



Atkinson Childcare College
Participant Handbook
2019

A career to last a lifetime.

1. Welcome

Thank you for choosing to study with Atkinson Childcare College the Early Childhood Training Specialists.

This booklet contains detailed information about our organisations policies and procedures. Please take time to read and keep in a safe place to be able to refer to it throughout your course. You are welcome to view all our policies at any time.

We appreciate and value your business and feel confident that you will find training with us an enjoyable learning experience and a valuable step in furthering your career.

If you have any questions or comments, please feel free to discuss them with us at any time.

Yours Sincerely,

Karen Atkinson

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2. Our Philosophy

At Atkinson Childcare College, as a Registered Training Organisation we combine the constructivist principles of Early Childhood and Adult Education to provide high quality training which is hands on, innovative, fun, flexible and relevant to the workplace. As a learner you are respected, supported, initiative and creativity is encouraged and diversity is celebrated. We work with you to tailor training to your needs.

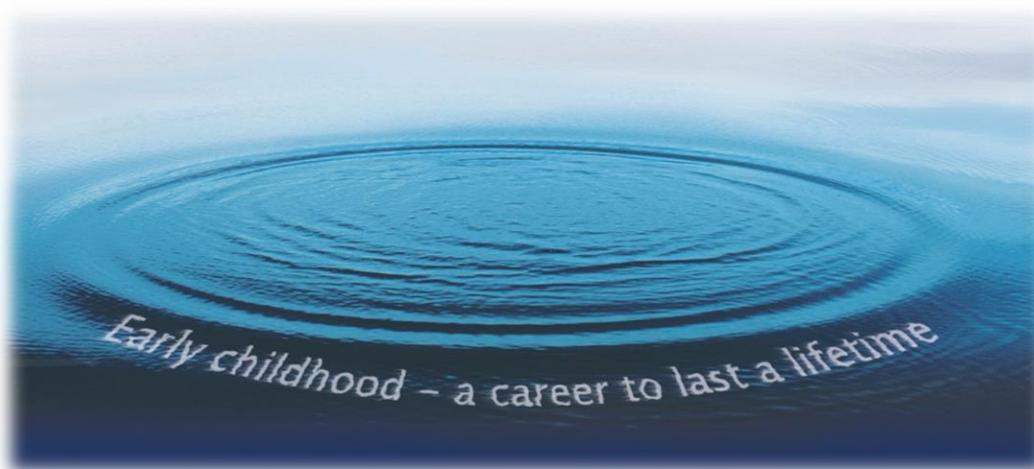
As Early Childhood Educators we are committed to improving the quality of all children services and advocate strongly for our profession. We hope to inspire our course participants to develop a genuine passion and commitment for the early childhood profession and young children. Our graduates are highly trained, competent, responsive carers who feel confident in their new role as trained child care workers and authorised supervisors.

ACC is registered and is committed to providing only the highest quality training and assessment services by ensuring compliance with the ASQA (Australian Skills Quality Authority).

All children services training courses are nationally accredited. National Training Packages are implemented incorporating the latest in Early Childhood research and practice which at this time include the Australian Early Childhood Code of Practice, National Quality Framework (NQF), Early Years Framework (EYLF), Australian Children's Education & Care Quality Authority (ACECQA).

"Early Childhood - A career to last a lifetime"

Our ripple emblem represents the lasting impact Early Childhood Care and Education has on the life of a child. In addition to the endless possibilities of where a wonderful career in child care may take you!



3. Code of Ethics

ACC staff and management at all times will act with honesty and professionalism when liaising with all clients, program participants, industry professionals and members of the community.

ACC will implement policies and practices that ensure the highest quality of Vocational Education and Training Programs.

All of ACC policies and procedures are developed to ensure compliance with:

1. Australian Skills Quality Authority (ASQA), VET Quality Framework including NVR National Standards for Registered Training Organisations,
2. Commonwealth and State legislation and regulatory requirements.
3. National Vocational Education and Training Regulator Act 2011
4. The Apprenticeship and Training Act 2001.

ACC honours the Australian Early Childhood Code of Ethics and is committed to improving the quality of care and education for young children.

