



# INTERNATIONAL Child Care College STUDENT HANDBOOK

SUPPORTING LEARNING, PROMOTING QUALITY



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# Welcome

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Welcome and congratulations on your decision to undertake vocational training.

ICCC is a specialist training provider with a key focus on the Early Childhood Education and Care sector. The College has a long history of helping students achieve their full potential, with many graduates furthering their learning including university education, while progressing in their career paths.

*'I have a wonderful team of trainers who are dedicated early childhood professionals with a wealth of knowledge they are ready and willing to share with you. Our focus at the College is to provide holistic training. That is, we aim to produce graduates who not only have sound underpinning theoretical knowledge to guide practices, but also have job-ready skills to be a confident and competent member of the workplace team.'*

Karen Kearns is the CEO of ICCC

This handbook contains vital information which will enhance your learning experience and ensure you achieve the expected outcomes of your training. It will assist you to understand your obligations and responsibilities while you are registered as a student with ICCC.

## Mission Statement

ICCC is committed to delivering excellent training solutions that meet the needs of all stakeholders and reflects best practice in adult education. Each product and service, delivered or developed by the College, aims to create an exceptional education experience and builds the skills and knowledge required by learners. Success builds leaders in the industry, confident of their role in developing young lives and constantly evolving to meet the ever-changing needs and demands of the Early Childhood sector.

## The Role of the College

International Child Care College (ICCC) ensures that each training program meets the needs of all learners currently undertaking training with the College. ICCC is responsible for conducting assessment and awarding appropriate qualifications and Statement of Attainment's for courses within the College's scope of registration and guidelines of the relevant training package.

## Code of Practice

The College is regulated by specific legislation and the laws and regulations that apply to all Registration Training Organisations in Australia. It is our intention to exceed the requirements of these minimum standards and provide students with high quality facilities, staff, training and support that will surpass expectations.

## Continuous Improvement

ICCC is committed to the principles of continuous improvement in the delivery of quality vocational training and organisational management. This may mean changes from time-to-time in the way courses are delivered and supported. All continuous improvement strategies are aimed at producing better and more succinct outcomes for students and employers. Information on continuous improvement strategies is available to all students and employers on request.

## Workplace Health and Safety

ICCC has a duty of care to ensure the health, safety and welfare of all employees, students, and visitors. In your course, you will learn about workplace health and safety (WHS) requirements relative to your industry area. Law requires you to take reasonable care for your own health and safety and the health and safety of others in the workplace and at ICCC. You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your trainer or ICCC staff as soon as possible including situations where your level of

distress is making you feel unsafe or you feel another student may need assistance due to their level of distress.

ICCC provide a safe and healthy workplace for staff, students, stakeholders, and visitors by having a planned and systematic approach to the management of workplace health and safety. ICCC is committed to workplace health, safety, and the working environment as part of daily business activities.

## Safety and Environment

The ICCC office/campus has an evacuation plan to deal with emergencies such as fires. Emergency information posters are displayed in various locations around the building.

What to do in an emergency:

If you hear the alarm or you are told to evacuate the area:

- Leave the building via the nearest emergency exit.
- Go to the nearest evacuation assembly Point for the building.
- avoid walking through smoke – it is hot and toxic.

In the case of a lockdown you need to follow ICCC staff instructions and:

- Lock yourself in a room.
- Close the windows and blinds and turn off the lights.
- Stay out of sight and remain quiet and turn your mobile phone to silent - avoid use of social media.
- Remain where you are until told to move or leave.

## First aid

If you need first aid, advise a member of staff and they will contact a first aid officer to assist you.

## Clothing and equipment

In the interests of health and safety, and by law, you are required to observe standard safety practices, including wearing appropriate clothing and using Personal Protective Clothing and Equipment (PPCE) when required. This includes wearing of appropriate protective footwear as necessary. Access to tutorial classes and workshops will be denied if appropriate PPCE is not worn.

# Code of Conduct

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All students enrolled at the College are required to conduct themselves in a professional manner at all times while at the College, during work or work placement, or when engaged in any College related activities.

When you sign your enrolment form, you make an agreement with ICCC that you will follow ICCC policies and procedures.

## Student Conduct

I must:

- Treat all staff, students and the public with respect, fairness, and courtesy
- Be punctual and regular in my attendance
- Submit my assessment tasks by the due date
- Use protective equipment where required and follow all workplace health and safety (WHS) instructions
- Report any workplace health, safety, or environmental incidents to ICCC staff immediately

I must not:

- At enrolment, withhold or misinform ICCC of my previous training qualifications in relation to my eligibility for any Smart and Skilled training subsidised by the NSW Government
- Plagiarise, collude, or cheat in any assessment event
- Illegally copy software licensed to ICCC
- Install software onto ICCC computers
- Use offensive language
- Smoke in any designated non-smoking areas
- Litter on or around campus



- Harass fellow students, staff or the public, either face to face, over the phone or through any social media rights and responsibilities
- Use any social media such as Facebook, Twitter or Instagram, mobile phones, pagers, or similar devices for personal reasons in class
- Use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- Damage, steal, modify, misuse, waste or pollute ICCC property
- Be under the influence of alcohol or illegal drugs in the learning environment
- Engage in behaviour which may offend, embarrass, threaten, or harm other students, staff, or the public – including SMS messaging or any form of cyber bullying

I have the right to:

- Be treated fairly and with respect by staff and students
- Learn in an environment free of discrimination and harassment
- Pursue my educational goals in a supportive and stimulating learning environment
- Have my ICCC records and personal information stored and maintained in a confidential, secure, and professional manner
- Receive information about assessment procedures and my progress in the course in a timely and professional manner
- Modify my Individual Learning Plan in consultation with my trainers
- Present recognition of prior learning (RPL) and credit transfer (CT) at the commencement and within the duration of my studies
- Defer or discontinue my studies through a formal notification.

