# INTERNATIONAL CHILD CARE COLLEGE RTO ID 90081

# STUDENT
# HANDBOOK

**SUPPORTING LEARNING,
PROMOTING QUALITY**

Version 13 - 2025

# CONTENTS

## Support from External Providers

## FAQs

# 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 long 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 keep 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 access and 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.

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.

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**INTERNATIONAL CHILD CARE COLLEGE** CEO

# ABOUT ICCC

## 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.

ICCC is responsible for:

– Developing, maintaining, and delivering each training program, ensuring that these meet the requirements of the training package;

– Conducting assessment and determining assessment outcomes;

– Awarding appropriate qualifications and Statement of Attainment's for courses within the College's scope of registration.

## Code of Practice

The College is regulated by specific legislation 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 way we deliver 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 aim to produce 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 can access learning support through scheduled study sessions via Zoom meetings, emails and phone calls with Trainers. 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.

## 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.

## 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:

- Trainee of the Year;

- Vocational Student of the Year.;

- Aboriginal and Torres Strait Islander Student of the Year; and

- School Based Apprentice or Trainee 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

# CODE OF CONDUCT

All students 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;

- Complete the requirements of training within the contracted timeframe;

- Use protective equipment where required and follow all workplace health and safety (WHS) instructions; and

- 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 (ILP);

- Apply for recognition of prior learning (RPL);

- Present transcripts to apply for credit transfer (CT); and

- 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;
- Failing to pay fees by the set date;
- 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 return ICCC equipment when requested;
- Unauthorised 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;

- Maintain training and assessment resources as relevant and current;

- Make changes to course delivery, sequence, timing, assessment, and location as necessary to ensure a quality training program;

- Advise of changes to fees or additional costs; and

- Protect the welfare of children and other vulnerable people who may come into contact with our students in training.

As an RTO, ICCC have the right to:

- Choose to run or cancel individual training programs; and

- Alter the fees, times, or dates for the whole or any part of a course as needed.

If a student or other stakeholder does not feel ICCC has upheld its obligations or conduct expectations a complaint may be lodged following the complaints handling procedure.

## 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:

- Threats of violence or intimidation of others;

- Actual violence to any person intended to cause harm or injury to others; or

- Inciting others to threats of violence, intimidation of others or actual violence.

Students suspected of violent behaviour may face immediate suspension or expulsion from ICCC training programs.

## 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);

– 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 and/ or unwelcome whistling;

– Sexual or physical contact, such as grabbing, kissing, or touching;

– Intrusive questions about sexual activity; or

– 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 against the law for anyone to:

– Victimise anyone because they complained about harassment; or

– Victimise anyone because they supported someone who complained about harassment.

Students suspected of harassment may face immediate suspension or expulsion from ICCC training programs.

## Misconduct and Disciplinary Procedures

Students are required to refrain from actions that may bring the College into disrepute, including 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 the ICCC code of conduct may face immediate suspension or expulsion from ICCC training programs.

## Attendance to the College Premises

From time to time, students may need to visit the College office premises to meet with trainers and support staff. 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 regulations and failure to adhere to these rules and guidelines may result in disciplinary action such as visitation limits or, in extreme cases, suspension or 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 suspension or expulsion from a training program.

Scheduled events may include:

- Scheduled tutorial sessions;

- Scheduled work placement; and/or

- Booked appointments including Performance Monitoring meetings and tutorials.

## 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 (PPE) including clothing when required. This includes wearing of appropriate protective footwear, as necessary.

## 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.

## 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.

## 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:

– Present to a significant extent and not minor or trivial;

– Sufficiently serious to a warrant a response by a statutory authority irrespective of a family's consent;

– May reasonably be expected to produce a substantial and demonstrable adverse impact on their safety, welfare, or wellbeing;

– 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; or

– Neglect (supervision, physical shelter/environment, food, hygiene, medical care, mental health care, education).

Should you have any questions or concerns, please contact your Trainer.

