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CHC40213 Certificate IV in Education Support

1. 2019 COURSE OVERVIEW

CHC40213 Certificate IV 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.

Course participants include people who are currently working in a range of education and school settings. A pre-requisite for enrolment in the Triscott Certificate IV in Education Support program is that the participant is currently employed on a part-time basis in a school setting OR has successfully completed the CHC30213 Certificate III in Education Support.

An entry requirement for this program includes validated evidence in directly supervised support roles as an education support worker – as included in the individual's Pre-Assessment Interview.

The program is offered over 48 weeks and participants require a training commitment of between 10-12 hours per week – acknowledging that much of the training/learning will be achieved and recognised 'on-the-job' in their current on-going workplace.

In consultation with the participant and their workplace supervisor, a Triscott trainer-assessor will arrange workplace visits for each participant on an individual basis.

Course Units:

CHC40213 Certificate IV in Education Support consists of 17 units:

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
CHCEDS019	Support student's mathematics learning
CHCEDS020	Support students' literacy learning
CHCEDS021	Assist in facilitation of student learning
CHCEDS022	Work with students in need of additional support
CHCEDS023	Supervise students outside the classroom
CHCEDS024	Use educational strategies to support Aboriginal and/or Torres Strait Islander education
CHCEDS025	Facilitate learning for students with disabilities
CHCEDS028	Assist in production of language resources
CHCEDS031	Provide support to students with autism spectrum disorder
CHCEDS032	Support learning and implementation of responsible behaviour
CHCPRP003	Reflect on and improve own professional practice
CHCPRT001	Identify and respond to children and young people at risk
HLTWHS001	Participate in workplace health and safety

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

- After completing the training and assessment requirements and having demonstrated the required competencies, students could pursue a range of employment opportunities in a variety of education settings – within government and private schools - working as an education support worker, i.e. integration aide, teacher assistant, teacher aide and/or learning support assistant.

What skills will I have developed from the training?

- Students will further develop their skills, knowledge and understandings when providing ongoing assistance and support to teachers and students (including students with additional educational needs and disabilities) while working under broad-based supervision.
- Students will further develop their 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 - CHC40213 Certificate IV in Education Support

What opportunities for further studies will I have?

- Students could elect to continue their ongoing professional/vocational development by undertaking another nationally recognised course at a TAFE college or Diploma studies at a university.

2. APPLYING FOR THE TRAINING

How will I apply?

- Students will access the Triscott Educational Services Pty Ltd (Triscott) website (www.triscott.com.au) , or contact Triscott directly by phoning the Certificate IV enrolment officer (03 5962 4796)
- a) Students will complete the Triscott enrolment form, pre-enrolment interview and privacy statement and the *Skills First Declaration* - in the required format by a negotiated date
Triscott enrolment forms contain the mandatory standard enrolment questions as described in the VET Student Statistical Collection Guidelines
- b) Each student – when enrolling – is required to pay a \$150 non-refundable deposit

What options do I have for submitting my enrolment application?

- Email: attach signed and scanned documents to info@triscott.com.au
- Australia Post: mail completed 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 the documents are received at Triscott.
- 2019 enrolments will be processed by Triscott Educational Services from Monday 8th October 2018.
- Enrolments will be accepted throughout 2019 – generally at the beginning of each term.
- If participants have particular needs, reasonable adjustments will be made.

Are there admission requirements for the qualification?

Currently working as an education support worker

- Students need to be currently employed in a school setting – working as an education support worker.
- Generally, the worker will be employed between 15 and 22 hours per week.
OR
- Students will have successfully completed the CHC30213 Certificate III in Education Support

Minimum education

- Students 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 successful completion of an approved English language test, e.g. 'Triscott Training Needs Competency Document'.
- All students are required to complete the 'Triscott Training Needs Competency Document' as part of the Triscott Enrolment process
The document will be emailed with the confirmation of your enrolment, receipt of your deposit, invoice for your full payment and details about your training dates and venues.
- Completed documents will be distributed to a Triscott assessor for assessing; summaries of results will be returned to trainers for reviewing; students will be consulted by trainers; original documents will be filed – as part of the 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 is conducted in written and spoken English

Computer requirements

- It is an expectation that Triscott students will have the ability:
 - to use the computer, mouse and keyboard
 - to save files and to search the internet.

Initial training session

- Students will be advised of the date, time and venue for their initial training session. As this program is conducted on a flexible basis, students are able to enrol at the beginning of each term and work their way through the requirements – with trainer-assessor supervision and guidance. In some cases the student will complete the requirements of the qualification by the end of the year in which they enrolled. In other cases, the student will be expected to complete the qualification requirements within a 12-month time frame.
- Triscott's CEO will confirm each individual student's enrolment and advise students how their enrolment in this program will affect future eligibility for funded courses.
- Students will have original identification documents scanned and filed
- CEO will confirm and sign details
- Triscott trainer-assessor will provide each student with their in-class Work-book
- Triscott trainer-assessor will clarify / explain Student Handbook and Course Information – including:
 - Course description
 - Possible future employment opportunities
 - Duration of the Course
 - Course fees
 - Course pre-requisites, e.g. Pre-assessment Interview
 - Work-place requirements – in relation to addressing the competencies
 - 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

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

- the work-book includes a copy of the learning and assessment materials for each unit of study
- participants are expected to independently work through the material, completing all relevant learning activities

A pre-requisite for enrolment in the program is that the participant is currently employed on a part-time basis in a school setting OR has successfully completed the CHC30213 Certificate III in Education Support..