As an RTO, we have the responsibility to:

- Support you in learning, studying, and developing skills in a safe and healthy educational and social environment.
- Do our best to make sure that you can complete your course at the campus of your choice and in ways that are convenient to you.

- Make changes to course delivery, timetable, and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences
- Advise you of changes to fees and course delivery
- Protect the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course.
- Ask students (where applicable) to sign a Code of Conduct declaration

As an RTO, we have the right to:

- Choose to run any course or withdraw it.
- Alter the fees, times, or dates for the whole or any part of a course as needed.

## Violent Behaviour

'Violence' is not restricted to physical acts. It includes any behaviour that seriously interferes with the physical or psychological safety and well-being of others such as:

- Actual violence to any person.
- Actual violence to any person intended to cause harm or injury to others.
- Threats of violence or intimidation of others.
- Suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

## Harassment

Harassment is any behaviour that offends, humiliates, or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status, or age is against the law under the NSW Anti-Discrimination Act (1977). Harassment can take many forms

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated, or put in someone's workspace or

belongings, on a computer (including e-mail) or on the internet including social media platforms.

- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age, or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a “dig” at someone - and therefore to harass them.
- Offensive gestures.
- Ignoring, isolating, or segregating a person or group.
- Referring to a person who is transgender by their previous name or gender, or calling them “it”.
- Staring or leering in a sexual manner.
- Sexual or physical contact, such as grabbing, kissing, or touching.
- Intrusive questions about sexual activity.
- Unwelcome wolf whistling.
- Repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say “no” before any behaviour or action can be considered harassment. If at any time you are not sure if your behaviour is offending or will offend someone, then that behaviour should stop immediately.

It is also against the law for anyone to:

- Victimise anyone because they complained about harassment, or
- Victimise anyone because they supported someone who complained about harassment.

## Consumer Protection

The Consumer Protection Policy advises ICCC prospective and current customers on their rights and obligations as consumers of ICCC products and services.

ICCC has an obligation to provide:

- The training and support necessary to allow learners to achieve competency.
- A quality training and assessment experience for all customers.
- A clear and accessible feedback and consumer protection process.
- Maintaining procedures for protecting customers' personal information.

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements.

ICCC is responsible for providing:

- Accurate information to customers about their services and fees.
- Information to customers about their rights and responsibilities.
- A complaints and appeals procedure, and information to customers about how to access this.
- A dedicated Consumer Protection Officer and making their contact details readily available.
- Information to customers about the collection and use of their personal information.
- Information to customers about how to update their personal information.

Information regarding Smart and Skilled Consumer Protection for students can be found at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

## Misconduct and Disciplinary Procedures

A student commits a breach of this code when the student engages in conduct that impairs the reasonable freedom of any person (whether or not a student) to pursue his or her studies, research or work.

Students are required to refrain from actions that may bring the College into disrepute. Examples of actions that will be considered as bringing the College into disrepute may include (but are not limited to): being under the influence of drugs and/or alcohol; use of abusive language; inappropriate dress (contrary to the Dress Code); treating others in a discriminatory manner; bullying or intimidating others; breaching the ECA Code of Ethics; acting in a way that puts child at risk of harm. Students who are found to have breached this code may need to show cause why their enrolment should not be terminated.

## Privacy and Personal Information

The Privacy and Personal Information Protection Act 1998 ("Privacy Act") and the Health Records and Information Privacy Act 2002 ("Health Records Privacy Act") establish safeguards to protect all personal and health information held by NSW Government Agencies. Personal information is information or an opinion that identifies a person. Health information is personal information that relates to person's health or disability and includes information about the provision of health services to a person.

Both Acts require ICCC to meet requirements of the legislation in relation to collection, access, alteration, storage, use and disclosure of an individual's information. Individuals who are dissatisfied with the way in which ICCC has dealt with their personal and/or health information may make a suggestion or complaint about the matter.

## Course Results – Testamurs and Transcripts

Testamurs are formal documents showing that you have successfully completed your course. Transcripts are formal documents that show the names and results of all of the units you have enrolled in.

Transcripts and Testamurs are posted to the address registered on your current student record. Your results, including a report to your employer if you are an apprentice or trainee, will be withheld if you have any fees owing. You are able to view your results on the ICCC Student Portal.

## Suggestions and Complaints

ICCC is committed to providing a fair complaints process. During your time studying with ICCC, you might have a concern about your course, your teachers, other ICCC staff or ICCC policies and procedures. If you do have a complaint, we recommend you talk to someone as soon as the situation arises. In the first instance, we recommend you discuss the situation with the people who are directly involved and give them the opportunity to respond. In most cases, this would be your trainers. If you then feel that your situation or complaint has not been dealt with, you can contact the Consumer Protection Officer on 4956 4333 to investigate the issues you have raised.

ICCC intends for the complaints process to be open and transparent. All complaints or appeals are easy for students, employers, and any stakeholders to lodge, and are seen to be acted upon in a fair and equitable manner.

# Enrolment

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The enrolment process may vary depending on the type of qualification you intend to study. An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs.

Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon. Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course.

## Entry Requirements

Entry requirements may relate to things such as:

- Previous workplace experience.
- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role.
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection).

## Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a national student number that allows students to see all of their individual training results from all providers, including all completed training units and qualifications in one space. Each individual account will be linked to

the National Vocational Education and Training (VET) data collection, meaning you will be able to find, collate and authenticate your VET achievements into a single transcript. It will also ensure that your training records are not lost.

You only need one USI for all of your study, and it stays with you for life. From 1 January 2015 all students studying qualifications are required to register for a Unique Student Identifier before enrolment. This means when you come to ICCC to enrol, you will need one.

Create your USI by visiting [www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi)

As a registered training organisation, ICCC is required to collect students' Unique Student Identifier (USI) numbers and verify them before we are allowed to issue students their qualification or statement of attainment. Where students are applying for training subsidised by the NSW Government, a verified USI is required before funding will be approved. If you have not provided your USI or still need to create a USI please visit [usi.gov.au](http://usi.gov.au) for more information and to obtain your USI.

When you create your USI, the account contains personal information, contact details and access to your training records and results (transcript). The USI registry system has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions. The USI registry system also allows you to choose which training organisations can see this information and when.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at:

[usi.gov.au/documents/privacy-policy](http://usi.gov.au/documents/privacy-policy)



As part of your enrolment process, if you are enrolling in courses where training is subsidised by the NSW Government, you will be asked to provide ICCC with permission to utilise your USI when applying for your training subsidy

## Training Contract

**Fee for service:** Fee for Service is a course where you are accountable for 100% of the course fees. All fees, regardless of government subsidies of an employer or student, must be paid by the specified due dates on the basis of the tax invoice, and in Australian dollars.

**Government Subsidised:** Almost all Australians are eligible to apply for available government funded training programs. There is a list of criteria that must be met for eligibility. These criteria are unique to each program, and are taken into consideration before or during the enrolment process. Please be aware that when a government funded program is accepted, there are implications for accessing further programs. Further, depending on qualifications already gained, costings may be different to those with no previous qualifications. Please discuss this further with ICCC's Enrolment Coordinator if you have any questions relating to funding.

## Australian trainees

As an Australian trainee, you may be eligible for financial assistance from the NSW State Government for expenses such as travel and accommodation if you have to travel more than 120 kilometres (round trip) to attend off-the job training courses and a \$100 rebate on car registration for first and second year apprentices. For more information about what is available, phone Training Services NSW on 132 811, or visit their website: [training.nsw.gov.au/individuals/apprenticeships\\_traineeships/financial\\_help](http://training.nsw.gov.au/individuals/apprenticeships_traineeships/financial_help).

The Australian Government also supports Australian apprentices through a range of services and various assistance that you may be eligible to receive. Information can be obtained through your employer's Australian Apprenticeship Support Network (AASN) by phoning AASN General Enquiries on 13 38 73 or visiting the website at [australianapprenticeships.gov.au/australian-apprenticeship-support-network](http://australianapprenticeships.gov.au/australian-apprenticeship-support-network).

For concession travel on public transport from home to campus and home to work you need to complete a State Rail Authority Apprentice Travel Concession Application Form.

## Fees

All training carries a fee or fees. Important information you must be aware of in relation to your fees include:

- Fees must be paid within 14 days of receiving notification or an invoice.
- Failure to pay fees at the scheduled time will result in legal action being taken.
- Students must communicate with the College regarding any delay in payment.
- Should you exceed the contracted training period, an additional fee will be charged, plus a cost per unit of competency based on outstanding course work.
- ICCC reserves the right to amend the current fee policy by giving 21 days written notice to enrolled students.
- Students who require replacement of issued text books or training workbooks will be liable for additional charges to cover the cost of replacement.

The following refund policy will apply:

- The Administration fee (*Smart and Skilled only*) is non-refundable after the cooling off period expires (7 days).
- Fee for Services students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.
- Fee for Services students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by International Child Care College is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- Fee for Services students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Students who are unhappy with the arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with the complaints procedure.

## What do I need to pay?

ICCC is a provider of training subsidised by the NSW Government under their Smart and Skilled Program. For more information on Smart and Skilled contact: 1300 772 104 or go to [smartandskilled.nsw.gov.au](http://smartandskilled.nsw.gov.au)

Your student fee is determined by your eligibility. This is defined by the evidence you provide at the time of enrolment. Therefore, all relevant student evidence is required to ensure that the correct fee is determined at enrolment.

## Additional Charges

In addition to the Student fee, there may be some additional charges. These may be for essential equipment and other items that become your property, for example, personal protective clothing, replacement text books etc. All course specific fees and charges will be advised prior to your enrolment in your qualification of choice and must be paid prior to the commencement of your course.

## Fee exemptions and concessions

Concession fees are available for eligible students studying up to and including Certificate IV who receive a Commonwealth benefit or allowance. Aboriginal or Torres Strait Islander learners who live or work in NSW or live in identified border postcodes are exempt from paying the Student fee. Learners in receipt of the Disability Support Pension or learners with a disability may also be exempt from the Student fee.

If you are applying for a fee exemption or concession fee, you are required to supply appropriate documentation when you enrol. There are no fee exemptions or concessions for non-subsidised courses.

## Fee-Free Scholarships

The NSW Government offers Smart and Skilled Fee-Free Scholarships to help disadvantaged young people access vocational education and training. If you are eligible for a Fee-Free Scholarship at the time of enrolment in your course, you will be exempt from the qualification fee. For further information and to check your eligibility go to [smartandskilled.nsw.gov.au/for-students/fee-free-scholarships](http://smartandskilled.nsw.gov.au/for-students/fee-free-scholarships)

## Refunds

The ICCC Refund Policy informs you of your obligations with regard to your student fees and additional costs, and of eligibility requirements for refunds.