The ACC will ensure:

1. The provision of high quality facilities in which to conduct its face to face programs
2. The employment of highly qualified and experienced staff which share our philosophy and commitment to quality training and young children.
3. The provision of ongoing staff training to ensure the delivery of quality training programs and services.
4. The maintenance of confidentiality for participants and individual services
5. The accuracy of any marketing and promotional advertising material
6. Compliance with current Workplace Health and Safety and Duty of Care requirements.
7. Compliance with all anti-discrimination laws and Equal Employment Opportunity principles
8. The maintenance of adequate records and security of all current and archival records.
9. The maintenance and continual improvement of a quality assurance system
10. Staff and participants sign an acknowledgment of acceptance of our code of ethics

4. ACC Code of Conduct

Atkinson Training and Development (ACC) the Early Childhood Training Specialists trading as Atkinson Childcare College is a Registered Training Organisation dedicated to providing quality training to improve the quality of care and education for young children and their families.

As professionals, it is expected that ACC staff behave with integrity when interacting with all fellow team members, participants, industry professionals and the community. Creativity, honesty, courtesy, initiative and teamwork are encouraged. Confidentiality and professionalism is maintained at all times. At ACC everyone is treated with respect and diversity is celebrated. We implement the following principles:

1. Demonstrate respect and support for participants at all times
2. Work on a strength based, competency based approach
3. Maintain and promote the self-esteem and self-confidence of others
4. Implement the policies and procedures of ACC
5. Respect the policies and procedures of other RTO's whilst on their premises
6. Respect the policies and procedures of individual children's services whilst on their premises
7. Design and implement innovative training sessions using a constructivist approach ensuring all participants are actively involved, interested and engaged
8. Ensure participants are aware of the RPL process
9. Ensure access and equity at all times
10. Dress professionally- no inappropriate body parts showing, body piercing- tongue plugs required and studs for eye brow or nasal as compliant with children services.
11. Use positive open interpersonal communication which includes:
 - a. Maintaining positive relationships with other staff and program participants
 - b. Providing clear messages and check for understanding
 - c. Refraining from using inappropriate language
 - d. In times of conflict focus on the issue or behaviour, not on the person
 - e. Aim for a Win/ Win situation in regards to mediation of conflicts
 - f. Refrain from all forms of bullying, harassment and victimisation
 - g. use appropriate positive guidance techniques
12. Follow all WHS requirements in college and at workplace training
13. Ensure no chewing gum or smoking is undertaken within the premises of ACC
14. Ensure no food or drinks are consumed in training rooms (water accepted)
15. Respect the property of ACC, program participants, other RTO premises and children's services.
16. Ensure punctuality to class and workplace assessments
17. Ensure mobile phones are to be turned off during all training session
18. Respond appropriately to statements by course participants regarding incidents of abuse
19. Work as a team to ensure the safety of all course participants in their care

5. Participants Code of Conduct

At ACC we implement the principals of positive communication and interpersonal behaviour as expected and valued in today's workplace. As training professionals we expect all course participants to:

1. Respect the rights of other course participants, trainers, assessors and ACC staff at all times.
2. Use positive communication techniques at all times this includes:
 - a. Maintaining positive relationships with other staff and program participants
 - b. Providing clear messages and check for understanding
 - c. Refraining from using inappropriate language
 - d. In times of conflict focus on the issue or behaviour, not on the person
 - e. Aim for a Win/ Win situation in regards to mediation of conflicts
 - f. Refrain from all forms of bullying, harassment and victimisation
3. Respect the policies and procedures and the director and staff of individual children's services whilst on their premises
4. Follow all WHS requirements in College and at workplace training
5. Follow all policies and procedures outlined by ACC and Workplace training venue
6. Be on time to class
7. Turn off mobile phones
8. Dress appropriately at all times- no inappropriate body parts showing, body piercing- tongue plugs required and studs for eye brow or nasal as compliant with children services.
9. Ensure No food or drinks are consumed in training rooms (water accepted)
10. No smoking on the premises of ACC training or offices
11. No inappropriate web surfing or social networking during class time.
12. Report any inappropriate behaviour or situations that expose participants to risk

6. Policies and Procedures

6.1. Educational Standards

ACC is a registered training organisation registered by the Australian Skills Quality Authority (ASQA). All training is implemented using National Standards for RTO's and safeguard the interests and welfare of all staff and participants. ACC has designed its procedures and systems to assist participants with successful completion of their course.

6.2. Access and Equity

"Workplace Relations Act 1996 refers to respecting and valuing the diversity of the workforce by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin"
(Employment and Workplace Relations Services for Organisation, 2005)

ACC is committed to providing access and equity in training to all participants and ensures that all community groups have equal access to participate and achieve successes in training. ACC aims to ensure that all programs and services are relevant, fair, inclusive, affordable and accessible.

ACC takes a strength based approach and will design programs which meet each participant's individual learning style and needs. At ACC participants will be in an environment where diversity is respected.

