



TRISCOTT EDUCATIONAL SERVICES PTY LTD

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2020	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. Triscott's training program has been developed to meet the needs of people who are seeking employment in schools – to access an education support worker role.

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 mandatory work-placement (minimum 100 hours – maximum 240 hours) and having achieved the competencies required for the Certificate III in Education Support – you 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?

- You will have the skills, knowledge and understanding required to provide assistance and support to teachers and students (including students with additional educational needs and disabilities), under broad-based supervision.
- You 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?

- You could elect to continue your 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?

Make an initial contact with Triscott

Email Triscott via: enrolment@triscott.com.au

OR

Access the Triscott Educational Services (Triscott) website (www.triscott.com.au)

OR

Contact Triscott directly by phone: (0419 501 724 OR 03 5962 2848)

Complete the Triscott Enrolment Documents

1. Enrolment Form – complete all items, sign and date the 2020 Skills First Declaration and the Privacy statement, i.e. pages 1-8
Note: Triscott enrolment forms contain the mandatory standard enrolment questions as outlined in the VET Student Statistical Collection Guidelines
2. Complete and submit the Pre-Training (LLN) Competency document
3. Complete and submit the Skills First Pre-Training Review document
4. Arrange payment of a \$150 non-refundable deposit

How can I submit my enrolment application?

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

Enrolment Form Details required

(a) Unique Student Identifier (USI)

Triscott is required to collect (and verify) your USI before your 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:

- enrolments@triscott.com.au / admin@triscott.com.au.

(b) Victorian Student Number (VSN Number)

The Victorian Student Number (VSN) is applicable for students below the age of 25 who are currently undertaking VET training.

The Victorian Government has legislated and implements a VSN for all students in Victorian government and non-government schools. The VSN is a student identification number that is assigned by the Department of Education and Training.

(c) Student Number:

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

Are there admission requirements for the CHC30213 Certificate III in Education Support qualification?

1. Initially, you are required to submit the 3 x completed documents – (i) Enrolment Form; (ii) Pre-Training (LLN) Competency document; and (iii) the Skills First Pre-Training Review document.

After the 3 documents have been received at Triscott, the CEO will conduct an oral interview / discussion with you:

- to clarify any additional information, support or paperwork that is required
- to confirm that the qualification meets your needs / goals and that the program is suitable for you

Note: Additional support required: Enrolment Form (items 7-11) and Pre-Training Review (items 10,11 & 13)

- You should indicate any additional needs that you might have in relation to completing the training.
- Triscott will endeavour to access the appropriate assistance to support each student's identified need

2. All students are required to attend a mandatory induction meeting

3. All students will be provided with a relevant Training Plan

4. Computer requirements

Students require 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

5. 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 sessions

As a part of Triscott's Pre-Training Review – all students are required to attend an induction session before their training program commences. You will be reminded of the induction meeting details – the date, time and venue - for the relevant session. Current details are available at the end of this document.

At the meeting, Triscott's administration staff will have the opportunity to finalise and verify any incomplete paperwork.

Triscott trainers will provide each student with their initial in-class workbook. They 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

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
- a deposit of \$150, a completed Enrolment Form, Pre-Training (LLN) Competency document and Skills First Pre-Training Review, attendance at an induction session 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, i.e. at the Induction meeting.
- 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 2020.
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	Government Contribution	Tuition fee	Materials/ Admin	Total fee
CHC30213 Certificate III in Education Support	Full Fee enrolment		\$1350	\$150	\$1500
	Funded enrolment	\$4410	\$250	\$150	\$400
	Funded – with concession	\$4410	\$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 an applicant 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 student withdraws after the training begins.

Class materials

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

4. TRAINING AND ASSESSMENT

How long will it take me to complete the training?

The volume of learning recommended for a Certificate III qualification is typically 1-2 years (1200-2400 hours):

- a. The majority of Triscott students already have a significant amount of the relevant experience, skills or knowledge related to the required competencies; many have previous work-experience in another industry; and the experience, skills and knowledge are transferable. While ensuring that each student has fully absorbed the required knowledge and skills to work in the education-support sector – Triscott recognises that these students generally require a smaller amount of training. Volume of learning for these students is generally between 900-1200 hours, i.e. 9-12 months.
- b. For students who have no previous work-experience and/or no skills or knowledge related to the competency – the amount of required training would be expected to match the AQF volume of learning time-frame of 1200 – 2400 hours, i.e. between 12-24 months.
- c. Reasonable adjustments can be arranged for students who have particular needs. All students will be given the opportunity to fully absorb the required knowledge and to develop the skills required for the workplace. In these instances, the volume of learning might extend up to 4 years, i.e. 4800 hours through a mutually agreed program.