### **Refund of the Student Fee**

You may be eligible for a refund of all or part of the student fee in the following circumstances:

- You have overpaid the student fee.
- You have paid the full student fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment
- You formally advise ICCC in writing, before scheduled commencement, that you are withdrawing from the course.
- You formally advise ICCC in writing, after commencement and/or participation, that you are withdrawing from the course. You may be eligible for a partial refund of the Student fee.
- You have been granted Recognition of Prior Learning or Credit Transfer after enrolment.

## Extensions to Contract

If you need additional time to complete your training, you are encouraged to apply for an extension to contract. ICCC reserve the right to refuse any extension application where students have not made satisfactory efforts to complete the training within the contracted period.

All extension requests must be submitted to the College at least 14 days prior to the end of contract.

## Deferring your study

If you are studying a course subsidised by the NSW Government and wish to defer your studies, you need to:

- Notify your Teacher or Head Teacher
- Read thoroughly, then complete and submit an ICCC Notification of Deferral of Studies form. When your application has been processed you will receive a Transcript of results achieved (if any). Any attempted /not completed units within your enrolled qualification will result in a withdrawn (WD) and be your first and funded attempt on this qualification. If you wish to attempt the unit(s) again you will need to pay an additional fee.

Students can defer studies for a maximum of up to a 12-month period. This could be a combination of more than one application to defer studies. If studies are not resumed within the maximum 12-month period, you will formally be discontinued from your studies. Students who defer studies are responsible for contacting ICCC to negotiate resumption of studies to meet the 12-month deadline.

## Discontinuing your Study

If you are studying a course subsidised by the NSW Government and wish to discontinue your studies you need to:

- notify your Trainer or the Training Manager.

Read thoroughly, complete and submit a ICCC withdrawal form. When your application has been processed and any outstanding fees have been finalised, you will receive a transcript of results achieved. Any attempted/not completed units within your enrolled qualification will result in a withdrawn (WD) and be your first and funded attempt on this qualification. If you wish to attempt the unit(s) again you will need to pay an additional fee. If you wish to return to complete a unit(s) of competency not started in this qualification, you will be re-assessed against the Smart and Skilled/Government subsidised training eligibility and entitlement criteria, current at that time, to determine your Student Fee or eligibility for a concession fee or fee exemption.

# Training with ICCC

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Our focus at the College is to provide holistic training. That is, we aim to produce graduates who not only have sound underpinning theoretical knowledge to guide practices but also have job-ready skills to be a confident and competent member of the work team.

Our training combines ongoing workplace experience with tutorials, workshops and online learning. Our trainers will also provide you with individual mentoring and support.

We strongly believe that learning is a collaborative process which occurs when students are engaged in learning with their peers, with real workplace experiences, with practicing early childhood educators, with children and their families and with trainers who are experienced early childhood educators and vocational education professionals.

## Training Guarantee

ICCC comply with the VET Quality Framework (VQF) and undertake to provide:

- Quality training and assessment across all operations
- Management systems and flexible services to meet client needs
- Continuous improvement of training and assessment, client services, systems, access and equity and quality outcomes for all clients.

ICCC is committed to offering support and guidance to all students. Registration details for ICCC may be accessed at: [www.training.gov.au](http://www.training.gov.au)

## Australian Qualifications Framework (AQF)

The AQF is a nationally agreed framework that identifies the qualifications available in Australia in the three educational sectors (schools, vocational education and training, and higher education).

### Training Packages

Training Packages are an industry developed and nationally endorsed basis for vocational education and training provided throughout Australia. Training Packages identify a range of skills and knowledge (competencies) that employers require in people who work in their industry.

Students must complete all components of each Unit of Competency to be deemed competent for that unit. Students who satisfactorily complete these requirements are issued with the appropriate qualification outcome. A Statement of Attainment may be available for students who fail to complete all required Units of Competency.

### Core Skills

Core skills are non-technical, or generic workplace skills and knowledge, necessary for the effective participation in the workforce. They include skills such as; literacy; teamwork; communication and interactions with others; self-management; initiative and problem solving; planning and prioritising; working in an ethical manner; and using tools and technology. Each person comes to the workplace with a mixture of these skills which are then refined and developed as experience is gained in the workplace.

As part of your training you are required to demonstrate core skills that reflect the complexities of your role in the organisation.

### Assessment

Assessment is an important part of your learning and is required in order for you to gain a nationally recognised qualification or statement of attainment (one or more units of

competency). It is progressive and involves more than one assessment item for each competency. You can be assessed at any time in your course. You will be provided with instructions that detail how you will be assessed. Assessment could be a test of practical skills and/or a written test of knowledge. Some assessments are undertaken in your workplace or at home and submitted to your trainer by a specified date. If, for any reason, you are unable to attempt an assessment task, you should let your trainer know in advance as you may be required to apply for an extension of time. If it is due to illness you must advise your trainer as soon as possible, preferably prior to the scheduled time. In some instances, you may require a Doctor's certificate if illness prevents you attending a scheduled assessment.

## Recognition of Prior Learning (RPL) and Credit Transfer

ICCC offers nationally recognised training and as such may make you eligible for credit transfer that can take up to two years off the normal time to complete the degree. If you are eligible to receive a credit transfer it will reduce the number of subjects you will need to study to complete a Bachelor Degree.

ICCC recognises that you may have gained skills and knowledge through your work and life experiences. You can apply for recognition of these skills and knowledge towards units of competency in your course. You do not have to study units of competency for which you gain recognition.

