



TRISCOTT EDUCATIONAL SERVICES PTY LTD

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2019	CHC30213	Certificate III in Education Support
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1. COURSE OVERVIEW

CHC30213 Certificate III in Education Support reflects the role of education support workers in a range of educational settings – including government and independent schools and community education settings. Education support workers provide classroom assistance and support to teachers and students, under broad-based supervision. The Triscott training program has been developed to meet the needs of people who are seeking employment in schools – to access an education support worker role.

Course Units:

CHC30213 Certificate III in Education Support consists of 17 units:

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|-----------|--|
| CHCDIV001 | Work with diverse people |
| CHCDIV002 | Promote Aboriginal and/or Torres Strait Islander cultural safety |
| CHCECE006 | Support behaviour of children and young people |
| CHCEDS001 | Comply with legislative, policy and industrial requirements in the education environment |
| CHCEDS002 | Assist in implementation of planned educational programs |
| CHCEDS003 | Contribute to student education in all developmental domains |
| CHCEDS004 | Contribute to organisation and management of classroom or centre |
| CHCEDS005 | Support the development of literacy and oral language skills |
| CHCEDS006 | Support the development of numeracy skills |
| CHCEDS007 | Work effectively with students and colleagues |
| CHCEDS008 | Comply with school administrative requirements |
| CHCEDS016 | Support learning for students with disabilities in a classroom environment |
| CHCEDS017 | Contribute to the health and safety of students |
| CHCEDS018 | Support students with additional needs in the classroom environment |
| CHCEDS025 | Facilitate learning for students with disabilities |
| CHCPRT001 | Identify and respond to children and young people at risk |
| HLTWHS001 | Participate in work health and safety |

After completing the qualification, what employment opportunities will I have?

- After completing the training and assessment requirements, the 100-hour work-placement and having achieved the competencies required for the Certificate III in Education Support - students could pursue employment in a range of education settings (within government and private schools) - working as an education support worker (integration aide, teacher assistant, teacher aide and/or learning support assistant). Most positions are available as part-time positions.

What skills will I have developed from the training?

- Students will have the skills, knowledge and understanding to provide assistance and support to teachers and students (including students with additional educational needs and disabilities), under broad-based supervision.
- Students will develop the skills and understandings related to communicating effectively with teachers, working as part of an effective classroom team, supporting students with their learning and development – while complying with current legislative policy and workplace health and safety processes.

What qualification will I receive?

- Nationally recognised training package qualification – CHC30213 Certificate III in Education Support

What opportunities for further studies will I have?

- Students could elect to continue their ongoing professional/vocational development by undertaking the following nationally recognised course: CHC40213 -Certificate IV in Education Support.

2. APPLYING FOR THE TRAINING

How will I apply?

1. access the Triscott Educational Services Pty Ltd (Triscott) website (www.triscott.com.au)
OR
 2. contact Triscott by phone: (03 5962 2848)
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- a) complete the Triscott Enrolment form, 2019 *Skills First* Declaration and the Privacy statement, i.e. pages 1-7 of the 2019 Enrolment Form)
Note: Triscott enrolment forms contain the mandatory standard enrolment questions as outlined in the VET Student Statistical Collection Guidelines
 - b) pay a \$150 non-refundable deposit

How can I submit my enrolment application?

- Email: attach signed and scanned documents to - info@triscott.com.au
OR
- Australia Post: mail signed documents to Triscott Educational Services – PO Box 1246, Healesville 3777

How will students be selected for the training?

- Students seeking to secure a place in the training program are advised to apply using email or mail.
- Enrolments will be accepted in the order in which they are received at Triscott.
- 2019 enrolments will be processed by Triscott Educational Services from Monday 17th September 2019.
- Enrolments will be accepted until a week before the date each training program is scheduled to begin.
- For students with particular needs - reasonable adjustments will be considered and accepted.

Are there admission requirements for the qualification?

Minimum education

- Certificate III students will need to have completed Year 10 or equivalent, i.e. a qualification at Certificate II level or higher OR 2 years industry experience in a role that requires the use of written documentation and communication.

English Requirements

- Entry to the training program requires English proficiency to Year 10 level OR equivalent OR completion of an approved English language test, e.g. 'Triscott Pre-Training Competency Document'.
- As part of the enrolment process - all students are required to complete the 'Triscott Pre-Training Competency Document'. *The Pre-Training Competency Document will be mailed to each student with their enrolment confirmation and receipt of their deposit and an invoice for the balance of payment.*
- Completed Pre-Training Competency Documents will be distributed to the Triscott assessor for assessing; summaries of results will be returned to trainers for reviewing; students will be consulted by trainers – if additional support is required; original documents will be filed – as part of each student's profile.
- Support is offered to students who require additional assistance - to gain the required skills for their training.
- Note: all course materials and in-class delivery are conducted in written and spoken English

Computer requirements

- Students will need to have access to the internet and basic computing skills to undertake this course.
- Students will need to develop the ability:
 - to use the computer, mouse and keyboard
 - to use Word and Excel
 - to save files and to search the internet

Physical requirements

- Students will need to be reasonably physically fit as the work-placement may involve a variety of tasks that require a reasonable amount of physical activity, e.g. preparing indoor and outdoor areas for learning and recreation and assisting students with physical challenges (lifting or re-positioning students).