# ENROLMENT

## Entry Requirements

Entry requirements may relate to things such as:

– Minimum age requirements;

– 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; and

– 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 an internet connection; and

– Access to:

  – Microsoft Office 2007 or equivalent;
  – Adobe Reader X or equivalent; and
  – Google Chrome web browser.

Students may also need access to a printer/scanner.

## Language, Literacy and Numeracy Assessment

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

## Core Skills

Core skills are non-technical 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 as an educator.

### Recognition of Prior Learning 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 provide any transcripts of previous study at enrolment 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; and

– Recognition may be awarded for whole or partial units of competence.

# TRAINING CONTRACT

### Training Contract (Start and End)

All students will have a training contract detailing the start and end dates of the training program. All assessments must be satisfactory by the end of your contract to be eligible to receive your qualification. Assessment submitted after the training contract end, including resubmitted assessment tasks will not be marked. While every effort is made, the College cannot guarantee that any assessments submitted within the last 10 business days of the contract will be marked by the end of contract.

## Training Plan

The Training Plan is a formal agreement between the parties, ICCC, the student and the workplace representative (trainees only) and provides details of the required training and assessment to be undertaken as part of gaining a specified qualification.Training Plans are required to be kept up to date, detailing actual start and end dates for each completed unit of competency including workplace representative verification and agreeance of competence achieved (trainees only).

## Commitment ID and Training Contract ID (TCID)

The Commitment ID is a number code provided by Training Service NSW confirming Smart and Skilled will subsidise the cost of training for an eligible student. Training under a subsidised position cannot occur until a Commitment ID has been generated.

The Training Contract ID (TCID) is an additional code provided by Training Services NSW for new entrant Trainees only, confirming the student is eligible to train under a new entry Traineeship position and will subsidise the cost of training along with additional benefits to the student and employer. Training under a subsidised new entry Traineeship position cannot occur until a TCID has been provided.

**NOTE:** Training may be cancelled where a TCID is not issued or revoked.

## Extensions to Training Contract

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

Extensions to trainee (including SBAT) contracts are applied by the Australian Apprenticeship Support Network (AASN) 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.

## Deferring Study

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

- – Notify your Australian Apprenticeship Support Network (AASN); and
- – 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 ; and
- – 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 SBATs) who defer studies are responsible for resuming studies at the end of the deferral period as identified by the Australian Apprenticeship Support Network (AASN).

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

## Discontinuing Study (Withdrawal/ Cancellation)

Withdrawal from a course applies to enrolments where the training and assessment has commenced.

Cancellation from a course applies to an accepted enrolment that never commenced.

If you wish to withdraw/ cancel from training, you must notify us as soon as possible. To discontinue your studies, you need to provide details about your last day of training by:

– Phone ICCC on 02 4956 4333; or
– Email info@childcarecollege.com.au; or
– Notify your Trainer.

When your withdrawal/cancellation has been processed and any outstanding fees have been finalised, you will receive a transcript of results achieved. If you fail to notify us of your withdrawal/ cancellation you may be liable for any associated course fees owing or fail to have your assessment tasks marked before the withdrawal/cancellation contract end.

A student may be expelled/terminated from a training program due to a breach of the student code of conduct, non-response to communication/loss of contact or failure to participate in training. Where a loss of contact or failure to participate in training is determined, ICCC will attempt to re-engage the student through trainer contact.

Following continued loss of contact or failure to participate in training, ICCC will assume the student has abandoned the training program. 3 additional contact attempts will be conducted via email detailing the steps required for the students to re-engage with training or options to defer or withdraw.

On the final email attempt, the student will be informed of ICCC's intention to terminate, advising the student that they have 7 days to make contact with ICCC before their training contract is terminated.

# TRAINING WITH ICCC

Our focus is to provide holistic training which combines ongoing workplace learning and experience with online learning and assessment. 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 trainers will provide you with individual mentoring, tutoring 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; and
- 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 complete some but not all required Units of Competency.

## 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; and
- – 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.

## Student Portal

The Student Portal is ICCC's online learning management system, where students can access news and other important information, linked assessments and corresponding due dates, participation and progress tracking, marking outcomes, results and feedback as well as training tools such as videos and readings.