ICCC recognises units of competency, qualifications and statements of attainment completed with other Registered Training Organisations (RTOs) in Australia. This is known as credit transfer. You should bring transcripts of previous study to enrolment and information sessions, so that your eligibility for credit can be assessed as soon as possible. For some students, receiving credit or recognition may affect the cost of your course and/ or the student fee.

The following guidelines are to be followed when applying for recognition:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or qualification which are not included in ICCC's scope of recognition.



- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students must submit required evidence matched to the RPL kit provided.
- RPL is assessed by an appropriate trainer.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition requires the College to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.
- ICCC trainers are here to support your training and are available to offer guidance in collecting evidence relating to RPL.

## Resubmitting an Assessment Task

If you have completed the assessment task within the required assessment dates but are initially assessed as Not Yet Satisfactory, you may be entitled to resubmit the assessment event. This only applies to initial attempts or submissions that are considered to be a genuine attempt by the student. Only one resubmission may be granted for each assessment event and will be subject to approval by your trainer.

## Repeating a Unit(s) of Competency

If you need to repeat a unit(s) of competency as a result of not achieving competency during the first enrolment period, you may have the option to repeat the unit(s) by re-enrolling and paying a fee for each unit(s) of competency you wish to repeat.

### Withdrawal and Deferring

If you wish to withdraw from, or defer, your training, you must notify us in writing as soon as possible. Penalty fees may apply for withdrawing or deferring your training. If you fail to notify us in writing of your request for withdrawal or deferral, you will be deemed as still enrolled, and be liable for all associated course fees owing.

## Assessment appeals

All students have the right to appeal an assessment decision where they feel the assessment process was unfair or that the decision made by the assessor does not accurately reflect their competence or grade of achievement. Appeals against an assessment process must be lodged within three weeks of being formally notified of the result of the assessment.

Grounds for appeal may include failure to:

- Provide appropriate instruction to the candidate before and during the assessment.
- Provide reasonable adjustment where necessary.
- Take literacy, numeracy, and language requirements of the student into consideration.
- Consider all available evidence.
- Make an assessment decision consistent with the evidence provided.

## Reasonable Adjustment

If you have a disability you may be eligible for 'Reasonable Adjustment' during your study. The Disability Discrimination Act (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable the student with disability to participate in education on the same basis as a student without disability, and specifically to ensure that:

- Teaching materials are appropriate to the needs of the student.
- Course learning activities are sufficiently flexible for the student to be able to participate.
- Study materials are available in an appropriate format for the student.
- Teaching strategies are adjusted to meet the learning needs of the student.
- Assessment procedures are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.

Reasonable adjustment involves steps undertaken to enable students, with a disability, to participate in education on the same basis as a student without a disability. This may include:

- Customising resources and assessment activities within the training package or accredited course.
- The provision of learning materials in alternative formats.
- Flexible scheduling and delivery of training and assessment.
- Assessment procedures adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.
- Monitoring the adjustments to ensure learner needs continue to be met.

## Student Portal

When you commence your training with ICCC, you will receive an email from us containing your username and temporary password to access our Student Portal. This email will also contain important information about your training which you will need to read.

The Student Portal is ICCC's online learning website, where you will access information such as: your assessments; due dates; results and progress; marking feedback; training tools such as videos and readings; updated information on the discussion board; and contacting your trainer via the discussion board. Contained in your Student Portal account is your Individual Learning Plan. It is here that your assessments are stored, where you can download or save your assessments to a PC or device. This is also where you can upload your completed assessments for marking. It is very important that you familiarise yourself with the Student Portal and your Individual Learning Plan.

Please check all personal information is correct in your Student Portal account. If there needs to be any changes please contact ICCC directly.

## Using the Website

The College website has a useful calendar to help students plan their activities and keep in touch with your trainers. The calendar already contains useful information about upcoming events both at both the College and the wider community and

support holistic learning. If you have any questions about using the calendar please contact the College or ask your trainer to demonstrate this function.

My Child Care College website: <https://student.childcarecollege.com.au>

## Trainer/Mentor

When you commence training with ICCC, you will be assigned a trainer and a mentor.

Your trainer will visit you in the workplace periodically to observe and assess your work and progress. They will also liaise with your workplace supervisor to discuss performance.

Your mentor will provide support for: questions relating to assessment tasks; coordinating work placements; communicating scheduled training milestones and supporting extensions, withdrawals, or suspensions. Your mentor will also monitor training participation with the support of your workplace supervisor where necessary.

# Other important information

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## Centrelink

Centrelink delivers Government payments to eligible students. To find out the conditions of eligibility, refer to the Human Services website for Centrelink information:

[humanservices.gov.au](http://humanservices.gov.au)

Payments are provided to support people who are studying, training, or undertaking an Australian apprenticeship. Income support payments like ABSTUDY, Austudy and Youth Allowance provide financial support while you study or train.

Centrelink also provides payments to help the families and carers of students. Financial support to assist with costs while you finish school, undertake tertiary education, or undertake an Australian Apprenticeship or Traineeship.

Payments while you are studying or training include:

- Youth Allowance (student): Youth Allowance provides financial help for young people who are studying and training full-time, undertaking a full-time Australian Apprenticeship, or looking for work.
- Austudy Payment: Austudy provides financial help to full-time students and Australian apprentices aged 25 or more.
- ABSTUDY Payment: for Indigenous students to help with study costs. Provides help with costs for Aboriginal and Torres Strait Islander Australians who are studying or undertaking an Australian Apprenticeship.

