



INTERNATIONAL CHILD CARE COLLEGE

Student Handbook

SUPPORTING LEARNING, PROMOTING QUALITY

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This handbook contains vital information which will enhance your learning experience and ensure you achieve the expected outcomes of your training. It will help you to understand your role as a student at ICCC, as well as the role ICCC plays in supporting you in achieving your study goals.

This information will help you learn more effectively and productively as well as providing direction for study assistance should it be required.

ICCC Website: <https://childcarecollege.com.au/>

Student Portal Login: <https://student.childcarecollege.com.au>

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Welcome

Welcome and congratulations on your decision to undertake vocational training with International Child Care College. Early Childhood Education and Care is an ever-changing and complex area of study, and the acquisition of knowledge and skills will be an ongoing, career process.

Developing these skills and knowledge requires consistent effort, study and practice. Over time you will draw all of the information threads together to make sense of how knowledge applies to practice and how it will assist you in being effective in your role as an educator and leader.

ICCC courses are designed to foster the 3 R's, that is reading, research and reflection, by encouraging you to read with understanding, research and apply information and reflect on your own journey as an early childhood professional. A successful long-term career in early childhood requires a commitment to these 3 R's. You must be willing to up with current industry trends in a rapidly growing field of knowledge, and research – you will never know all there is to learn about child development, and you will be regularly confronted with new situations that require you to apply new information. You will also need to regularly reflect on your practices as an early childhood educator. This will facilitate your growth as a competent professional. Being a competent early childhood professional requires a career-long commitment to your own professional and personal development.

Remember we are here to help. The ICCC team are advocates for the Early Childhood industry and are passionate about supporting you to achieve your goals. We hope that you enjoy your learning journey and embrace the challenge of undertaking study.

Karen Kearns,
International Child Care College CEO

Mission Statement

ICCC is committed to delivering outstanding training solutions that reflect best practice in adult education. Each training program aims to create an exceptional education experience and build leaders in industry, confident of their role in an Early Childhood setting.

The Role of the College

ICCC is responsible for developing and delivering each training program, ensuring that these meet the requirements of the training package. 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 the 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 Registered Training Organisations in Australia. It is our intention to exceed the requirements of these minimum standards and provide students with high quality 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 outcomes for students and employers.

Trainers and Support Staff

When you commence training with ICCC, you will be assigned a trainer. Your trainer will visit you in the workplace periodically to observe and assess your work and liaise with your workplace supervisor to discuss performance. Students are able to access learning support through scheduled study sessions via zoom meetings, emails and phone calls with Support Trainers. Support Trainers can assist students to understand complex areas of study, answer questions relating to assessment tasks and assist to coordinate work placements.

In addition to trainer support, ICCC have a team of support staff who monitor participation, process and report data, communicate scheduled training milestones and apply extensions, withdrawals, or suspensions.

Code of Conduct

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

All students must:

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

All students have the right to:

- Be treated fairly and with respect by staff and students.
- Learn in an environment free of discrimination and harassment.
- Pursue educational goals in a supportive and stimulating learning environment.
- Have records and personal information stored and maintained in a confidential, secure, and professional manner.
- Receive information about assessment and progress in the course in a timely and professional manner.
- Consult with trainers about their Individual Learning Plan

- Apply for recognition of prior learning (RPL) within the duration of their studies.
- Present transcripts to apply for credit transfer (CT)
- Defer or discontinue their studies through a formal notification.

A breach of student conduct leading to disciplinary action includes, but is not limited to, the following:

- Non-participation or engagement in learning and assessment
- Assault or threaten to assault a person or incite another person to assault or threaten a person.
- Behaviour that involves a breach of law including violent behaviour, harassment and sexual harassment.
- Be under the influence of alcohol or illegal drugs.
- Removing, damaging, or using any property of ICCC without express permission.
- Obstructing a member of staff in the performance of the staff member's duties.
- Providing false or inaccurate particulars of identity or failing to produce evidence to support information provided.
- At enrolment, withhold or misinform ICCC of participation in, or completion of previous training qualifications in relation to eligibility for any Smart and Skilled training subsidised by the NSW Government.
- Disobeying or disregarding an instruction, order or direction of a staff member including an instruction, order or direction of a staff member to ensure the health, safety and welfare of others.
- Committing or engaging in any dishonest or unfair act, including to plagiarise, collude, or cheat in any assessment event.
- Falsifying, or attempting to falsify a testamur or any record relating to a result or training outcome.
- Engaging in behaviour that amounts to unlawful harassment or discrimination of another student or students or member of staff.