Mandatory induction session

All students are required to attend an induction session before their training commences.

Students will have the date, time and venue for their induction session confirmed - when they enrol.

- Students will submit their completed 'Triscott Pre-Training Competency Document' – if not already submitted
- Triscott trainers will provide each student with their in-class work-book
- Triscott trainers will further explain information provided in the Student Handbook and Course Information – including:
 - Course description
 - Possible employment outcomes
 - Duration of the Course
 - Course Fees
 - Course Pre-Requisites
 - Pre-Training Competency Document requirements
 - 100-hour work-place requirements
 - Units of competency
 - Refund policy
 - Submission and re-submission of assessment tasks
 - Student Grievance, Complaints and Appeals policy and procedure
- A Training Plan will be developed for each student – signed (and dated) by the CEO and the student.

Enrolment Form Details required

(a) Student Number:

Your student number will be allocated by Triscott Administration after you have been enrolled in Triscott training.

(b) Unique Student Identifier (USI)

Under the Student Identifiers Act 2014, each student's USI is to be reported when the student enrolls in a training program. All nationally accredited enrolments – irrespective of whether they occur under VTG or fee-for-service – are required to have a USI.

The Unique Student Identifier (USI)

- will provide accurate and comprehensive information about each students' training achievements and movements within the VET system
- will enable students to obtain a complete record of their Vocational Education and Training (VET) enrolments and achievements from a single source.
- will allow all of an individual's training records – entered in the national VET data collection – to be linked.

Each student is encouraged to apply for their own USI through the USI website (www.usi.gov.au)

Please attach your USI details to your enrolment form (page 7) OR forward your details directly to info@triscott.com.au.

Triscott is required to collect (and verify) each student's USI before each enrolment can be completed.

(c) Victorian Student Number (VSN Number)

The Victorian Government has legislated and implemented a Victorian Student Number (VSN) for students in Victoria.

The VSN is a student identification number that has been assigned by DET to all students in government and non-government schools, and to students below the age of 25 undertaking VET training.

3. FEES AND COSTS RELATED TO THE TRAINING

What costs and other fees should be expected?

- course fees and costs are outlined below
- a non-refundable deposit of \$150 is required when the student's enrolment form is submitted – the deposit confirms the student's place in the training program
- if a course is already filled – the student will be notified and their deposit will be returned
- after eligibility for Skills First funding has been determined, students will be invoiced for the balance of fees
- full payment of course fees, mandatory attendance at an induction session and completion of the *Skills First* Student Declaration will confirm the student's enrolment in the training
- full payment of course fees is required/preferred at least 7 days before the date that the program is scheduled to begin. However, students can request a Payment Plan (if required)

Course Fees:

Course fees include all tuition and training costs.

Triscott has access to the government's Skills First funding for 2019. Skills First funding is available to Australian residents who are up-skilling.

For more information access: <http://www.education.vic.gov.au/training/learners/vet/pages/funding.aspx>

Course	Enrolment	Tuition fee	Materials/Admin	Total fee
CHC30213 Certificate III in Education Support	Full Fee enrolment	\$1350	\$150	\$1500
	Funded enrolment	\$250	\$150	\$400
	Funded – with concession	\$50	\$150	\$200

- *Nationally registered training does not attract GST*

Class materials

Students will be provided with an up-to-date work-book/manual at the induction session. Work-placement Agreement documents and relevant materials will be included in the work-book/manual.

Concessions and Refunds:

Full-fee paying students are not eligible for concessions.

Refund Policy:

- A full refund will be organised if the training is cancelled, postponed (by more than 4 weeks) or if other arrangements cannot be made by Triscott – refunds will be transferred into the student's nominated account
- If enrolment is withdrawn by a student before the training starts, the \$150 non-refundable deposit will be retained by Triscott and the balance of the student's fees will be transferred into the student's nominated account
- No refund will be paid if the client withdraws after the training begins

4. TRAINING AND ASSESSMENT

How long will it take me to complete the training?

- The training program involves approximately 600 hours of the student's time.
- The program is specifically designed for delivery via a series of in-class, fully facilitated workshops.
- The in-class program is delivered over a period of 15 x 5.5 hour in-class sessions – generally on a weekly basis within school term dates.
- The workshop sessions will be delivered using a combination of:
 - individual and group activities
 - written assessments
 - simulations
 - oral questioning – lead by the facilitator
 - skill practice sessions
 - project based assessment activities
- For accreditation purposes, students are required to successfully complete a range of assessment and research tasks and a **100-hour work-placement** (details below)
- Students will undertake study, research and work-placement requirements in their own time – outside of the scheduled classes – to supplement the classroom delivery and to develop the required competencies.
- The time allocated to complete the qualification is generally a minimum 42 weeks – maximum 52 weeks.

How will I be assessed?

