



TRISCOTT EDUCATIONAL SERVICES PTY LTD

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2019 CHC30213 Certificate III in Education Support

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:

- 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 (minimum) 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 directly by phone: (03 5962 2848 / 0419 501 724)
- a) Complete the Triscott Enrolment Form – including the 2019 *Skills First* Declaration and the Privacy statement, i.e. pages 1-8 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) Arrange payment of a \$150 non-refundable deposit

How can I submit my enrolment application?

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

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)

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

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

Include your USI details on your enrolment form (page 4 – Item 21) OR forward your details directly to info@triscott.com.au.

(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. The VET number is applicable for students below the age of 25 who are currently undertaking VET training.

Are there admission requirements for the qualification?

Triscott will conduct an initial Pre-Training Review for each student:

After initially processing the Enrolment Form information Triscott requires:

- an oral interview/discussion with the CEO – to determine any additional paperwork – while noting the student's relevant speaking and listening skills
- the completion of a pre-training document:
 - to ensure the student's Language, Literacy and Numeracy (LLN) skills are relevant to meet the training program outcomes
 - to confirm that the **qualification meets the student's needs/goals and determining the suitability of their chosen course**
- verification that the Pre-Training Review (including the student's LLN skills) has been completed
- attendance at a mandatory induction session
- completion and signing of a relevant Training Plan

Enrolment Form (items 7-11) – students should indicate any additional needs they may have.
Triscott will follow procedures to access the appropriate assistance for students identified with additional needs.

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

As a part of Triscott's Pre-Training Review – all students are required to attend an induction session before their training commences. The date, time and venue for each induction session (at the end of this document) will be confirmed - when students enrol.

- Students will submit their completed 'Triscott Pre-Training Competency (LLN) Document' – if not already submitted
- Triscott trainers will provide each student with their initial in-class work-book
- Triscott trainers will further explain information provided in the Triscott Handbook and Course Information – including:
 - Course description – including units of competency
 - Possible employment outcomes
 - Duration of the Course and student self-study and research requirements
 - Course Fees
 - Course Pre-Requisites
 - Work-placement requirements (minimum 100 hours – maximum 240 hours)
 - 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.

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 will confirm 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, a completed Pre-Training Review, 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, full-fee paying 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*

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.

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.

4. TRAINING AND ASSESSMENT

How long will it take me to complete the training?

1. In-class training sessions:

- The training 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
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2. Work-placement:

- For accreditation purposes, students are required to successfully complete a range of assessment and research tasks and complete a work-placement (minimum 100-hour – maximum 240 hours) (details below)

3. Additional study, research and independent learning:

- Students are required to undertake study, research and to complete work-placement requirements in their own time – outside of the scheduled class time – to supplement the classroom delivery and to develop the required skills, knowledge and competencies.
- Students can progress through the program at their own pace:
- Although the time allocated to complete the qualification is generally between 42-52 weeks - a student who can make a commitment of 8 hours per week to additional study, research and independent learning could expect to complete the course in approximately 36-42 weeks.
- However, students who have been identified as having limited work/life experience – may require more time to develop their skills and knowledge in a work setting. These students may require additional time to complete their independent study and research. The time commitment for these students would be expected to average 10-12 hours per week.
- Note: students receiving Centrelink study benefits (education supplement) will be obligated to complete the course in 40 weeks (full-time) or 69 weeks (part-time).

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.

To support submission of their tasks, students will be provided with copies of:

1. the Triscott Certificate III in Education Support General Task Documents (Word) for each Section of the course (A1, A2, B and C)
 - students are expected to work through the general materials and complete the associated learning activities within a specified time-frame (aligned to their Training Plan)
2. the Triscott Certificate III in Education Support Workplace Documents for each Section of the Course (A, B and C)
 - students will work through these tasks within their own time-frame – depending on their individual circumstances

Recognition of Prior Learning (RPL) and Credit Transfer

RPL recognises what the individual student 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 in-class sessions will be reinforced during a mandatory work-placement in an education setting (100-hour minimum – 240-hour maximum) – supervised by a qualified staff member. The work-placement provides students with an opportunity to reflect on their learning and to put their new skills and knowledge into practice.
- 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' before starting their work-placement. 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 options. 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.