- Encouraging, aiding, or assisting another student to commit a breach of student conduct and discipline and to disobey or disregard a reasonable instruction, order or direction of a staff member.
- Making inappropriate videos, images, or sound recordings and/ or sharing or posting them to websites, whether or not ICCC equipment was used.
- Preparing, writing, distributing and/ or having possession of materials adversely targeting individuals or a particular group
- 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.
- Posting inappropriate content to any social media such as Facebook, Twitter or Instagram, mobile phones, pagers, or similar sites
- 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.
- Failing to pay fees by the set date.
- Failing to return ICCC equipment when requested.
- Unauthorized use of ICCC computers and equipment including unauthorised logins to the Student Portal.
- Failing to comply with an order made under a breach of discipline.

ICCC's Conduct

As an RTO, ICCC have the responsibility to:

- Support you in learning, studying, and developing skills in a safe and healthy educational environment.
- 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.

As an RTO, ICCC 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.

The designated manager dealing with an alleged breach will assess the situation including holding a discussion with the student, staff, employer and/ or anyone else who may be involved.

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.

Misconduct and Disciplinary Procedures

Students are required to refrain from actions that may bring the College into disrepute. A student commits a breach of this code when the student engages in conduct that causes harm to others, falsifies information that lead to inaccurate outcomes, and/ or impairs the reasonable freedom of any person (whether or not a student) to pursue his or her studies, research or work.

Students who are found to have breached this code may need to show cause why their enrolment should not be terminated.

Attendance to the College Premises

From time to time, students may need to visit the College office premises to meet with trainers, seek tutorial support or submit assessment documents. At any time when visiting the College office premises, students and visitors must abide by the rules and guidelines set by ICCC. The College is regulated by specific legislation and the laws and regulations that apply and failure to adhere to these rules and guidelines may result in disciplinary action such as visitation limits or, in extreme cases, expulsion form a training program.

Attendance to Scheduled Events

Students are required to attend scheduled events. Where students fail to attend scheduled events, the student may be subject to disciplinary actions including expulsion from a training program.

Scheduled events may include:

- Scheduled classes
- Scheduled work placement
- Booked appointments including Performance Monitoring meetings and tutorials.

Workplace Health and Safety

ICCC has a duty of care to ensure the health, safety and welfare of all employees, students, and visitors. Australian 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.

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 Equipment including clothing (PPE) when required. This includes wearing of appropriate protective footwear, as necessary. Access to tutorial classes and workshops will be denied if appropriate PPE is not worn.

First aid

If you need first aid while in the workplace or at the College premises, advise a member of staff and they will contact a first aid officer to assist you.

Training with ICCC

Our focus is to provide holistic training. That is, we aim to produce graduates who not only have sound underpinning 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

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 satisfactorily complete all required Units of Competency to be issued with the appropriate qualification outcome. A Statement of Attainment may be available for students who fail to complete all required Units of Competency.

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.
- Access to a relevant workplace and job-role where the required competencies can be applied and practiced.

IT Requirements

To ensure an optimal student experience, students **MUST** have:

- A personal email address.
- Access to a computer with internet connection, and a printer.
- Access to:
 - Microsoft Office 2007 or equivalent.
 - Adobe Reader X or equivalent.
 - Web browser Chrome or Firefox.

Students may also need access to a printer/scanner.

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.

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

Language, Literacy and Numeracy Assessment

Every learner enrolled into any qualification with ICCC are required to complete a Language, Literacy and Numeracy Assessment.

Training Plan

The Training Plan provides details of the formal training and assessment to be undertaken as part of Training and Assessment.

Recognition of Prior Learning (RPL) and Credit Transfer

ICCC recognises that students may have gained skills and knowledge through your work and life experiences. As a student, you can apply for recognition of these skills and knowledge. You do not have to study units of competency for which you gain RPL.

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.

Assessment

Assessment is an important part of your learning and is required for you to gain a nationally recognised qualification or statement of attainment. It is progressive and involves more than one assessment item for each competency.

You will be provided with instructions that detail how you will be assessed. Assessment will test your practical skills and knowledge. Some assessments are undertaken in your workplace while others will be completed online.

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.

Student Collaboration

Students may work together on an assessment but are required to identify the individual students and write the responses in their own words to show competency. This should be discussed with your trainer as this is not appropriate for all assessments.