All participants are encouraged to discuss any special/additional learning needs they have with training staff prior to the commencement and throughout the course. ACC trainers will work with the individual participant to make modifications for individuals training and allowable adjustments for assessments based on the Assessment Guidelines Community Services Training Package and required unit outcomes within relevant the National Packages.

6.3. Course Entry Requirements

ACC invites everyone to undertake their workshops and short courses. Due to compliance with individual competencies, course participants applying for accredited courses such as Diploma are enrolled based on entry criteria outlined in the relevant National Package. ACC urges any person who is unsure of their eligibility to talk to us about their circumstances.

6.4. Participant Orientation

All Participants receive a detailed participant handbook and Welcome of Children Services Booklet prior to enrolment outlining ACC's policies and procedures. In addition, help videos are found on each participants Moodle page.

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6.5. Participant Support Services

ACC class sizes are small to ensure quality learning and to provide an opportunity for tutors and participants to develop a close relationship. Therefore, ACC trainers and management are always available to provide ongoing assistance and support to all participants. In addition, time is allocated each week where tutors are available for one on one support. Participants are encouraged to see their tutor to make use of this service at no additional cost. Distance education participants are able to arrange this same support when required and this can occur by phone, face to face, email, online through our Moodle.

6.6. Class Attendance and Etiquette

Participant enrolled in face to face full time courses are required to attend class on nominated days as it is during class important theory is introduced, which is later transferred into practice.

Participants who choose not to attend class are responsible for catching up on missed work. Missing class may result in missing a unit which may delay course completion or attendance of a block practicum. Continual unsubstantiated lack of attendance may result in termination of training contract or additional costs.

Participants absent due to short term substantiated illness will be supported. Any student who is suffering longer term illness (3+ days) or trauma is encouraged to talk to trainers as soon as possible so that appropriate support can be provided by ACC staff. Participants are requested to arrive to class and return from lunch and morning tea breaks on time.

6.7. Support for Distance Education and Trainee Participants

Upon enrolment in our Distance Education Program participants are designated a tutor who is available for assistance by email, text, phone face to face or webcam. Contact times are developed based on the needs of participants (e.g. if working during the day late afternoon may be more appropriate). Participants are able to contact their tutor for assistance as required. Participants nominate how much or little support they would like.

6.8. Participant Privacy

ACC follows all legislative requirements in regards to Privacy. These include the Federal Privacy Act 1988 and Amendments 2000; Federal Privacy Regulations 2001 and NSW Freedom of Information Act 1989. ACC's Policies and Procedures regarding privacy and access to information is based on the National Privacy Principles) Extracted from the Privacy Amendment (Private Sector) Act 2000 and Revised national VET Privacy <https://docs.education.gov.au/node/46116>

ACC collects and stores participant's enrolment details, training plans and assessment details as outlined by [National VET Privacy policy](#). ACC will not release any details or information without first receiving participant's written permission. ACC is unable to speak to anyone other than the course participants without the expressed permission of the course participants. Course participants under the age of 18 are encouraged to involve their carers / parents in communication.

Where required by legislation for government funded programs ACC will disclose participant details as required and with the permission of participants provided in writing during the enrolment process including to Government departments as required.

Course participants are able to access their file at any time. This form will be provided to the individual person personally, by email or mail and must be signed by the owner of the information before any information it is released.

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6.9. Payment of Fees

ACC provides a range of methods to pay for courses to provide access and equity to all. Payment methods include:

- VET Student loans
- Smart and Skilled (NSW)
- Traineeships (NSW only)
- Upfront payments by Electronic funds transfer

ACC complies with the Standards for RTOs 2015 and state and federal regulations when collecting fees. For this reason the terms and conditions of payments may vary. Courses also have varying State and Federal eligibility criteria for funded courses or loan scheme. ACC will only enrol learners who meet these criteria.

To protect learners fees ACC elects to not to collect more than \$1500 per learner in prepaid fees at any time. In addition ACC has measures in place to ensure VET Student Loans fees are protected. This includes:

- Tuition assurance exemption as notified by the Government for Vet Student Loans.

Any Concerns regarding VET Student loans can be directed to the VET Student loans ombudsman <http://www.ombudsman.gov.au/about/vet-student-loans-ombudsman>

Fee for service courses (self-funded)

ACC provides a range of fee for service courses. These courses can be undertaken online, distance, face to face, for workshops, accredited and non-accredited courses.