## Payments for child care costs

Child Care Benefit helps cover the cost of approved child care, including long day care, family day care, occasional day care, and before and after-school care. The Child Care Rebate is paid in addition to the Child Care Benefit and covers some out-of-pocket child care expenses for those who are working, training, or studying. Jobs, Education and Training (JET) Child Care fee assistance provides extra help with the cost

of approved child care for eligible parents who are looking for work, studying, training, or undertaking rehabilitation to enter, or re-enter the workforce.

## Payments for travel expenses

If you are a student and you live away from home in order to study, Fares Allowance helps you cover the cost of travelling between your permanent home and the place where you are studying. The assistance for Isolated Children Scheme helps parents and carers who live in rural and remote areas with the extra costs of educating their children.

Education Entry Payment Available to people receiving specific income-support payments, to help with the cost of study. Student Start-up Scholarship If you are a full-time student undertaking an approved scholarship course and are receiving Youth Allowance, Austudy, or ABSTUDY living allowance, you will receive the Student Start-up Scholarship in two half yearly payments.

## Relocation Scholarship

Full-time dependent students in receipt of ABSTUDY living allowance who have to live away from home to undertake higher education may be eligible. For more information visit: [humanservices.gov.au/customer/services/centrelink/relocation-scholarship](https://humanservices.gov.au/customer/services/centrelink/relocation-scholarship)

## Fares Allowance

Only paid to tertiary students who have to live away from their permanent home for study. For more information visit:

[humanservices.gov.au/customer/services/centrelink/fares-allowance](https://humanservices.gov.au/customer/services/centrelink/fares-allowance)

## Online services for students

Centrelink has a range of online services available for students. Online services let you do things like:

- Apply for Youth Allowance or Austudy
- Report future study intentions
- View your study details

- Report parental income Enquiries by Telephone Text (TTY) for people with hearing difficulties – Free call TM 1800 810 586. A TTY phone (teletypewriter) is required to use this service.

Important: calls from fixed phones from anywhere within Australia to 13 numbers may cost up to 25 cents and calls to 1800 numbers are free of charge to the caller. Calls from payphones and mobile phones to 13 numbers or 1800 numbers may be charged at a higher rate.

Information in languages other than English (Auslan service is also provided) can be provided by phoning 131 202. Centrelink provides many other services. Check their website for further information.

Changes in your circumstances may affect your payments and entitlements. You **MUST** tell Centrelink within 14 days if any of the following happen:

- You earned or received any income
- If you discontinue, defer, or modify your study hours
- Your income details changed
- Your partner's income details changed

## Financial assistance and advice

As a student, managing your budget can be a challenge. Check out the saving and advice ideas below. Would you like \$500? Saver Plus provides an opportunity to have every dollar saved (up to \$500) matched with an additional dollar for your own or your family's education-related expenses.

Follow the link to learn more: [thesmithfamily.com.au/what-we-do/our-work/at-home/saver-plus](http://thesmithfamily.com.au/what-we-do/our-work/at-home/saver-plus) email: [saverplus@bsl.org.au](mailto:saverplus@bsl.org.au) or phone 1300 610 355. You may be entitled to financial support from Centrelink, visit [humanservices.gov.au](http://humanservices.gov.au) and click on Centrelink. Even if you are not eligible for an allowance, you may be entitled to a Health Care Card.

## Sustainability

ICCC are committed to improving our environment by reducing energy use, increasing our recycling, using renewable energy, reducing water consumption, and reducing waste to landfill.

We encourage you to participate in the following ways:

- Make sure all taps are turned off.
- Use half-flush toilets where possible.
- Save work to USB drives and only print if needed.
- double side all printing and copying.
- Make sure lights are turned off at the end of class.
- Shut down your computer and monitor when you have finished.
- Report any workplace health, safety or environmental incidents to your Teacher and/or my Customer Service Centre immediately.
- Make sure not to damage, steal, modify, misuse, waste or pollute ICCC property.

## Child Protection

ICCC has a Duty of Care to children and young people. The Children and Young Persons (Care and Protection) Act 1998 defines a 'child' as a person under the age of 16 years and a 'young person' is defined as 16-17 years of age.

ICCC is obliged to:

- Have up-to-date knowledge of information and legislation regarding child protection,
- Comply with policies and procedures, and
- Ensure confidentiality and any exchange of information does not contravene legislative requirements.

A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety, welfare or wellbeing are:

- i. present to a significant extent;



- ii. sufficiently serious to a warrant a response by a statutory authority irrespective of a family's consent;
- iii. not minor or trivial;
- iv. may reasonably be expected to produce a substantial and demonstrable adverse impact on their safety, welfare, or wellbeing;
- v. may be a single act or omission or an accumulation of these.

Significant harm can include the following:

- Physical abuse
- Sexual abuse
- Psychological harm
- Relinquishing care
- Carer concerns (parent/carer substance abuse, parent/carer mental health, parent/carer domestic violence)
- Danger to self or others
- Neglect (supervision, physical shelter/environment, food, hygiene, medical care, mental health care, education)

Should you have any questions or concerns, please contact your trainer

## NSW Training Awards

Each year trainers and Employers nominate eligible students from ICCC for the Hunter Region Apprentice and Trainee Advisory (HRATA) Awards and the Central Coast Apprentice and Trainees Advisory Committee (CCATAC) Awards.