Reasonable Adjustment

If you have a diagnosed learning difficulty or 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 a disability to participate in education on the same basis as a student without a 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.

Assessment Outcomes

Accredited training packages are vocational qualifications that are competency based. This means that in order to successfully complete the course, you must be 'Competent', that is you demonstrate underpinning knowledge and practical skills in the workplace.

For each assessment undertaken you will be assessed as:

- **Satisfactory** - this means students have been assessed to have demonstrated the required skills and knowledge.
- **Not Yet Satisfactory** – this means students have not demonstrated the skill and knowledge requirements within the assessment task. The student will be required to reattempt and resubmit the task or undertake substitute tasks. The trainer/assessor will provide the student with feedback and guidance regarding what needs to be completed for resubmission.

On successful completion of all the required assessment tasks for a unit of competency you will be assessed as:

- **Competent** - this means students have demonstrated the skills and knowledge for all the assessment tasks within the unit.
- **Not Competent** – this means students have not demonstrated the skills and knowledge for the all the assessment tasks within the unit. Students may apply to re-enrol to complete this competency again.

All assessments must be satisfactory by the end of your contract to be eligible to receive your qualification. While every effort is made, the College cannot guarantee that any assessments submitted within the last 3 business days of the contract will be marked by the end of contract.

Resubmitting an Assessment Task

If you have completed the assessment task but are initially assessed as Not Yet Satisfactory, you may be entitled to resubmit the assessment event. Only two resubmissions' attempts may be granted for each assessment event.

Repeating a Unit(s) of Competency

After a 3rd Not Satisfactory attempt on any assessment you will be deemed Not Competent for that Unit of Competency, and therefore not eligible to complete the course under the current training contract. If you need to repeat a unit(s) of competency, you may have re-enrol and pay a fee for each unit(s) of competency you wish to repeat.

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.
- Make an assessment decision consistent with the evidence provided.

Extensions to Contract

If you need additional time to complete your training, you are encouraged to apply for an extension to contract.

Extensions to trainee (including SBAT) contracts are applied by the ASN (Apprenticeship Network) and must be supported by the employer.

All other student types are able to apply for an extension to training contract directly with ICCC.

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.

Withdrawal and Discontinuing your Study.

If you wish to withdraw from training, you must notify us in writing as soon as possible.

To discontinue your studies, you need to:

- Notify your Trainer or email info@childcarecollege.com.au.
- 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. If you fail to notify us in writing of your request to withdraw, you will be deemed as still enrolled, and be liable for all associated course fees owing.

Deferring your study

If you are studying as a trainee (including SBAT) and wish to defer your studies, you need to:

- Notify your ASN provider (Apprenticeship Network).
- Notify your Trainer or email info@childcarecollege.com.au.

If you are studying as any other student type and wish to defer your studies, you need to:

- Notify your Trainer or email info@childcarecollege.com.au.
- Complete and submit an ICCC Notification of Deferral of Studies form.

Trainees and 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.

Trainees (Including SBAT) who defer studies are responsible for resuming studies at the end of the deferral period as identified by the ASN (Apprenticeship Network).

Students who defer studies are responsible for contacting ICCC to negotiate resumption of studies to meet the 12-month deadline.

Student Portal

When you commence your training with ICCC, you will receive an email from us containing instructions 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 discussion board posts, assessments and due dates, results and progress, marking outcomes and feedback and training tools such as videos and readings.

Contained in your Student Portal account is your Individual Learning Plan. It is important that you familiarise yourself with the Student Portal and your Individual Learning Plan.

<https://student.childcarecollege.com.au>

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

Learning Resources

All students are provided with access to a range of learning resources to support the development of essential skills and knowledge. This includes:

Textbooks: You are provided with access to the e-textbooks that relate to your course. Instructions for accessing these can be found in the Textbook tab in your Student Portal.

Readings: These are accessed via hyperlinks within the assessment.

Trainer Support: You can access support by attending study sessions at the College, scheduled online chat session, or by using the 'Need Help' button in your Student Portal.

Facebook: <https://www.facebook.com/internationalchildcarecollege/>

Pinterest: <http://www.pinterest.com/intchildcarecol/>

Instagram: [@icc_rto_90081](https://www.instagram.com/icc_rto_90081)

Study Requirements

Students should set aside approximately four (4) hours each week for independent study. Students have a responsibility to complete all tasks by the dates listed in their Individual Learning Plan (ILP) This will ensure there is sufficient time to complete any resubmissions and for marking.