Training Delivery:

In-class trainer-supervised training:

The training program has been specifically designed for delivery via a series of in-class, fully facilitated workshops – over a period of 15 x 6 hour in-class sessions – generally on a weekly basis within school term dates.

In-class experiences are designed to assist the student:

- to develop the required knowledge, skills, understandings and competencies
- to prepare for a valid assessment
- to prepare for job readiness

Self-paced independent study and research time

Additional study, research and independent learning:

- Students are required to undertake study, independent 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 (volume of learning is anticipated to be between 1200-2400 hours).
- Students can progress through the program at their own pace.
- Although the time allocated to complete the qualification is generally between 42-52 weeks (900-1200 hours) - 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 be between 1200-2400 hours.

Note: students receiving Centrelink study benefits (education supplement) are advised to consult with their Centrelink coordinator to clarify their training requirements.

Work-placement:

- Students are required to successfully complete a work-placement (minimum 100 hours – maximum 240 hours) in a school setting - to supplement and reinforce the in-class delivery.
- During the work-placement, student learning will be reinforced, skills will be further developed and competencies will be verified by a workplace supervisor..
- Appropriate tasks and projects will be completed to verify knowledge, skills and competencies
- Students are responsible for arranging their own work-placement

Student Workbook

- At the initial induction meeting, students will be provided with a copy of the current Triscott Certificate III in Education Support workbook.
- The workbook includes (and outlines) the learning and assessment requirements for each section of learning.
- Students are expected to work through the material, completing any relevant learning activities and submitting their documentation within a specified timeframe.

On-line support

- Students are encouraged to access relevant resources to assist their research projects.
- Assessment tasks can be accessed via email.
- Students have access to trainer-assessor support on a regular basis. Either the CEO or another trainer-assessor will be available for email support on a Thursday between 6.30 pm and 9.00 pm. Student requests will be attended to within the specified timeframe or within 24 hours

Delivery modes:

The Triscott training program for CHC30213 Certificate III in Education Support has been specifically designed for delivery via an initial series of in-class, fully facilitated workshops.

The workshop sessions will be delivered using a combination of:

- attendance at class
- simulations
- skill practice sessions
- oral questioning – lead by the facilitator
- project based assessment activities

The knowledge and skills introduced and developed in the workshop sessions will be reinforced during a mandatory work-placement (minimum 100 hours – maximum 240 hours).

The Workplace Tasks are a combination of observations, reflections, research, accessing relevant information from the educational setting and practical tasks related to student learning and classroom management.

How will I be assessed?

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

To support submission of your tasks, you will be provided with copies of:

- (a) Triscott Certificate III in Education Support General Task Documents (Word) for each Section of the course (A1, A2, B and C). You will be expected to work through the General task materials and complete the associated learning activities within a specified timeframe (aligned to your Training Plan)
- (b) Triscott Certificate III in Education Support Workplace Task Documents for each Section of the Course (A, B and C). You will work through these tasks within your own time-frame – depending on your individual circumstances. The majority of units will require a workplace supervisor to verify your skills and competencies.

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 can apply for RPL by completing the RPL process for any complete unit.

Students who have completed units from a course with 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?

- Yes - 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 (VET policy).
- 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

- Triscott's privacy policy supports and endorses the national and state privacy standards.
- 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.
- 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

- To support Triscott's continuous improvement process, student feedback is collected and analysed during each course and at course completion.
- A section of the student workbook contains a variety of feedback forms, i.e.
 - mid-course evaluation forms - for students to complete at session 6 and submit to the trainer
 - end-of course evaluation forms (Norrish-Reid Services feedback forms) are either collected by trainers at the last training session OR students submit them independently
 - students and workplace supervisors have an opportunity to provide feedback data by completing 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 with a discussion, a grievance form is available from Triscott Educational Services.
- Triscott will ensure that any complaints (should they arise) are handled fairly and efficiently and with 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
Both the Norrish-Reid Evaluation Form and the Mid-point Survey Form (included in the work-book) provide students with an opportunity to express their concerns anonymously.

Complaints and Appeals Procedure:

The complaints 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 should 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.

We look forward to working with you – assisting you to gain your qualification.