1. Course fees are clearly identified on ACC website for single unit courses and workshops or in Course handbooks for full qualifications.
2. Participants are asked to read terms and conditions on website for single units
3. Participant handbooks are provided to all course participants prior to enrolling in full qualification.
4. Full course enrolment participants are provided with a training enrolment contract to read and sign prior to commencing study. All participants are welcome to gain advice prior to signing and/or phone for clarification.
5. Payment plans are developed on individual basis and only accepted through direct debit.
6. ACC will not release or issue any qualification without full payment being received.

Payment plans

Payment plans are available for all fee for service (self-funded) course and for government funded student fees.

When the participant commits to a payment plan when signing the Acceptance of Enrolment Contract, the participant agrees to pay the full “course fee” or “written quoted price” by instalments. Full payment of course fees are required as specified in participants Acceptance of Enrolment Contract and are still payable if participant withdraws from the course. All direct debits are arranged through Easy Debit. For information on Easy Debit services please visit <https://www.ezidebit.com/-/media/ezidebit/files/ezidebit-combined-pds-and-fsg.pdf>

Payments must be paid before or on the date specified on the Acceptance of Enrolment Contract. If using direct debit it is the participant’s responsibility to ensure sufficient funds are available for transfer. Insufficient funds

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can result in a dishonour fee as outlined on the Easy Debit website and Disclosure statement. Failure to keep to the payment plan will result in full payment of remaining fees and/or referral to a debt collection agency. ACC will not issue any qualifications, statements of attainments or certificates of attendance until all fees are paid.

Vet Student Loans

ACC is a VET Student loans provider and complies with all enrolment and payment requirements as outlined by the federal government VET Student Loans Act and Rules. For detailed more information about VET Student Loans please visit [VET student loans website](#).

ACC is issued by the federal government an allocation each year for VET Student loans and will offer VET Student loans with allocation is available. In line with requirements.

1. ACC publishes all course fees on our website in advance.
2. All courses are divided into Vet units of study each with a census date.
3. Participants can elect to pay for or use VET Student loans for all or part of their course.
4. VET Student loans allows participants to study now and pay for their course later when reaching a salary threshold as outlined by the government (currently \$54,869) This figure may change please see website <http://studyassist.gov.au/sites/studyassist/payingbackmyloan/loan-repayment/pages/loan-repayment>
5. VET Student loan Participants can withdraw from a VET unit of study prior to census date without penalty or payment.
6. Additional enrolment requirements exist with VET Student loans
7. Participants must note this is not a government funded course it is a **loan scheme** developed by Federal Government to assist study. It is not a free course.

Government funded courses

ACC is an approved provider for both Traineeships and Smart and Skilled Funded Courses in NSW. All fees are set by the NSW State Government and followed by ACC. All requirements of funding are outlined to participants in government contracts signed by participant and course information booklets. Most funded courses require a student fee which is collected by the RTO. Concessions apply. Participants must meet eligibility criteria for courses.

1. Participants can pay off Student fees throughout their course via direct debit.
2. ACC will not release or issue any qualification without full payment being received.
3. Withdrawal from the course subject to funding requirements which are identified upon enrolment in contracts and course information booklets.

Payment plans: Payment plans are available for government funded student fees. It is a requirement of the NSW Government that fees are collected. Concessions do apply including Aboriginal, Disability, unemployed etc.

When the participant commits to a payment plan when signing the Acceptance of Enrolment Contract, the participant agrees to pay the full "course fee" or "written quoted price" by instalments. Full payment of course fees are required as specified in participants Acceptance of Enrolment Contract and are still payable if participant withdraws from the course. All direct debits are arranged through Easy Debit. For information on Easy Debit services please visit <https://www.ezidebit.com/-/media/ezidebit/files/ezidebit-combined-pds-and-fsg.pdf>

Payments must be paid before or on the date specified on the Acceptance of Enrolment Contract. If using direct debit it is the participant's responsibility to ensure sufficient funds are available for transfer. Insufficient funds can result in a dishonour fee as outlined on the Easy Debit website and Disclosure statement. Failure to keep to the payment plan will result in full payment of remaining fees and/or referral to a debt collection agency. ACC will not issue any qualifications, statements of attainments or certificates of attendance until all fees are paid.

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Recognition of Prior learning

Participants enrolled in one of ACC's Full time or Distance Education courses applying for RPL will be assessed at no additional cost.

Participants who wish to only undertake RPL process will be provided with a quote for RPL services. Participants will receive a Statement of Attainment for units deemed competent. Those students wishing to continue to complete their full qualifications will be given a written quote for the cost of the remaining units of study to complete the course. A contract for Acceptance of Enrolment is provided outlining the units required and agreed cost.

Costs include both desk and workplace assessment.