- Assessment is a necessary part of the training for the Certificate III in Education Support.
- Students will be assessed with a combination of written work, projects, case studies, in-class activities, portfolios, on-the-job tasks, workplace observations, supervisor reports.

Students will be provided with a copy of the Triscott Certificate III in Education Support work-book

- the work-book includes a copy of the learning and assessment materials for each unit.
- students are expected to work through the material, completing any relevant learning activities.

Recognition of Prior Learning (RPL) and Credit Transfer

RPL recognises what the individual has already learned from other courses, life experiences, work experience, any training provided in the workplace and measures it against the units of study of the current qualification.

Students who have completed units from a course at another RTO will be granted Credit Transfer on presentation of an original Statement of Attainment or verified transcript award.

Am I required to complete a work-placement?

- The knowledge and skills students develop in the workshop sessions will be reinforced during a mandatory 100-hour (minimum) work-placement in an education setting – supervised by a qualified staff member.
- Students are required to organise their own work-placements in an appropriate setting.
- Students have access to a range of employers who are willing to support their work-place learning and assessment.
- The work-placement tasks are a combination of observations, reflections, accessing relevant information from the educational setting and practical tasks related to student learning and classroom management.
- Students are required to obtain a voluntary worker 'Working with Children Check'.
- Students will be responsible for the costs of any such checks or any additional statutory requirements.
- When beginning their training, students are encouraged to think about their work-placement. However, the first five in-class training sessions will provide students with the knowledge and understandings they will need to make a positive contribution to the classroom and the school environment. The work-placement provides students with an opportunity to reflect on their learning and put their new skills into practice.

Privacy statement

- Protecting an individual's privacy and personal information (that is, the privacy of students, trainers and assessors) is important to Triscott management and staff.
- Triscott endeavours to maintain the highest level of confidentiality of the information it collects from students.
- Triscott's privacy policy supports and endorses the national and state privacy standards.
- Personal information on the enrolment forms is required by the government for statistical purposes.
- Students who require access to their training records need to provide Triscott Educational Services' administration with a written request. The information will be available within 7 working days.

Evaluation Forms

- Student feedback is collected and analysed:
 - to assist with continuous improvement processes, students are given opportunities to provide feedback – during the course and at course completion
 - mid-course evaluation forms are emailed to each student; students are required to respond digitally
 - students are provided with Norrish-Reid Services feedback forms in their resource work-books
 - feedback data is also collected via the AQTF Learner and Employer questionnaires when students have completed their work-placements

Complaints and Appeals

- Students have a right to discuss any concerns.
If the concern cannot be resolved, a grievance form is available from Triscott Educational Services.
- Triscott will ensure that any complaints (should they arise) are handled fairly and efficiently.
All concerns will be given due respect.
- Any complaint and its outcome will be recorded in writing. A written statement of the appeal's outcome – including reasons for the decision – will be provided to all parties
The Norrish-Reid evaluation form (included in the work-book) provides students with an opportunity to express their concerns anonymously.

Complaints and Appeals Procedure:

The complaint and appeal procedures relate to the delivery of training and/or the assessment process.

The student is required to initiate the following:

- discussion with the relevant trainer/assessor about the grievance, complaint or appeal
- if the grievance, complaint or appeal cannot be resolved through an initial discussion, then it can be taken to the CEO of Triscott

If the grievance, complaint or appeal cannot be resolved at the CEO level, the matter will then be referred to the Triscott Board of Management.

If the grievance, complaint or appeal cannot be resolved internally, the CEO will advise the student of the appropriate body where the student can seek further assistance.

Each grievance, complaint or appeal and its outcome will be recorded in writing (and filed electronically) and each appellant will have an opportunity to present their case before an independent person or panel.

TRAINING AREA:	LOCATION:	ADDRESS:
BERWICK	Old Cheese Factory	34 Homestead Road, Berwick 3806 The Chapel – building close to the playground <ul style="list-style-type: none"> • microwave, small bar fridge and urn available for lunches
ROWVILLE	Rowville Neighbourhood Learning Centre	40 Fulham Road, Rowville 3178
CHIRNSIDE PARK	Chirnside Park Sporting Club	Kimberley Drive, Chirnside Park 3116 <ul style="list-style-type: none"> • entry via side door – near the oval
ESSENDON	Aberfeldie Bowls Club	13 Scott Street, Essendon 3040 <ul style="list-style-type: none"> • limited parking available in the Bowls Club car park • all-day parking available on one side of Scott Street and in Alma Street
GREENSBOROUGH	Greensborough Primary School (Old School Building)	130 Grimshaw Street, Greensborough 3088 <ul style="list-style-type: none"> • parking available behind Woolworths and KFC • initially, enter the school grounds via Horonda Street entrance
HOPPERS CROSSING	The Grange Community Centre	260-280 Hogans Road, Hoppers Crossing 3029 <ul style="list-style-type: none"> • spaces for staff parking and parking for the disabled need to be observed
SEYMOUR <i>Students enrol directly with SDCH</i>	Seymour and District Community House P: 03 5792 3152	47a Anglesey Street, Seymour 3660 <ul style="list-style-type: none"> • parking is available in local streets