or circumstances of specific relevance to the training participant/candidate.
- Failure by Network to make a decision within a timely manner.
- A penalty that, where applied, is or would be too harsh.

Informal approach

When a training participant/candidate has a complaint about any of the matters listed in section above, he or she should first discuss the matter with the person concerned. If the training participant/candidate has concerns about raising the matter with this person, then he or she should discuss it with the Adult Education Co-ordinator. Network hopes that in most cases the discussion of the concern or complaint with the relevant person will result in a prompt resolution of the matter which both parties will find acceptable. The informal approach should be documented when practicable giving an outline of the situation and resolution.

Formal approach

If the informal approach to dealing with the candidate's concerns does not lead to an acceptable resolution, the training participant/candidate should pursue the formal process for resolution of the matter as set out below.

- A training participant/candidate who believes that his or her complaint has not been adequately addressed through the informal process is strongly advised to contact the Adult Education Co-ordinator
- The training participant/candidate may then decide to:
 - Take no further action, or
 - Lodge a formal grievance. In which case the steps in Stage 2 must be followed.
- The Adult Education Coordinator will document this contact and what further action, if any, is to be taken.

If the training participant/candidate decides to lodge a formal grievance, they must do so in writing to the Adult Education Co-ordinator. If this person is perceived to have a conflict of interest in relation to the matter, then the Executive Officer of Network must be approached.

- Acknowledgement of receipt of the written grievance will be sent in writing within 5 working days from its receipt and indicate when a resolution of the matter can be expected.
- The Adult Education Co-ordinator will independently review the grievance and attempt to find a resolution of the problem. If the Adult Education Co-ordinator has or perceives there to be a conflict of interest in their handling of the grievance they will refer the matter for investigation to the Executive Officer to handle the matter, the student is to be notified of the referral of the grievance to another staff member.
- If the grievance is found to be frivolous or vexatious or no grounds or evidence can be found for it, the staff member investigating the matter will not offer any resolution of the grievance.
- The member of staff investigating the grievance must keep formal records of the actions taken and notify the training participant/candidate in writing of the outcome of the grievance process and document the reasons that resolution was or was not achieved, as the case may be.

Health & Safety

Network is responsible for providing participants with a safe and healthy training environment. No process or operation of Network is as important as the safety of employees and participants. First aid kits are available at all times.

Emergencies

If you have an accident or suffer any kind of injury while undertaking training at Network, please advise a member of staff or the trainer immediately so that they can arrange any necessary first aid or medical help. It will be necessary and in your interest to complete an Accident/Incident report. Please also follow the above procedures in the case where an accident almost happened or could have happened.

If emergency first aid is required the Network trainer will arrange for this and then contact the workplace supervisor to advise them of the incident. If the injured party is a school-based trainee, Network will contact their parents and then advise the school of the incident.

If you become ill or require first aid, please advise the Trainer immediately. It is also important to advise of any ongoing illness or condition. This information will be treated confidentially.

Evacuations

At the commencement of any training session the trainer will alert participants to the closest fire exits and the evacuation procedures.

In the event of an emergency or evacuation, participants are asked to remain calm, cease work immediately, follow directions and, when directed to do so, leave the building in an orderly manner. Go to the designated area, stay with the trainer and do not enter the building until directed to do so.

Harassment & Discrimination

Harassment is verbal or physical behaviour that is unwanted, unwelcome and which may be offensive.

Verbal harassment may include:

- repeated suggestive comments
- insulting jokes or remarks
- persistent personal invitations or requests.

Physical harassment may include:

- unwanted physical contact
- persistent staring or rude gestures
- displaying sexually graphic or offensive materials
- destruction of personal belongings.

Don't ignore it! Please speak to the trainer or the Adult Education Coordinator so that they may assist.

Use of Network's Equipment and Resources

Equipment may be used for the purpose of research or study only. Telephones, faxes & photocopiers are available for use - at cost - by participants undertaking accredited training. Please seek permission from the Trainer/Adult Education Coordinator prior to using any equipment.

Network's library is open to all Network members during business hours. Borrowing is not permitted but books may be photocopied for a small fee. Videos/DVDs are also available for viewing in the library.

Appendix 1

Participant Code of Conduct

All participants are expected to abide by the following when participating in face-to-face training or assessment:

Face to face training

- Attend all training sessions
- Be punctual and stay for the whole session
- Sign in and wear provided name tag
- Participate in activities
- Complete course evaluation sheet

Assessment

- Complete and hand in written assessments by due date
- Complete assessment cover sheet and hand in with written assessment
- If unable to complete assessment task by due date contact assessor before the due date to negotiate a time to hand it in
- If doing a workplace assessment the following should be adhered to:
 - Make regular contact with you assessor
 - Call assessor at least 12 hours prior to visit if unable to attend assessment session
 - Be prepared for each visit eg completes workbook tasks, read provided materials etc.
 - Advise employer and other staff members about assessment visit
 - Advise other staff if they are to be involved in the assessment in any way
 - If any problems or questions arise contact the Coordinator Adult Education as soon as possible with the intention of resolving problems quickly

Always act in a professional and ethical way during involvement in the assessment process.

Appendix 2

List of Units

Certificate IV in Children's Services (Outside school hours care) CHC41208

CHCCHILD401A	Identify and respond to children and young people at risk
CHCCN301A	Ensure the health and safety of children
CHCCN303A	Contribute to provision of nutritionally balanced food in a safe and hygienic manner
CHCCS400A	Work within a relevant legal and ethical framework
CHCFC301A	Support the development of children
CHCOSH401A	Support children to participate in outside school hours care
CHCOSH402A	Develop and implement activities in outside school hours care
CHCOSH403A	Work effectively with children in outside school hours care
CHCPR301A	Provide experiences to support children's play and learning
HLTFA301B	Apply first aid
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

Electives:

(pick 4)

CHCIC302A	Support Aboriginal and/or Torres Strait Islander families to participate in children's services
CHCCOM302C	Communicate appropriately with clients and colleagues
CHCIC512A	Plan and implement inclusion of children with additional needs
CHCPR302A	Support sustainable practice
CHCORG	Work autonomously

Diploma of Children's Services (Outside school hours care) CHC51008

CHCNC511A	Establish and maintain a safe and healthy environment for children
CHCFC512A	Foster physical development in middle childhood
CHCFC513A	Foster social development in middle childhood
CHCFC514A	Support emotional and psychological development in middle childhood
CHCFC515A	Foster cognitive development in middle childhood
CHCIC501A	Manage children's services workplace practice to address regulations and quality assurance
CHCIC510A	Establish and implement plans for developing cooperative behaviour
CHCIC512A	Plan and implement inclusion of children with additional needs
CHCPOL504B	Develop and implement policy
CHCPR510A	Design, implement and evaluate programs and care routines for children
CHCRF511A	Work in partnership with families to provide appropriate care for children

Electives:

(pick 7)

HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
CHCIC511A	Implement and promote inclusive policies and practices in children's services
CHCPR502D	Organise experiences to facilitate and enhance children's development
CHCCN520C	Advocate for the rights and needs of children and young people
CHCINF407C	Meet information needs of the community
CHCORG614A	Manage a community sector organisation
BSBMGT401A	Show leadership in the workplace
HLTOHS400A	Maintain OHS processes