The NSW Training awards recognise outstanding achievement in Vocational Education and Training (VET). The awards honour and reward the achievement of students in various categories including:

- Apprentice of the Year
- Trainee of the Year
- Vocational Student of the Year
- Aboriginal and Torres Strait Islander Student of the Year

- School Based Apprentice or Trainee of the Year
- VET in Schools Student of the Year

The winner of each regional category may progress as a finalist to the NSW Training Awards. The State Award winners are then considered for the Australian Training Awards. For further information, eligibility criteria and nomination forms, please visit the website: [www.training.nsw.gov.au/training\\_awards](http://www.training.nsw.gov.au/training_awards)

# Student Support Services Information

<b>Emergency Numbers</b>
Ambulance, Police, Fire 000 (24 hr – Emergency Only)
Police Assistance Line 131 444 (24 hr)
State Emergency Service - Floods & Storms 132 500 (24 hr)
Poisons Info Line 131 126 (24 hr - Australia wide)
<b>Career Information Services</b>
<a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a>
<a href="http://www.jobwise.gov.au">www.jobwise.gov.au</a>
<a href="http://www.myfuture.edu.au">www.myfuture.edu.au</a>
<a href="http://www.jobguide.deewr.gov.au">www.jobguide.deewr.gov.au</a>
<b>Financial Assistance and Information</b>
<a href="http://www.humanservices.gov.au">www.humanservices.gov.au</a>
<a href="http://www.moneysmart.gov.au">www.moneysmart.gov.au</a>
<a href="http://www.youth.nsw.gov.au/youth_links/links/work_and_money">www.youth.nsw.gov.au/youth_links/links/work_and_money</a>
<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>
Lifeline Financial Counselling Service 02 4940 2000
<b>Government Services</b>
Centrelink - ABSTUDY 1800 132 317
Centrelink - Youth and Student Services 132 490
Department of Immigration and Citizenship 131 881
Legal Aid – Law Access 1300 888 529(24 hr)
Legal Aid - Youth Hotline 1800 101 810
NSW Anti-Discrimination Board 1800 670 812
NSW Ombudsman 1800 451 524
Renting and Strata – NSW Fair Trading Information 133 220

<b>Language, Literacy &amp; Disability Services</b>
Literacy and Learning Centre <a href="http://www.literacyandlearning.com.au">www.literacyandlearning.com.au</a>
Reading Writing Hotline 1300 655 506 <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a> & <a href="http://www.literacyline.edu.au">www.literacyline.edu.au</a>
Translating and Interpreting Services TIS National 131 450 (24 hr)
People with Disabilities <a href="http://www.australia.gov.au/people/people_with_disabilities">www.australia.gov.au/people/people_with_disabilities</a>
People with Disabilities <a href="http://www.humanservices.gov.au/customer/themes/people-with-a-disability">www.humanservices.gov.au/customer/themes/people-with-a-disability</a>
Disability Care Australia <a href="http://www.disabilitycareaustralia.gov.au">www.disabilitycareaustralia.gov.au</a>
<b>Training Information and Services</b>
Apprenticeships and Traineeships <a href="http://www.australianapprenticeships.gov.au">www.australianapprenticeships.gov.au</a> & <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
University Admission <a href="http://www.uac.edu.au">www.uac.edu.au</a>
University of Newcastle Articulation <a href="http://www.newcastle.edu.au/service/credit-transfer">www.newcastle.edu.au/service/credit-transfer</a>
<b>Health and Community Information/Assistance</b>
Aboriginal and Torres Strait Islander drug information <a href="http://www.kooridruginfo.adf.org.au">www.kooridruginfo.adf.org.au</a>
Alcohol and Drug Information Service 1800 422 599 (24 hr)
Alcohol Related Health Issues <a href="http://www.alcohol.gov.au">www.alcohol.gov.au</a>
Beyond Blue <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Black Dog Institute <a href="http://www.blackdoginstitute.org.au">www.blackdoginstitute.org.au</a>
Child Abuse Prevention Services 1800 688 009 (24 hr)
Child Protection & Family Crisis Centre 1800 066 777
Domestic Violence Hotline 1800 656 463 (24 hr)
Drug Info <a href="http://www.druginfo.adf.org.au">www.druginfo.adf.org.au</a>
Family Drug Support 1300 368 186 (24 hr)
G Line - Gambling Helpline 1800 633 635 (24 hr)
Gay and Lesbian Counselling of NSW <a href="http://www.glcsnsw.org.au">www.glcsnsw.org.au</a>
General Health <a href="http://www.healthinsite.gov.au">www.healthinsite.gov.au</a>
GP Access After Hours - Healthcare Advice Line 1300 130 147
Headspace <a href="http://www.headspace.org.au">www.headspace.org.au</a>