The Triscott Team

2020 PROGRAMS

CHC30213 CERTIFICATE III IN EDUCATION SUPPORT

BERWICK

9.15 am – 2.45 pm

Course 1 – Semester 1 Mondays (15 classes)	10 Feb	10 Feb	17 Feb	24 Feb	2 Mar	16 Mar	23 Mar	20 Apr
	27 Apr	4 May	11 May	18 May	25 May	1 June	15 June	22 June
Course 2 – Semester 2 Mondays (15 classes)	13 July	20 July	27 July	3 Aug	17 Aug	24 Aug	31 Aug	7 Sept
	14 Sept	5 Oct	12 Oct	19 Oct	26 Oct	9 Nov	16 Nov	23 Nov

ROWVILLE

9.15 am – 2.45 pm

Course 1 – Semester 1 Tuesdays (15 classes)	18 Feb	25 Feb	3 Mar	10 Mar	17 Mar	24 Mar	14 Apr	21 Apr
	28 Apr	5 May	12 May	19 May	26 May	2 June	9 June	16 June
Course 2 – Semester 2 Tuesdays (15 classes)	14 July	21 July	28 July	4 Aug	18 Aug	25 Aug	1 Sept	8 Sept
	15 Sept	6 Oct	13 Oct	20 Oct	27 Oct	10 Nov	17 Nov	24 Nov

CHIRNSIDE PARK

9.15 am – 2.45 pm

Course 1 – Semester 1 W'dnesdays (15 classes)	19 Feb	26 Feb	4 Mar	11 Mar	18 Mar	25 Mar	15 Apr	22 Apr
	29 Apr	6 May	13 May	20 May	27 May	3 June	10 June	17 June
Course 2 – Semester 2 W'dnesdays (15 classes)	15 July	22 July	29 July	5 Aug	19 Aug	26 Aug	2 Sept	9 Sept
	16 Sept	7 Oct	14 Oct	21 Oct	28 Oct	11 Nov	18 Nov	25 Nov

ESSENDON

9.15 am – 2.45 pm

Course 1 – Semester 1 W'dnesdays (15 classes)	19 Feb	26 Feb	4 Mar	11 Mar	18 Mar	25 Mar	15 Apr	22 Apr
	29 Apr	6 May	13 May	20 May	27 May	3 June	10 June	17 June
Course 2 – Semester 2 W'dnesdays (15 classes)	15 July	22 July	29 July	5 Aug	12 Aug	19 Aug	26 Aug	2 Sept
	9 Sept	7 Oct	14 Oct	21 Oct	28 Oct	11 Nov	18 Nov	25 Nov

GREENSBOROUGH

9.15 am – 2.45 pm

Course 1 – Semester 1 Thursdays (15 classes)	20 Feb	27 Feb	5 Mar	12 Mar	19 Mar	26 Mar	16 Apr	23 Apr
	30 Apr	7 May	14 May	21 May	28 May	4 June	11 June	18 June
Course 2 – Semester 2 Thursdays (15 classes)	16 July	23 July	30 July	6 Aug	20 Aug	27 Aug	3 Sept	10 Sept
	17 Sept	8 Oct	15 Oct	22 Oct	29 Oct	12 Nov	19 Nov	26 Nov

HOPPERS CROSSING

9.15 am – 2.45 pm

Course 1 – Semester 1 Thursdays (15 classes)	20 Feb	27 Feb	5 Mar	12 Mar	19 Mar	26 Mar	16 Apr	23 Apr
	30 Apr	7 May	14 May	21 May	28 May	4 June	11 June	18 June
Course 2 – Semester 2 Thursdays (15 classes)	16 July	23 July	30 July	6 Aug	13 Aug	20 Aug	27 Aug	3 Sept
	10 Sept	8 Oct	15 Oct	22 Oct	29 Oct	12 Nov	19 Nov	26 Nov

SEYMOUR

9.15 am – 2.45 pm

Course 1 – Terms 2 & 3 Fridays (15 classes)	17 Apr	24 Apr	1 May	8 May	22 May	29 May	5 June	12 June
	17 July	24 July	31 July	7 Aug	21 Aug	28 Aug	4 Sept	11 Sept

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 can enrol directly with SDCH OR Triscott	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

2020 MANDATORY INDUCTION SESSIONS				
	Semester 1	Semester 2	Day	Time
BERWICK	10 th February (part of session 1)	13 th July	Monday	9.30 am – 11.00 am
ROWVILLE	18 th February	14 th July	Tuesday	9.30 am – 11.00 am
CHIRNSIDE PARK	19 th February	15 th July	Wednesday	9.30 am – 11.00 am
ESSENDON	19 th February	15 th July	Wednesday	12.30 pm – 2.00 pm
GREENSBOROUGH	20 th February	16 th July	Thursday	9.30 am – 11.00 am
HOPPERS CROSSING	20 th February	16 th July	Thursday	12.30 pm – 2.00 pm
SEYMOUR	17 th April	N/A	Friday	9.30 am – 11.00 am