6.10. Refund Policy

One Unit of Study (Online and Distance)

Payment and Refund Policy

- ACC complies with Fair Trading Amendment (Australian Consumer Law) Act 2010
- Cost of course refers to one unit of study and is payable at time of enrolment.
- No refund is provided once course has been commenced and access to our online Moodle platform provided.
- Payment of unit of study and completion of online enrolment form acts as acceptance of enrolment.
- Course start date occurs from date of ACC return email with Moodle passwords and access.
- Participant to contact ACC if experiencing any difficulties accessing Moodle or learning materials.

ACC will provide **full** refund in relation to one unit of study under the following circumstances:

1. The course is cancelled by ACC
2. Death of course participant any time prior to commencement of the course

There are no refunds provided for this course unless the result of the above clauses.

RPL and fee for service courses

*Acceptance of enrolment contract refers to participants signed and dated contract accepting a position in a course. (Not application form)

ACC will provide **full** refunds under the following circumstances:

1. *The course is cancelled by ACC*
2. *Cancellation made by participant within fourteen days (14) from their Acceptance of Enrolment.*
3. *Death of course participant anytime prior to commencement of the course*

No Refund

1. *Cancellation made after the commencement of the course will result in full payment of course cost.*
2. *Failure to complete distance education in the allocated time period*

All cancellations and refunds are to be requested by participants in writing.

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Exemptions

ACC recognises the occurrence of serious illness and trauma. ACC will work with participants to find the best solution to meet their current needs. Options may include deferment of course, or change to another more suitable delivery mode. Applicants will be required to complete a Special Consideration Form.

Vet Student Loans

In the event of a student withdrawing from a VET Unit of Study on or before the Census Date for that VET Unit of Study:

- 100% of tuition fees paid for that VET Unit of Study will be refunded to the student; and
- The student will not incur a VET STUDENT LOANS debt.
- the student will not incur a VET student loan debt for the part of the course and will receive a refund for any up-front payment of tuition fees;

In the event of a student withdrawing from a VET Unit of Study after the Census Date for that VET Unit of Study:

- no refund is applicable; and/or
- The student will incur a VET STUDENT LOANS debt.

(VET Student Loans Rules 2016; Part 7 (Division 3, Subdivision B)

For more details please see our Withdrawal / refund policy located on our Website or VET Student Loans for refund of debt.

4. Payment of Refunds

Refunds will be paid within 30 days of the census date of the VET Unit of Study to which the withdrawal applies.

For all additional information about VET Student loans please visit <https://www.education.gov.au/vet-student-loans>

Smart and skilled

To protect learners' fees ACC elects to not to collect more than \$1500 per learner in prepaid fees at any time.

6.11. Safe Environment

ACC staff and management provide a training environment where participants are supported physically and emotionally. This applies to all our learning environments.

As a participant you have the right to be:

- Safe
- Respected
- Supported
- Listened too
- Receive referral to appropriate professionals for help if needed
- Ensured of privacy

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6.12. Discrimination, Harassment, Bullying and Victimization

ACC is committed to promoting a positive work and learning environment which encourages inclusive behaviour. ACC follows the legislative requirements as outlined in the Anti-Discrimination Act 1977 (NSW) and the Sex Discrimination Act (1984). ACC is committed to promoting a harassment free work and learning environment. Any found breaches of conduct will be considered “misconduct or “serious misconduct” and will receive diplomacy action which may result in termination of employment or expulsion from the college.

Definition of Harassment and Bullying

Harassment: defined in the Ontario Human Rights Code as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome” (Section 10(1)). Harassment refers to communication in any form (e.g. verbal or physical abuse, electronic, jokes, slurs, graffiti) that expresses negative attitudes, beliefs or actions toward an individual or group with the intention of hurting that person or group.

Reporting Allegations Of Discrimination, Harassment Or Bullying

Any incident of anti-discrimination is to be reported to the Management immediately. All allegations of discrimination, harassment or bullying will be investigated ACC management immediately.

Persons making the complaint will complete a Complaints Form providing evidence of allegation. Confidentiality will be maintained only involving only the persons concerned.

6.13. First Aid

As a part of ACC’s commitment to WHS regulation (2001) Section 8 (2) first aid kit provisions are made available at both training rooms and offices of ACC for all employees, contractors, trainers, contractors, participants and visitors. This kit is to be used to provide initial and immediate attention to a person suffering illness or injury.

First aid officers hold current first aid certificates. First aid certificates are held by the Workplace Health and Safety Manager, Training Manager and all Children Services Trainers.

