



International Student Handbook and Course Information

Educare Training Institute Australasia t/a Educare College
RTO: 40699; CRICOS Provider Code: 03669G

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Introduction:

This guide will help you understand your rights and obligations as an international student to Australia and specifically as a student with Educare College. The information will assist you in making your enrolment decision, as well as providing you with valuable information to access during your time as a student with Educare College. You are encouraged to read it carefully ensuring you understand the requirements. Educare College staff are available to assist if you have any questions.

Educare College has the expertise and passion to provide the highest quality education for our students and we empower our graduates to become leaders in their chosen field. We strive to provide education where individuals gain the skills and knowledge to achieve their potential. Educare College offers the key tools to make studying relevant, current, and convenient – enhanced by a high level of support to help students graduate successfully.

Our dedicated team of trainers are experienced, qualified, and in touch with current industry requirements and trends. They understand the needs of students and utilise innovative learning techniques, deliver the skills, knowledge and insights students need to achieve success in their own field. Trainers are available to assist with studies, and mentor students through the training program to complete their qualification.

Educare College Facilities and Resources:

Educare College is located at CBD the heart of Brisbane, the capital city of the state of Queensland on the east coast of Australia.

<http://www.studybrisbane.com.au/Why%20Choose%20Brisbane/Facts%20and%20Figures>

Educare College's spacious modern campus at Level 8, 288 Edward Street, Brisbane is easily accessible by public transport, with Brisbane's Central train station only minutes' walk away, and close to major amenities such as cafes and restaurants. Educare College's campus is within walking distance of Brisbane's central business and shopping district.

Accessible from 8am to 9pm, Monday, Tuesday, Wednesday and Thursday and from 8am to 6:00 PM on Friday, the campus facilities offer students computer access, free WiFi and fully equipped classrooms and resource materials, as well as a student lounge with basic kitchen facilities.

Qualifications:

Educare College offers the following accredited and nationally recognised qualifications to International students:

CHC50113 Diploma of Early Childhood Education and Care – CRICOS Course Code 096932F (including CHC30113 Certificate III in Early Childhood Education and Care – CRICOS Course Code 09628B) (130 Weeks)

CHC30113 Certificate III in Early Childhood Education and Care CRICOS Course Code 09628B (52 Weeks)

CHC33015 Certificate III in Individual Support* - CRICOS Course Code 096929A (52 Weeks)

**Students will 'specialise' in either disability or ageing streams. Students may choose to undertake additional units to achieve additional specialisations (additional fees will apply)*

CHC43015 Certificate IV in Ageing Support – CRICOS Course Code 096930G (28 Weeks)

CHC43115 Certificate IV in Disability – CRICOS Course Code 096931G (28 Weeks)

CHC52015 Diploma of Community Services – CRICOS Course Code 096933E (52 weeks)

Educare College offers students 'packaged' qualification options including:

1. **CHC33015 Certificate III in Individual Support** - CRICOS Course Code 096929A
PLUS
either **CHC43015 Certificate IV in Ageing Support** - CRICOS Course Code 096930G OR
CHC43115 Certificate IV in Disability – CRICOS Course Code 096931G (depending on selected Certificate III stream) (80 Weeks)

2. **CHC33015 Certificate III in Individual Support** - CRICOS Course Code 096929A
 PLUS
 either **CHC43015 Certificate IV in Ageing Support-** CRICOS Course Code 096930G **OR**
CHC43115 Certificate IV in Disability- CRICOS Course Code 096931G (depending on
 selected Certificate III stream)
 PLUS
CHC52015 Diploma of Community Services– CRICOS Course Code 096933E (130
 Weeks) Information about each of these
 programs is included at pages 25-30 of this Handbook.

Course Durations:

Students may apply to commence study from the beginning of each term.

Classes are timetabled between 8:00 am and 5:00 pm, Monday to Friday dependant on individual course and class allocation. Work placement (unpaid) is a mandatory requirement of all Educare College courses and will be arranged by Educare College and included in course timetables.

A three-hour teleconference/skype weekly tutorial will be available for all students in addition to their class and work placement schedule.

On enrolment, students will be provided with a class timetable.