There are a number of ways in which you may be assessed, including:

- Short answer and multiple short answer knowledge tasks.
- Simulated tasks, case studies and practical tasks.

- Discussion and observable tasks.

Most assessments are accessed via the Individual Learning Plan (ILP) tab in your Student Portal. Not all units contain all assessment types. Most of your units will use a combination of some or most of these types of assessments.

Participation Expectations and Support Plan

Students are expected to participate in learning and assessment as detailed in the ILP. While students are expected to learn and complete assessment at an appropriate pace, each student experience is different and students must communicate with College trainers and staff to ensure support is provided in a timely manner.

There are four (4) levels of monitoring:

- **Priority Monitoring – identified as early concerns about the student’s progress.**

A Student Action Plan is put in place detailing expected levels of participation.

- **Monitoring Level 1 - identified as 2 units overdue against the set dues dates.**

To improve participation and/ or progression, the ICCC trainer will review the students’ ILP and determine ongoing goals with the student. The student must attempt to meet the set goals within the agreed timeframe.

- **Monitoring Level 2 – identified as not meeting the requirements set out in the level 1 meeting.**

The student is responsible for identifying strategies to improve participation and/ or progression and determine ongoing goals within the agreed timeframe.

NOTE for Trainees: An RTO notification indicating the trainee has not made 'every effort to successfully complete the training' as outlined in the Training Plan will be submitted to Training Services NSW and the ANP provider. To remedy this unsatisfactory participation and/ or progress, the ICCC training manager will consult with relevant stakeholders to determine appropriate courses of action.

- **Monitoring Level 3 - identified as 'not working towards'**

ICCC will recommend termination of training at this stage.

Course Results – Testamurs and Transcripts

Testamurs (also known as a Certificate) are formal documents showing that you have successfully completed your course, while Transcripts are formal documents that show the names and results of all the units you have enrolled in.

Transcripts and Testamurs are posted to the address registered on your current student record. These will be withheld if you have any fees owing.

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 trainers, 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 to investigate the issues you have raised.

Contact details are as follows:

Consumer Protection Officer
 146 Lambton Road
 Broadmeadow
 NSW 2292

PO Box 59
 Adamstown
 NSW 2289

info@childcarecollege.com.au

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.

Definition of a suggestion – A suggestion is generally made where a below expectations or a negative experience may propel a student, employer, or other relevant stakeholder to identify an area of concern and offer alternate solutions that to the student ‘makes sense’.

Definition of a grievance – A grievance is an informal complaint that a student has in relation to an action or decision taken (or not taken) by the College that the student considers unreasonable, for example, unreasonable management decisions.

Definition of a complaint – A complaint is generally negative feedback about services or staff which has not been resolved locally. Complaints may be made by any person but are generally made by students and/or employers.

Centrelink

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

<https://www.servicesaustralia.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 childcare costs

Child Care Benefit helps cover the cost of approved childcare, 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 childcare 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 childcare 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.

Financial Assistance for 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.

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.

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.

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:

<https://www.servicesaustralia.gov.au/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

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.
- View your study details and/ or report future study intentions.
- 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 email: saverplus@bsl.org.au or phone 1300 610 355. You may be entitled to financial support from Centrelink, visit 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.

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

Significant harm can include the following:

- Physical or 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:

<https://education.nsw.gov.au/skills-nsw/nsw-training-awards>

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.

Student Support Services Information

Emergency Numbers
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)
Career Information Services
www.workforceaustralia.gov.au
www.myfuture.edu.au
Financial Assistance and Information
www.servicesaustralia.gov.au/
www.moneysmart.gov.au
www.servicesaustralia.gov.au/centrelink
Lifeline Financial Counselling Service 02 4940 2000
Government Services
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

Language, Literacy & Disability Services
Literacy and Learning Centre www.literacyandlearning.com.au
Reading Writing Hotline 1300 655 506 www.readingwritinghotline.edu.au
Translating and Interpreting Services TIS National 131 450 (24 hr)
People with Disabilities www.servicesaustralia.gov.au/living-with-disability
Training Information and Services
Apprenticeships and Traineeships www.australianapprenticeships.gov.au & www.nsw.gov.au/education-and-training/vocational
University Admission www.uac.edu.au
University of Newcastle Articulation www.newcastle.edu.au/current-students/study-essentials/enrolment/credit
Health and Community Information/Assistance
Aboriginal and Torres Strait Islander drug information https://adf.org.au/programs/indigenous-resources/
Alcohol and Drug Information Service 1800 422 599 (24 hr)
Alcohol Related Health Issues www.health.gov.au/topics/alcohol
Beyond Blue www.beyondblue.org.au
Black Dog Institute www.blackdoginstitute.org.au
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 www.adf.org.au/
Family Drug Support 1300 368 186 (24 hr)
G Line - Gambling Helpline 1800 633 635 (24 hr)
Pride Counselling www.acon.org.au/support-services/pride-counselling/
General Health www.healthdirect.gov.au
GP Access After Hours - Healthcare Advice Line 1300 130 147
Headspace www.headspace.org.au
HIV/AIDS Information Line 1800 451 600