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.

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 sessions, or by using the 'Need Help' button in your Student Portal.

**Facebook:** https://www.facebook.com/internationalchildcarecollege/
**Pinterest:** http://www.pinterest.com/intchildcarecol/
**Instagram:** @ICCC_rto_90081

### Textbooks

E-textbooks are provided free-of-charge to all students in training. Students may opt to purchase hard copy textbooks directly from the publisher or retail outlets.

### Loan Laptops

ICCC may be able to provide eligible students with access to an ICCC laptop under a loan arrangement. Laptops may only be borrowed from ICCC for a limited time period of six months and requires the students and/or related stakeholder to provide a refundable security deposit and a transit fee both from and back to the College.

In the event the loan laptop is damaged or stolen/ lost the refundable security deposit is retained by the College.

### Participation Expectations and Support

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

A student is considered 'at risk' if they are or appear to be at jeopardy of not completing their studies/course within the training contract timeframe. ICCC uses indicators to identify a student who may be or fall at risk at the earliest opportunity and respond with appropriate support actions to assist successful completion of the course.

### Non-Participation and Training Contract Termination

ICCC reserves the right to discontinue a student's enrolment in a course (training contract) where non-participation occurs. Trainees and other students identified at Monitoring Level 3 – determined as 'not working towards', may have their Training Contracts terminated or receive minimal contact from ICCC for the remainder of the Training Contract until such time as that the Training Contract has expired.

# FIRST AID TRAINING

### First Aid Training Through ICCC Partners

ICCC partners with approved Registered Training Organisations across the state to deliver and assess the First Aid core unit as listed in the current training package requirements on our behalf. Training quality is monitored by ICCC to ensure appropriate competence is acquired by participating students.

Students must book a scheduled session with an approved partner through ICCC. Students who book directly through our approved partners or with any other first aid provider, may incur unnecessary costs and/ or book/ attend a non-appropriate training session to gain an outcome that may not be recognised as part of training.

### Non-Attendance to First Aid Training Through ICCC Partners

Students are expected to attend and participate in scheduled First Aid training through ICCC Partners in a timely manner. Failure to attend a scheduled workshop or to under participate in required assessment including quiz tasks, will result in a Not Yet Satisfactory outcome for this unit. Students will be able to re-book an alternate workshop and/ or be granted access to complete quiz tasks on one occasion only. Failure to Satisfactorily complete a second attempt will result in a Not Competent outcome for this unit and the student will be required to complete this unit outside a the ICCC Training Contract.

Students who complete the First Aid unit with an external provider (non-partner) prior to the Training Contract end will receive Credit Transfer and contribute to the completion of the full qualification.

### Out of Area Considerations in First Aid Training

In some instances, students may be located in an area where our First Aid training partners do not service. Where a student is located in an area not serviced by our partners and is required to travel more than 1 hour to attend a partner held first aid workshop, students may be approved to attend alternate sessions with non-ICCC partners. Only where ICCC has approved a student to attend an alternate session will refunds be offered.

## ASSESSMENT

Assessment provides students an opportunity to demonstrate the knowledge and skills 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.

## Types of Assessment

The type and volume of assessment activities vary between units, based on the Assessment Requirements detailed in each.

ICCC offers 4 types of assessment including:

**Quiz Tasks** – these include True/ False, Matching Drag and Drop, and Multiple Choice questions.. Quiz tasks are designed to engage students to remember key knowledge.

**Theory tasks** – These include short answer questions. Theory tasks are designed to allow students to understand how key knowledge begins to fit into routine activities within the Educator's role.

Quiz and Theory tasks may be completed in any setting and responses should rely on the referenced learning materials.

**Workplace tasks** – these include research and discussion tasks, planning and implementing experience tasks and reflections tasks. Workplace tasks are designed to guide application of acquired knowledge into daily routines.