Students are also expected to undertake additional study, which may include research, assignments, projects and other learning activities outside of programmed class times.

Mandatory orientation will be scheduled for all students in the week prior to term commencement date.

Academic Calendar

INTAKES	2018	2019	2020
Term 1		28 January – 5 April 4 March – 5 April	27 January – 3 April 2 March – 3 April
Term Break	7 April – 22 April	6 April – 21 April	4 April – 19 April
Term 2	23 April – 29 June 28 May – 29 June	22 April – 28 June 27 May – 28 June	20 April – 26 June 25 May – 26 June
Term Break	30 June – 15 July	29 June – 14 July	27 June – 12 July
Term 3	16 July – 21 September 20 August - 21 September	15 July – 20 September 19 August – 20 September	13 July – 18 September 17 August – 18 September
Term Break	22 September – 7 October	21 September – 6 October	19 September – 4 October
Term 4	8 October – 14 December 12 November – 14 December	7 October – 13 December 11 November – 13 December	5 October – 11 December 9 November – 11 December
Term Break	15 December – 27 January 2019	14 December – 28 January 2020	12 December – 24 January 2021

Course Fees:

CRICOS Course Code	Course Name	Course Duration	Tuition Fees*	Weeks of Delivery	Weeks of Holiday	Weeks of College Nominated Holiday
096932F	CHC50113 Diploma of Early Childhood Education and Care	80 weeks	\$18,870	60	18	2
096928B	CHC30113 Certificate III in Early Childhood Education and Care	52 weeks	\$5,450	40	10	2
096929A	CHC33015 Certificate III in Individual Support (1 stream – Disability or Ageing)	52 weeks	\$5,450	40	10	2
096933E	CHC52015 Diploma of Community Services	52 weeks	\$18,870	40	10	2
Qualification Packages (Note: *is principle course of study)						
096929A + 096930G	CHC33015 Certificate III in Individual Support + CHC43015 Certificate IV in Ageing Support*	80 weeks	\$13,855	60	16	4
096929A + 096931G	CHC33015 Certificate III in Individual Support + CHC43115 Certificate IV in Disability*	80 weeks	\$13,855	60	16	4
096929A + 096930G OR 096931G + 096933E	CHC33015 Certificate III in Individual Support + CHC43015 Certificate IV in Ageing Support OR CHC43115 Certificate IV in Disability + CHC52015 Diploma of Community Services*	130 weeks	\$23,386	100	24	6

**Fees for 2018 and 2019 intakes may be subject to change. Tuition Fees are inclusive of all learning materials and a student ID card*

All students will need to obtain a Working with Children (Blue) Card and a Police Check prior to commencement of work placement. The cost of the Police Check is approximately AU\$55.

Course Entry Requirements

Educare College does not accept students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age at the time of application.

For international students, whose first language is not English, the minimum course entry requirement is:

- **Certificate Level Courses - a level of English language proficiency of 5.5 IELTS (overall band score) or equivalent***
- **Diploma Level Courses - a level of English language proficiency of 6.0 IELTS (overall band score) or equivalent***

AND

- satisfactory completion of HSC Year 12, or equivalent, or
- for mature age entry students (aged 21 years or above) verifiable evidence of relevant work experience

*speak with Educare College directly or your education agent if you have completed schooling or other education programs in English.

All students must complete the International Student Application Form, sign and date where required and attach verified evidence of language proficiency, past qualifications, work experience (if relevant)

Educare College will accept applications from appointed Education Agents Representatives or by direct enrolment by the student through the website (<https://educare.edu.au>)

A current list of Education Agents is available on Educare College's website and are available for contact at no cost to the student.

(Note: any complaints about any Education Agent, activity, their service or conduct can be made to the International Contact Officer via email)

The International Contact Officer will review the International Student Application Form for the qualification entry requirements and eligibility and determine if an offer should be made. If eligible, a *Letter of Offer* will be issued. Unsuccessful applications will be notified in writing.

Educare College will enter into a written agreement with the student via the *Course Acceptance Offer and Written Agreement* as per Standard 3 of the National Code of Practice. Educare College will ensure the obligations and rights of both Educare College and the student are clearly set out including the course money payable and information in relation to refunds of course money and services Educare College is obliged to supply.