HIV/AIDS/STI's www.acon.org.au
Homelessness www.facs.nsw.gov.au/housing
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)
WayAhead Mental Health Association NSW wayahead.org.au
MoodGYM moodgym.com.au
Mosaic Multicultural Connections https://mosaicmc.org.au/
NSW Sexual Health Infoline 1800 451 624
Parenting Assistance www.parentline.org.au
Parentline NSW (24 hr) 1300 130 052
Pregnancy/Family Planning www.fpnsw.org.au
Rape Crisis & Sexual Assault Centre 1800 424 017 (24 hr - NSW) 1800 737 732 (24 hr – National)
ReachOut au.reachout.com
Salvation Army Telephone Counselling 1300 363 622 (24 hr)
Samaritans Reconnect Youth Services 1800 171 800
SANE Australia www.sane.org
Sexual Assault www.health.nsw.gov.au/parvan/sexualassault/Pages/info-sexual-assault-victims
Wesley Mission Newcastle Youth Service 02 4962 2188
Women's and Youth Refuges – Lifeline 131 114 (24 hr)
Youth Services www.nsw.gov.au/young-people

Please Note: All 1800 numbers are a free call number when made from a landline. This information is correct as of January 2023 and is subject to change.

FAQ and Troubleshooting

Who to call when I need help

My question relates to:	Who to contact?
<ul style="list-style-type: none"> • Updates about my progression through the course. • Suspend my training while I go away. Is this possible? 	Administration: info@childcarecollege.com.au
<ul style="list-style-type: none"> • Questions relating to my assessment task. 	Student Support Trainer Contact: questions@childcarecollege.com.au
<ul style="list-style-type: none"> • What do I need to do to reschedule my planned visit? • What will be assessed at my observation assessment visit? 	Contact your Trainer directly
<ul style="list-style-type: none"> • I cannot log in to the ICCC Student Portal • My assessment won't upload/ download. • My textbook won't open. • I'm having trouble accessing the readings 	Administration: info@childcarecollege.com.au
<ul style="list-style-type: none"> • Can I set up a payment plan to pay student fees? • I am withdrawing from the course. Am I entitled to a refund? 	Finance Manager: accounts@childcarecollege.com.au
<ul style="list-style-type: none"> • Can you explain the enrolment process? • Can you help me with my USI? 	Enrolments Coordinator: enrolments@childcarecollege.com.au

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 here 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 P.C, you can try to copy and paste the link attached to the reading, into your web browser. If you are still unable to access the reading, contact ICCC via email or phone.
I have uploaded my assessment into 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 (info@childcarecollege.com.au) 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 here 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'.

Access your Student Portal to:

- Reset your password.
- Find information on your progress and outstanding assessments.
- Find enrolment information.
- Find your training contract end date.
- Check the contact details we have listed.
- Access assessments and observation information

Contact info@childcarecollege.com.au or phone on 02 49456 4333 when you:

- Complete your induction.
- Book in your First Aid workshop
- Are having difficulty accessing your e-textbook.
- Need to change your contact details.
- Have difficulty accessing a reading or template.
- Have difficulty uploading or have uploaded the wrong assessment.
- Have pressed submit but forgot to upload a document

Use the Need Help button on your Student Portal when you:

- Need assistance with an assessment question.
- Need help understanding a concept or theme

Call your Trainer when you need to:

- Reschedule a planned visit or book a new visit.
- Ask questions related to your training or workplace

Call the College for information on:

- Accounts or setting up a payment plan.
- Making changes to your training contract
- IT assistance and support

Read the Student Support sheet for information on:

- Government and community services that can assist you with career and training information, financial assistance, literacy and disability support and a range of health services

Read the Student Handbook for detailed information on:

- Student and RTO obligations including WHS.
- Enrolment and Code of Conduct
- Training with ICCC and Third-Party Arrangements