Most workplace tasks will require the student to to discuss, plan, coordinate and implement a range of activities and respond to questions to demonstrate understanding and skill application. Students in the Diploma qualification are also required to analyse and evaluate.

All workplace tasks MUST be completed within a regulated Early Childhood Education and Care setting or an approved simulated workplace setting, to facilitate the appropriate learning and development of skills.

## 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; and

- 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 knowledgestudy , skills or competencies being assessed;

– Monitoring the adjustments to ensure learner needs continue to be met; and/or

– Authenticity requirements

Students must make a genuine attempt to answer each task appropriately in each assessment activity. Intentionally or unintentionally presenting answers to assessment questions that are another individual's work, or the work of a team as your own is considered plagiarism and may result in disciplinary action.

## Submitting Assessment Attempts

All assessment tasks, including Quiz Tasks, Theory Tasks and Workplace Tasks must be submitted by typing responses directly into the Student Portal. No handwritten or typed Word or PDF assessment documents will be accepted with the exception of the template downloads which require a workplace supervisor signature and upload to the corresponding task.

## 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' and demonstrate the required underpinning knowledge and practical skills for the qualification being issued.

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.

## 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.

## 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 outcome 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; or

- Make an assessment decision consistent with the evidence provided.

## Academic Misconduct

Academic misconduct refers to behaviour by which a student seeks to gain an unfair or unjustified academic advantage in an assessment by cheating, collusion and/ or plagiarism. It may be intentional or careless/ reckless.

Students are expected to refrain from:

- Providing false or inaccurate particulars of the authenticity of evidence to support final assessment decisions.

- Committing or engaging in any dishonest or unfair act, including to falsify supervisor signatures, invent children/ persons and/ or collude with current or past students to cheat in assessment.

- Falsifying, or attempting to falsify a testamur or any record relating to a result or training outcome

- Using Artificial Intelligence to generate assessment responses.

- Encouraging, aiding, or assisting another student to commit a breach of student conduct and/or to disobey or disregard a reasonable instruction, order or direction of a ICCC staff member;

Where students are found to have engaged in academic misconduct, disciplinary sanctions may be applied.

## 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 understanding. This should be discussed with your Trainer as this is not appropriate for all assessments.

## Plagiarism and Using AI in Assessments

Plagiarism is the act of using someone else's words or ideas without giving proper credit. Plagiarism is a serious academic offence that can result in penalties such as failing an assessment task, failing a unit of competency or, in extreme cases, expulsion from a course. To avoid plagiarism, you should always acknowledge the sources of information that you use in your responses, whether you are writing assessment responses in collaboration with a colleague or student colleague, or if you use a quote or paraphrase, by adding a note in your assessment response. Some examples of plagiarism are:

- Submitting an assessment response that someone else has written for you;

- Copying an assessment response from a similar assessment activity that someone else has completed; or

- Using Artificial Intelligence to write assessment responses for you.

Artificial intelligence (AI) is a powerful tool that can help you with your knowledge-based tasks, however, using AI does not mean that you can simply copy and paste the output without checking it carefully. Here are some tips on how to use AI responsibly and effectively in your assessment responses:

- Always acknowledge the source of the AI output if you use an online tool or service to generate content. Failing to do so may result in plagiarism;

- Always review and edit the AI output. AI is not perfect and may produce errors, inaccuracies, or irrelevant information. You should always read the output carefully and make sure it matches the requirements of the task; and

- Always use your own critical thinking and creativity. AI can provide you with some ideas or suggestions, but it cannot replace your own thoughts and arguments. You should always use your own knowledge, research, and analysis to support your claims and opinions. You should also add your own voice and style to the output to make it more personal and engaging.

Using A.I will not guarantee a successful assessment outcome. Students should rely on the information gained through implementation of tasks and use the referenced learning materials to guide responses.

## Academic Integrity Investigations

At any stage of training, an ICCC Trainer & Assessor, Training Manager, or Workplace Supervisor may raise concerns about the authenticity of a student's assessment responses and suspect instances of misconduct.