Procedure in The Case Of An Injury

1. Locate first aid officer who administers first aid immediately. If unavailable, other staff to administer first aid;
2. For minor accidents or injury use first aid;
3. Serious injury or if unsure call 000 for ambulance and administer first aid whilst waiting for arrival following directions of ambulance officers on the phone;
4. If ambulance is not required, the person requiring medical treatment may be transported to a doctor by private car;
5. Staff member administering first aid is to complete an accident and injury incident report form as soon as is practicable; and
6. WHS Manager will then conduct an accident/ injury investigation. Workcover to be notified for significant injury involving medical attention.

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6.14. Workplace Health and Safety

ACC is committed to providing a safe and healthy workplace and learning environment for all employees, contractors, program participants and visitors. ACC has developed a workplace program which is committed to implementing all workplace requirements as outlined in the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2011 and Model workplace health and safety regulations 2011 (workcover.nsw.gov.au).

Hazard Identification

The *Workplace Health and Safety Regulation 2011* defines a hazard as ‘anything (including work practices or procedures) that has the potential to harm the health or safety of a person’.

Participants and visitors are to report all actual or potential risks to staff immediately. All actual or potential workplace hazards brought to the attention of management will be assessed and rectified immediately.

6.15. Alcohol and Drug Policy

Participants are not to consume alcohol, illegal drugs or misuse prescription drug of any kind before or during rostered course hours, including during breaks and workplace training.

Failure to comply with this policy will result in disciplinary action being taken. ACC reserves the right to ask any participant under the influence of any suspected substance to leave the premises.

6.16. Participant Health

Participants suffering short-term infectious diseases, which may affect other participants, staff or children, are asked not to attend training or assessment sessions. Participants unable to attend class or workplace training are to notify ACC staff and workplace service as soon as possible.

Please let us know if you have any additional needs we are happy provide referral to community services to assist in successful course completion (women’s refuges, rape crisis centres, literacy and numeracy support, counselling services etc.)

6.17. Recognition of Prior Learning and Credit Transfer

All Participants are given the opportunity to apply for Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Credit Transfer prior to all course enrolment. Please ask our training manager for our RPL kit.

6.18. Complaints and Grievance

ACC aims to provide a positive work and training environment. Often issues arise as a result of miscommunication. Staff and participants are encouraged to discuss any concerns they have as soon as they arise. Any complaint made directly or indirectly will be recorded and responded to immediately with respect. ACC management will maintain confidentiality at all times. All parties are encouraged to communicate for an amicable solution. If a grievance does occur the following procedures will be implemented:

1. Any concerns regarding training or assessment, participants are encouraged to initially raise the issue with their assessor/ tutor. Any issue not related to training please refer directly to the training manager. Tutors please note concern in the Grievance register.

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2. Any staff concerns to be raised initially with the person involved.
3. All unresolved grievances are to be discussed with ACC's Training Manager. If the issue involves the Training Manager the reporting and investigation of the complaint will be undertaken by the Human Resources Manager.
4. Any individual wishing to make a formal complaint is encouraged to complete a grievance form. All complaints are investigated by ACC management immediately.
5. The individual making the complaint or grievance will be kept informed of the progress and outcome. No harassment will occur. Any persons found harassing the individual for making a complaint will themselves face disciplinary action.
6. ACC management will take every action possible to ensure that the incident does not re-occur
7. If you are not satisfied with ACC's response to your complaint ACC respects your right to obtain your own independent legal advice and representation. ACC respects your right to refer the issue to the ASQA Australian Skills Quality Authority.
8. **Our full detailed policy is available on our website.**

6.19. Flexible Delivery

ACC values the principles of flexible delivery. All ACC programs are designed to encourage accessibility and participation to our whole community. Modes of study include flexible timetabling, face to face one on one and group tutorial, distance self-paced learning, on the job workplace training and assessment.

6.20. Delivery of Training

At ACC we strongly believe that learners are active participants in the learning process. Teachers/tutors work in partnership with learners to facilitate effective learning environment and strategies.

At ACC learning sessions are:

- Are fun, interesting, hands on and encourage problem solving and critical thinking
- Utilises participants past knowledge.
- Ensure all participants are actively involved in the learning and assessment process
- Cater for all learning styles by exploring concepts and practicing skills using a variety of methods including role plays, demonstrations, and group discussions.

At ACC we believe that this type of training sets us apart from other training organisations.

6.21. Training Programs

ACC is committed to ensuring that all training and assessment services are designed based on client needs are relevant to the individual and workplace and reflect current industry philosophy and practices.