HIV/AIDS Information Line 1800 451 600
HIV/AIDS/STI's <a href="http://www.acon.org.au">www.acon.org.au</a> & <a href="http://www.fpnsw.org.au">www.fpnsw.org.au</a>
Homelessness <a href="http://www.housingpathways.nsw.gov.au/ways+we+can+help/Homelessness">www.housingpathways.nsw.gov.au/ways+we+can+help/Homelessness</a>
Hunter New England Emergency Mental Health Helpline 1800 655 085 (24 hr)
Hunter New England Health – Healthlink 1800 063 635 (24hr)
Kids Helpline 1800 55 1800 (24 hr)
Lifeline 131 114 (24 hr)
Mental Health Association NSW <a href="http://www.mentalhealth.asn.au">www.mentalhealth.asn.au</a>
MoodGYM <a href="http://www.moodgym.anu.edu.au">www.moodgym.anu.edu.au</a>
National Cannabis prevention and Information Centre <a href="http://www.ncpic.org.au">www.ncpic.org.au</a>
Northern Settlement Services <a href="http://www.nsservices.com.au">www.nsservices.com.au</a>
NSW Sexual Health Infoline 1800 451 624
Parenting Assistance <a href="http://www.parentline.org.au">www.parentline.org.au</a>
Parentline NSW (24 hr) 1300 130 052
Pregnancy/Family Planning <a href="http://www.fpnsw.org.au">www.fpnsw.org.au</a>
Rape Crisis & Sexual Assault Centre 1800 424 017 (24 hr - NSW) 1800 737 732 (24 hr – National)
ReachOut <a href="http://www.reachout.com.au">www.reachout.com.au</a>
Salvation Army Telephone Counselling 1300 363 622 (24 hr)
Samaritans Reconnect Youth Services 1800 171 800
SANE Australia <a href="http://www.sane.org">www.sane.org</a>
Save-A-Mate <a href="http://www.redcross.org.au/save-a-mate.aspx">www.redcross.org.au/save-a-mate.aspx</a>
Sexual Assault <a href="http://www.nswrapecrisis.com.au">www.nswrapecrisis.com.au</a> & <a href="http://www.sexualassault.nsw.gov.au">www.sexualassault.nsw.gov.au</a>
Wesley Mission Newcastle Youth Service 02 4962 2188
Women's and Youth Refuges – Lifeline 131 114 (24 hr)
Youth Services <a href="http://www.youth.nsw.gov.au">www.youth.nsw.gov.au</a>

**Please Note:** All 1800 numbers are a free call number when made from a landline. This information is correct as of July 2017 and is subject to change.

# FAQ and Troubleshooting

## Who to call when I need help with.....

My question relates to:	Who to contact:
<ul style="list-style-type: none"> <li>• Questions relating to my assessment task.</li> <li>• Updates about my progression through the course.</li> <li>• Suspend my training while I go away. Is this possible?</li> </ul>	<p>Training Manager and Student Mentor</p> <p>Erica Wilkinson: <a href="mailto:erica@childcarecollege.com.au">erica@childcarecollege.com.au</a></p>
<ul style="list-style-type: none"> <li>• What do I need to do to reschedule my planned visit?</li> <li>• What will be assessed at my observation assessment visit?</li> </ul>	<p>Workplace Trainers and Assessors</p> <p>Vicki Fraser: <a href="mailto:vicki@childcarecollege.com.au">vicki@childcarecollege.com.au</a></p> <p>Liza Corrigan: <a href="mailto:liza@childcarecollege.com.au">liza@childcarecollege.com.au</a></p> <p>Vanessa Johns: <a href="mailto:vanessa@childcarecollege.com.au">vanessa@childcarecollege.com.au</a></p> <p>Tracy Manning: <a href="mailto:tracy@childcarecollege.com.au">tracy@childcarecollege.com.au</a></p>
<ul style="list-style-type: none"> <li>• I can't log in to the ICCC Student Portal</li> <li>• My assessment won't upload</li> <li>• I'm having trouble accessing the readings</li> </ul>	<p>Administration Manager</p> <p>Jess Murray: <a href="mailto:info@childcarecollege.com.au">info@childcarecollege.com.au</a></p> <p>Phone: 02 4956 4333</p>
<ul style="list-style-type: none"> <li>• Can I set up a payment plan to pay student fees?</li> <li>• I am withdrawing from the course. Am I entitled to a refund?</li> </ul>	<p>Finance Manager</p> <p>Sara Taylor: <a href="mailto:accounts@childcarecollege.com.au">accounts@childcarecollege.com.au</a></p> <p>Phone: 02 4956 4333</p>
<ul style="list-style-type: none"> <li>• Can you explain the enrolment process?</li> <li>• Can you help me with my USI?</li> </ul>	<p>Enrolments Coordinator</p> <p>Helen Tapper: <a href="mailto:helen@childcarecollege.com.au">helen@childcarecollege.com.au</a></p> <p>Phone: 02 4956 4333</p>

## Troubleshooting

What is the problem?	How can I resolve it?
I forgot my password for the Student Portal.	Go to the Student Portal login page and click on 'Forgot Password'. Click <a href="#">here</a> to access the Student Portal.
I cannot access a reading in my assessment.	Readings can be accessed via the reference list at the beginning of the assessment, and above the relevant question. Try both readings before contacting ICCC. If you are using an Apple Mac computer, you can try to copy and paste the link attached to the reading, in to your web browser. If you are still unable to access the reading, contact ICCC via email or phone.
I have uploaded my assessment in to the wrong unit in my Individual Learning Page (ILP) in the Student Portal.	Ensure you have saved your assessment to your PC, a USB or external hard drive. Once this is done contact ICCC via email ( <a href="mailto:info@childcarecollege.com.au">info@childcarecollege.com.au</a> ) with the assessment attached. We will resolve the issue for you from here.
I cannot upload my assessment to the Student Portal.	The Student Portal will only accept certain document types. Please ensure your assessment is in .pdf (PDF) or .doc (Word) format. You can also upload photos relevant to your assessment in .jpeg (JPEG) format.
I am unsure what is outstanding in my course.	This information is available for you to access via your ILP in the Student Portal. Click <a href="#">here</a> to access your student portal.
I can't access my e-text.	Contact ICCC for assistance.
I need to change my contact details.	If your contact details in the Student Portal account do not match your current information, please contact us via email or phone to have this updated.
How can I view my enrolment information?	You can access this in your Student Portal account via the tab labelled 'My Details & Documents'.
How can I find out when my training contract finishes?	You can access this in your Student Portal account via the tab labelled 'My Details & Documents'.