An Academic Integrity Investigation may be instigated where these concerns are identified as serious. This is a formal process for reviewing alleged misconduct. The goal of this investigation is to uphold the principles of honesty, trust, fairness, respect and personal responsibility in assessment. An Academic Integrity Investigation does not imply guilt - the investigation and subsequent decisions are unbiased and based on the evidence.

As an ICCC student, if you receive a notification alleging misconduct in your assessment, you should:

1. Carefully read the Academic Integrity notice. It will include:
   – Information about the alleged issue/s and what will be looked into
   – Next steps and your chance to respond

2. Think about the situation and decide whether you agree that misconduct occurred.

   If you acknowledge the misconduct occurred, including unintentionally:

   – Share your thoughts on what happened.
   – Explain how you would handle things differently in the future.
   – Suggest what you believe would be a fair penalty, for example:

   *"I agree that I used AI in this assessment and the answers are not my own. I used AI because I did not understand the question/ was rushing as I was behind on my assessments. I would like the opportunity to complete these assessments again with support from my Trainer."*

   If you disagree with the claim, you will be able to present your case as part of the investigation:

   – State your reasons for disagreeing.
   – Provide any evidence that shows the misconduct didn't happen. This evidence will be reviewed during the investigation Or state you would like a meeting to discuss the allegation, for example:

   *"I disagree with the allegations and would like a meeting to discuss and view the evidence. I did use AI to assist me to form my response but the understanding is my own and based on practices in the service. I have attached a letter from my Workplace Supervisor confirming I mplemented the experiences and discussed the evaluations with them."*

Regardless of your decision, you should submit a written response to clarify your position and present any  evidence you would like to be considered.

Should the investigation proceed, an unbiased ICCC representative will conduct a review, which includes analysing assessments and interviewing relevant individuals, e.g. Workplace supervisors. If you are invited to a meeting to discuss the allegations, you may bring a support person with you.

Once the investigation is finished, you will receive an email with the results within 10 business days. The email will tell you whether you were found responsible for the alleged misconduct, any consequences that will follow, and how to appeal the decision.

Depending on how serious the issue is and if you've had past misconduct, there may be disciplinary action, including warnings, assessment resubmissions or expulsion from your course for repeated or extreme circumstances.

### Repeating Units of Competency

After a 3rd 'Not Yet 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.

# TRAINING OUTCOMES

### 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.

A Statement of Attainment (SoA) is a formal document showing that you have successfully completed single or multiple units from your course but have not completed the course in full.

At the completion of your training contract, your Testamur and Transcript or Statement of Attainment are posted to the address registered on your current student record.

### Reissue of Testamurs and Transcripts

All ICCC students are provided with digital access to a soft copy of their Testamur, Transcript or Statement of Attainment a no cost. Students requesting a reissue of their Testamur, Transcript or Statement of Attainment will incur an additional cost as detailed in the Fees Schedule for the current year.

# PROVIDING FEEDBACK

## 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
PO Box 59
Adamstown
NSW 2289

complaints@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.

# SUPPORT FROM EXTERNAL PROVIDERS

## 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; and

– 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: http://www.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 http://www.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: http://www.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; and
– 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; or
– 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: http://www.thesmithfamily.com.au/what-we-do/our-work/at-home/saver-plus or email: saverplus@bsl.org.au or phone 1300 610 355. You may be entitled to financial support from Centrelink, visit http://www.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.

## List of Support Services

| Emergency Numbers | |
|---|---|
| Ambulance, Police, Fire (24 hr – Emergency Only) | 000 |
| Police Assistance Line (24 hr) | 131 444 |
| State Emergency Service - Floods & Storms (24 hr) | 132 500 |
| Poisons Info Line (24 hr - Australia wide) | 131 126 |
| **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(24 hr) | 1300 888 529 |
| Legal Aid - Youth Hotline | 1800 101 810 |
| NSW Anti-Discrimination Board | 1800 670 812 |
| NSW Ombudsman | 1800 451 524 |