The program is offered over 48 weeks and participants require a training commitment of between 10-12 hours per week – acknowledging that much of the learning will be achieved ‘on-the-job’ in their current on-going workplace OR during their work-placement experience.

In consultation with the participant and their workplace supervisor, a Triscott trainer-assessor will arrange workplace visits for each participant on an individual basis.

Enrolment Form Details required

Student Number:

Your student number will be allocated **after** you have enrolled in your Triscott training

Unique Student Identifier (USI)

Each student should apply for their USI by accessing www.usi.vic.gov.au

All nationally accredited enrolments – irrespective of whether they occur under *Skills First* funding or fee-for-service – are required to have a USI.

The Unique Student Identifier (USI)

- 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.

Action required: Under the Student Identifiers Act 2014, your USI needs to be reported to Triscott when you enrol. The most effective method of reporting and verifying your USI is to forward your confirmation email directly to info@triscott.com.au.

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 I expect?

- course fees and costs are outlined below
- if a Course is already filled – the student will be notified
- a non-refundable deposit of \$150 is required when the Enrolment Form is submitted
- payment of the non-refundable deposit establishes the student's place in the training program
- after eligibility has been determined, students will be invoiced for the balance of their fees
- full payment of course fees will confirm the student's enrolment in the training
- full payment of Course fees is required at least 7 days before the date that the student is scheduled to begin the training

Course Fees:

Course fees include all tuition and training costs.

Triscott currently has access to the government's Skills First funding. 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
CHC40213 Certificate IV 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*

Concessions and Refunds:

Concessions are not applicable to full-fee for service students

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.

Class materials

Students will be provided with an up-to-date work-book/manual at their initial training session.
(*Pre-Assessment Interviews will be used as a basis for each student's work requirements*)

4. TRAINING AND ASSESSMENT

How long will it take me to complete the training?

This program has been developed to be delivered over a period of 12 x 2 hour in-class sessions – generally on a 3-weekly basis within school term dates.

Students are required to undertake further study and research in their own time – outside of the scheduled classes – to supplement the classroom delivery.

Student learning involves recognition of their current skills and experience in their workplaces, reinforcement of learning in the workplace, opportunities to develop individual and group skills and integration of on-the-job and off-the-job learning. Students are required to submit relevant documentation that supports their knowledge, understandings, skills and competencies – based on their workplace responsibilities.

Workshop sessions will be delivered using a combination of:

- individual and group activities
- simulations
- skill practice sessions
- written assessments
- oral questioning – lead by the facilitator
- project based assessment activities
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- For accreditation purposes, students are required to undertake a range of assessment tasks, provide additional training records, written and/or verbal references, supervisor reports and other relevant evidence.

How will I be assessed?

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

Students will be provided with a copy of the Triscott Certificate IV in Education Support Work-book and an accompanying Task document.

- the Work-book includes the learning and assessment materials for each unit – with additional reading and resources for the student.
- students are expected to work through the material, completing any relevant learning activities
- students are expected to provide supporting documentation to support their learning and competencies

RPL and Credit Transfer

RPL recognises the student's previous learning, life experiences, work experience, any training provided in the workplace and measures it against the units of study of the Certificate IV in Education Support.

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 from that RTO.

Am I required to complete a Work-placement?

- Students currently employed in a school setting AND undertaking the Triscott Certificate IV in Education Support program are not required to complete a separate Work-place project.
- Students who have successfully completed a Certificate III in Education Support AND are undertaking the Triscott Certificate IV in Education Support program will be required to complete an additional 100-120 hour work-placement.
- Student attendance will be recorded on a sessional roll – ensuring that the student attends the relevant units *Relevant units will be determined with the trainer-assessor on an individual basis – depending on the individual student's current and past experiences, training and knowledge.*
- Participation in in-class activities will be observed and noted by the trainer-assessor
- Observation and recording of skills in an actual classroom will be signed off by a classroom supervisor
- Demonstration of competency within the workplace will be endorsed by a workplace supervisor

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
 - students are provided with Norrish-Reid Services feedback forms in their resource work-books AND the forms are also submitted to students via Survey Monkey.
 - feedback data is also collected via the AQTF Learner and Employer questionnaires when students have completed recording of their Work-place Experience/s.

Complaints and Appeals

- Students have a right to discuss any of their concerns. If the concern cannot be resolved - a grievance form is available from Triscott Educational Services.
- Triscott will ensure that any complaints are handled in a fair and efficient manner – should they arise. 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 unanimously.

Complaints and Appeals Procedure:

The complaint and appeal procedures relate to the delivery of training and/or the student's assessment.

The student is required to initiate the following:

- an initial 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 Triscott's CEO

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.

2019 CHC40213 CERTIFICATE IV IN EDUCATION SUPPORT - PROPOSED TRAINING ARRANGEMENTS

In 2019, Triscott's CHC40213 Certificate IV in Education Support training will be organised around individual requests, e.g. after school sessions OR school holiday programs OR local group requests.

All requests for training will be discussed and considered on an individual basis with the CEO.