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:
 - students are given opportunities to provide feedback – during the course and at course completion – to support Triscott's continuous improvement process
 - 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.

2019 SEMESTER 2 PROGRAMS CHC30213 - CERTIFICATE III IN EDUCATION SUPPORT
BERWICK 9.15 am – 2.45 pm

Course 2 – Semester 2 Mondays (15 classes)	15 Jul	22 Jul	29 Jul	5 Aug	19 Aug	26 Aug	2 Sep	9 Sep
	16 Sept	7 Oct	14 Oct	21 Oct	28 Oct	11 Nov	18 Nov	25 Nov

ROWVILLE 9.15 am – 2.45 pm

Course 2 – Semester 2 Tuesdays (15 classes)	16 Jul	23 Jul	30 Jul	6 Aug	20 Aug	27 Aug	3 Sep	10 Sep
	17 Sep	8 Oct	15 Oct	22 Oct	29 Oct	12 Nov	19 Nov	26 Nov

CHIRNSIDE PARK 9.15 am – 2.45 pm

Course 2 – Semester 2 W'dnesdays (15 classes)	17 Jul	24 Jul	31 Jul	7 Aug	21 Aug	28 Aug	4 Sep	11 Sep
	18 Sep	9 Oct	16 Oct	23 Oct	30 Oct	13 Nov	20 Nov	27 Nov

ESSENDON 9.15 am – 2.45 pm

Course 2 – Semester 2 W'dnesdays (15 classes)	17 Jul	24 Jul	31 Jul	7 Aug	14 Aug	21 Aug	28 Aug	4 Sep
	11 Sep	9 Oct	16 Oct	23 Oct	30 Oct	13 Nov	20 Nov	27 Nov

GREENSBOROUGH 9.15 am – 2.45 pm

Course 2 – Semester 2 Thursdays (15 classes)	18 Jul	25 Jul	1 Aug	8 Aug	22 Aug	29 Aug	5 Sep	12 Sep
	19 Sep	10 Oct	17 Oct	24 Oct	31 Oct	14 Nov	21 Nov	28 Nov

HOPPERS CROSSING 9.15 am – 2.45 pm

Course 2 – Semester 2 Thursdays (15 classes)	18 Jul	25 Jul	1 Aug	8 Aug	15 Aug	22 Aug	29 Aug	5 Sep
	12 Sep	10 Oct	17 Oct	24 Oct	31 Oct	14 Nov	21 Nov	28 Nov

SEYMOUR 9.15 am – 2.45 pm

Course 1 – Terms 2 & 3 Fridays (15 classes)	26 Apr	3 May	10 May	24 May	31 May	7 Jun	14 Jun	21 June
	19 Jul	26 Jul	2 Aug	9 Aug	16 Aug	30 Aug	6 Sep	13 Sep

2019 MANDATORY INDUCTION SESSIONS			
	Semester 2	Day	Time
BERWICK	15 th July	Monday	9.30 am – 11.00 am
ROWVILLE	16 th July	Tuesday	9.30 am – 11.00 am
CHIRNSIDE PARK	17 th July	Wednesday	9.30 am – 11.00 am
ESSENDON	17 th July	Wednesday	12.30 pm – 2.00 pm
GREENSBOROUGH	18 th July	Thursday	9.30 am – 11.00 am
HOPPERS CROSSING	18 th July	Thursday	12.30 pm – 2.00 pm
SEYMOUR	26 th April	Friday	9.30 am – 11.00 am

TRAINING AREA:	LOCATION:	ADDRESS:
BERWICK	Old Cheese Factory	34 Homestead Road, Berwick 3806 <u>The Chapel</u> – 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 & 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 Students enrol directly with SDCH	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