All courses on ACC scope of registration are accredited and training is delivered based on National Packages. ACC validates all its learning and assessment strategies regularly through consultation with the early childhood profession and the utilisation of feedback from students and ACC staff. ACC is committed to providing quality training and assessment services.

ACC training is always up to date incorporating the latest research and professional practices. All updated training packages are implemented as soon as they are published to ensure participants graduate with the latest qualification available.

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All purchased learning materials for Distance Education are endorsed by ANTA (Australian National Training Authority)

6.22. Assessments

Unit Competencies

Units of competency are statements identifying the skills, knowledge and attitudes a participant needs to acquire to be deemed competent in each unit.

- a. **Competent:** Being deemed “*Competent*” means that the participant displayed all the required skills, knowledge and attitudes required in that particular unit.
- b. **Not Yet Competent:** Being deemed “*Not Yet Competent*” means that the participant is still developing the required skills, knowledge and attitude.
 - All assessment involving National Packages are competency based.
 - ACC validates all of its assessment strategies and tools to ensure the reliability, Validity, Sufficiency, Fairness of all assessments
 - All ACC trainers and assessors hold formal Early Childhood Qualifications in addition to a Certificate IV in Workplace Assessment and Training.
 - All assessments are conducted implementing the Community Services Training Package Guidelines.

A cover sheet is attached to each assessment to identify the requirements of that unit of study.

To be competent in Children services most units of study include:

- Written Assessment
- On the job assessment

Full Time Mixed Mode Participants

Participants are given the unit competencies, learning outcomes and assessment tasks at the beginning of each unit. Due dates are provided for all assessments outlined on timetable. All individual allowable adjustments will be implemented prior participants being given assessment tasks. Participants are then assessed as being competent or not competent based on the performance criteria identified in the relevant National Package. Participants will receive feedback on assessment tasks as soon as possible. Both ACC tutors and the participant maintain an assessment record to empower participant control over their own learning and achievement. All workplace assessment criteria will be located in participant’s practicum handbooks.

Distance Education and trainee Participants.

Participants are each given an individual program listing unit of study with assessment dates. A recommended time frame is identified. All individual allowable adjustments will be implemented prior to distribution of assessment tasks. Upon completion of each unit’s written assessment the participant uploads their assessment on their course page. Participants will receive feedback on assessment tasks within 3 weeks. Both ACC tutors and the participant maintain an assessment record to empower participant control over their own learning and achievement. Workplace assessments are required, and a date and time will be made in advance.

Not Yet Competent / Resubmits

Any participant who submits an assessment which does not meet the competencies as outlined within the relevant National Package will be deemed “not yet competent” at that task. The participant will receive additional training and assistance and be required to resubmit that assignment.

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Workplace Assessments

Please note: All Children's Services Course Participants are required to undertake workplace assessments. All participants receiving workplace assessments or visits from ACC supervisors will be notified in advance of the date and time of the supervision or assessment. Participants must notify their tutor and the workplace venue if they are ill or unable to attend the centre on that day. Failure to advise their assessor with notice which causes out of pocket costs to ACC will need to be paid by the participant. This includes travel (including flights), accommodation and employment costs.

6.23 Appealing an Assessment Outcome

All ACC course participants and RPL applicants have the right to appeal any assessment decision made by the ACC assessors and trainers if they believe that:

- I. The assessment process was invalid, unreliable or unfair
- II. The assessment task was invalid, unreliable or unfair
- III. There was conflict of interest or biased behaviour displayed by the assessor

General: Any participant who is not satisfied with the outcome of an assessment is encouraged to speak to the assessor directly about their concerns. Any participant who is deemed not yet competent will always be given the opportunity receive additional training, improve their knowledge and skills and re-submit their assignment or redo workplace assessment in order to then become competent. If still unsatisfied, any concerns should be directed to the training manager where a second marker will be appointed to remark the work.

Block Practicum: Participants who are deemed not yet competent on a block practicum will receive additional training and a second visit from a different tutor/assessor during their 3-week block. If still not deemed as competent the participant may be required to re-do block practicum after additional training at their own costs.

All appeals are made by lodging an Assessment Appeals Form within 7 days of initial discussion with their assessor/trainer.

All assessment appeals will be investigated by ACC training manager &/or directors. If required an independent assessor will be asked to reassess. ACC will incur the cost of this assessment if the original assessment is deemed inaccurate or invalid. If the assessment is considered valid, the participant will be required to meet this cost.

If after the above process is undertaken and the participant is not satisfied the participant is welcome to make a complaint regarding the issue with ASQA regarding the issue.