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|---|---|
| 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<br>www.readingwritinghotline.edu.au |
| Translating and Interpreting Services TIS National (24 hr) | 131 450 |
| People with Disabilities living-with-disability | www.servicesaustralia.gov.au/ |
| **Training Information and Services** | |
| Apprenticeships and Traineeships | www.australianapprenticeships.gov.au & www.nsw.gov.au/education-and-training/vocational |
| University Admissions | 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 (24 hr) | 1800 422 599 |
| 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 (24 hr) | 1800 688 009 |
| Child Protection & Family Crisis Centre | 1800 066 777 |
| Domestic Violence Hotline (24 hr) | 1800 656 463 |
| Drug Info | www.adf.org.au/ |
| Family Drug Support (24 hr) | 1300 368 186 |
| G Line - Gambling Helpline (24 hr) | 1800 633 635 |
| 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 |

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|---|---|
| HIV/AIDS Information Line | 1800 451 600 |
| HIV/AIDS/STIs | www.acon.org.au |
| Homelessness | www.facs.nsw.gov.au/housing |
| Hunter New England Emergency Mental Health (24hr) | 1800 655 085 |
| Hunter New England Health – Healthlink (24hr) | 1800 063 635 |
| Kids Helpline (24 hr) | 1800 55 1800 |
| Lifeline (24 hr) | 131 114 |
| 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 (24 hr) | NSW: 1800 424 0170 |
| ReachOut au.reachout.com | au.reachout.com |
| Salvation Army Telephone Counselling (24 hr) | 1300 363 622 |
| 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 (24 hr) | 131 114 |
| Youth Services | www.nsw.gov.au/young-people |

# FAQS

## Troubleshooting

### Access to e-Textbooks
If you experience difficulty accessing your e-Textbook, please clear the cache on your web browser, close all open windows and sign back into your Student Portal.

### Web Browsers
Please ensure that you use Google Chrome to access the Student Portal and complete assessments. Other browsers (e.g. Safari, Firefox, Edge) can lead to unexpected errors including answers being hidden from view and video errors.

### Uploading Documents on a Mac
Mac users may experience difficulty uploading documents to assessments. This can be easily fixed by updating your Google Chrome privacy settings:

*System Preferences  >  Security & Privacy  >  Privacy Tab  >  Full Disk Access  >  Press the lock symbol at the bottom right of the window  >  Select Chrome and add it  >  Restart Chrome*

### "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. Some link issues can be resolved by middle clicking them or right clicking and selecting 'open link in new tab.' You can also 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 Student Support on (02) 4956 4333 or email info@childcarecollege.com.au.

### How can I view my Training Contract and enrolment information?
You can access enrolment documents your Student Portal account via the 'My Details & Documents' menu.

## Where to Go for Help

| Topic | Who can help? |
|---|---|
| – "I cannot log in to the ICCC Student Portal"<br>– "My assessment won't upload/download."<br>– "I have uploaded my assessment into the wrong unit."<br>– "My textbook won't open."<br>– "I'm having trouble accessing the readings."<br>– Updates about my progression through the course.<br>– "I'm going away for a longer period of time. Is it possible to suspend my training?"<br>– Change of contact details<br>– Re-scheduling First Aid workshops<br>– Making changes to your Training Contract<br>– Course-related IT assistance | **Student Support Team**<br>info@childcarecollege.com.au<br>(02) 4956 4333 |
| – Queries relating to assessment tasks or questions<br>– Help understanding a concept or theme<br>– Booking Learner Support sessions | **'Need Help' menu in your Student Portal** |
| – "Can I set up a payment plan to pay student fees?"<br>– "I am withdrawing from the course. Am I entitled to a refund?" | **Finance Team**<br>accounts@childcarecollege.com.au |
| – "Can you explain the enrolment process?"<br>– "Can you help me with my USI?" | **Enrolments Team:**<br>enrolments@childcarecollege.com.au |
| – "What do I need to do to reschedule my planned visit?"<br>– "What will be assessed at my observation assessment visit?" | Please contact your Trainer directly.<br>Their details can be found on the dashboard of your Student Portal |

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