6.24. Receiving Qualification

In order to receive a full qualification (e.g. Certificate III or Diploma) the participant must complete the entire required units of competencies. Any participant not meeting all the requirements will be given a **Statement of Attainment**- a list of the subjects/units of competencies already achieved. This allows the participant to continue with their studies at any time to complete their full qualification. Any ACC participant not completing their full studies in the required allocated timeframe (i.e. 12 months) will receive a statement of attainment for all units completed.

6.25. Disciplinary Procedures

It is the responsibility of all participants to act professionally and adhere to the code of conduct and policies and procedures outlined by ACC. Any breaches will be brought to the attention of the person concerned immediately as the concern is raised. A performance improvement plan will be agreed upon outlining goals, strategies and a

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clear timeframe for improvement if required. Failure to follow plan or a re-occurrence or concern may result in the termination of the training enrolment contract.

6.26. Disciplinary Action for Serious Misconduct

This policy relates to severe misconduct. It includes the intentional endangerment of persons physically, mentally or sexually; illegal activity; and intentional damage to ACC reputation. Actions may result in instant termination of training contract and/or criminal charges.

- 1. Child Abuse: Physical, Emotional or Sexual.**
Early Childhood Educators are mandatory reporters for child protection. All allegations of abuse will be reported to FACS and Police for investigation;
- 2. Assault and/or Abuse of fellow colleagues, course participants, management or community - includes physical, emotional or sexual, harassment; verbal or written attacks.**
Under WHS regulations, ACC has an obligation to provide a safe work and training environment. Incidents resulting in the harm or perceived harm by the victim or management will be recorded and reported to Police immediately;
- 3. Breach of WHS regulations resulting in harm or death to fellow staff, management, participants and community;**
- 4. The plagiarism, copying and/or distribution of ACC systems and intellectual property without written permission;**
- 5. Inappropriate behaviour as a result of substance abuse such as alcohol and drugs (illegal and prescription);**
- 6. Downloading of any pornography using ACC computers. Child pornography will be reported to Police immediately.**
- 7. Attempts to embezzle money or harm the reputation of ACC.**

Note: This above list provides examples of misconduct and is not considered complete.

6.27. Mutual Recognition of AQF Qualifications

The ACC recognises all other qualifications and statement of attainments administered by other Registered Training Organisations.

6.28. Child Protection

ACC is committed to the protection of all children. In accordance with the *Children and young person's Act (Prohibited Employment, 1998* and due to the nature of our scope all ACC employees, trainers, assessors will be required complete a child protection employment declaration form and be subject to a criminal record check prior to commencement of employment and study.

6.29. Workplace Experience

Most children services qualifications require workplace experience. Workplace experiences are catered for within all full-time courses.

Participants in distance education modes of delivery are able to plan the timing of their workplace experience. It is recommended that workplace experience is spread out throughout the course. Assessments are carried out in the workplace by ACC supervisors.

A qualification cannot be issued until competency is shown in the workplace.

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All participants are able to nominate their preferred workplace venue. ACC will work with participants to locate and the venue to secure work placement.

ACC reserves the right to remove any participant from a workplace venue under the following conditions; on the request of workplace staff; continuous failure to meet course competencies in the workplace; in ability to follow ACC and workplace policies and procedures. Upon removal from the workplace additional training will be provided.

For serious misconduct disciplinary action will be taken. Please see policy 5.30 Disciplinary action for serious misconduct. ACC reserves the right to delay workplace practicums if participants are considered not yet competent in theoretical aspects of the unit. In this case additional training will be given to participants prior to placement in the workplace.

6.30. Copyright and Intellectual property

ACC writes all its own learning materials. This takes time and money to ensure we are always up to date. We ask learners not to share these resources with other RTO's or students from another RTO. They are available for purchase from Childcare Resources Australia Website. At ACC we respect the intellectual property of all external organisations and individuals. ACC expects all employees, trainers, assessors, contractors and program participants to observe copyright requirements as outlined in the *Copyright Act, 1968* and *Copyright Regulations, 1969*.

Intellectual material includes hardcopy, electronic, visual, audio or digital developed by staff, trainers and/or contractors for ACC will be the property of ACC unless otherwise stated and agreed upon by all parties.

It is illegal to photocopy an entire book. Please see your tutor before photocopying or refer to the copyright signs located near our photocopier.

For full details of all policies ACC's policy and procedure manual is available for viewing at ACC training rooms or on Moodle. A read only copy is available on participant computers. If you have any questions, please see our Training or Business Manager.

Thank you for choosing to study with Atkinson Childcare College

The Early Childhood Training Specialists