Upon receiving the signed *Course Acceptance Offer and Written Agreement*, and the enrolment and course tuition fees stated in the *Letter of Offer* Educare College will generate a *Confirmation of Enrolment* (CoE) which a student will need for their student visa application.

Recognition

Educare College offers all students the option of course credit known as **Recognition of Prior Learning** (RPL) and **Credit Transfer** (CT).

Students who believe they have already achieved some of the competencies in the course may apply for RPL. An essential requirement of RPL is to provide evidence that the student **currently** has the required skills and knowledge to meet the Unit of Competency requirements. Competencies for which RPL is being requested may have been developed through formal education and training, through work experience and training or through life experience. If RPL is granted, the student's course schedule will be reviewed and any reduction in the scheduled course length and the reasons for the reduction will be recorded and placed in the student's file.

Any course duration reduction as a result of RPL granted to students will be indicated on the Confirmation of Enrolment (CoE) if granted prior to the issue of a visa, or on PRISMS if granted after the issue of a visa.

Students wishing to apply for RPL must complete an application using the student RPL application form at the time of enrolment. There is no **additional** fee for RPL, however normal course fees apply.

Educare College will also recognise the qualifications and statements of attainment issued by other Registered Training organisations in Australia (Credit). This means that students may be eligible to get credit towards the course(s) or to meet entry requirement for the course(s). If students feel they may be eligible for credit, they should contact Educare College directly.

Graduates of Educare College courses may further their studies in relevant degree programs in Australian Universities. Application processes, entry requirements and credit arrangements will vary from university to university.

Fees and Refunds

Educare College will not accept tuition fees from students before a **Letter of Offer and Acceptance of Offer and Written Agreement** has been signed by the student. All fees are payable in Australian dollars.

Educare College will not require a student to pay full course fees in advance. However, should a student choose to do so, Educare College will require this 'choice' to be documented in writing by the student, including that it was not a requirement of Educare College.

Educare College will require payment of tuition fees for each term, two (2) weeks in advance of commencement of each ten (10) week term (including during any deferral or suspension periods to ensure continuance of the student's enrolment). Educare College will generate invoices two (2) weeks before the end of each term for the subsequent term.

Educare College will charge a \$200 non-refundable enrolment fee.

A receipt will be issued by Educare College to the student at the time or immediately after fees are received and cleared by the bank.

Individual fee payment plans are available on application at enrolment to suit students' circumstances.

Students who have not negotiated an approved payment plan must pay tuition fees in full in advance of each term and this payment must be made 2 weeks before the course commencement day of the next term.

Educare College reserves the right to withhold certification to students where fee payments are in arrears /outstanding.

Fees paid by credit card will incur a 1.5% charge.

Refund Policy:

Educare College's refund policy is in accordance with the ESOS Act 2000 (as amended), and its accompanying regulations, and it applies to all overseas students. This and other information may be provided to the Australian Government (ASQA, Department of Education and Training, DIBP) and, if relevant, the Tuition Protection Service (TPS) Director in relation to administering the ESOS Act 2000, the National Code 2017 and/or the Migration Act (as amended).

All requests for a refund must be made in writing by the student(s) and submitted to Educare College together with any supporting documentation, if applicable.

In the case of a student visa refusal and/or student default, refunds will be made within four (4) weeks of receiving a written claim from the student and will include a statement explaining how the refund was calculated.

1 Student Visa refusal

Written documentation of the student visa refusal must be provided by the course applicant to Educare College.

1(a) **Tuition fees** paid at the time of cancellation will be refunded **in full** if a student visa application lodged **overseas** is rejected. However, the Enrolment Fee of AU\$200.00 is non-refundable.

- 1(b) If a student is **off-shore** and a student visa has not been issued in time to commence a course at the agreed starting date, and the student contacts Educare College in writing to agree to a deferred starting date, another commencement date would be arranged without additional fees. Should the deferred starting date be unacceptable, the **tuition fees** paid will be refunded **in full** at the time of cancellation. However, the Enrolment Fee of AU\$ 200.00 is non-refundable.
- 1(c) A student who is **on-shore** must commence a course on the agreed commencement date, even though a decision for their student visa application may still be awaiting a decision from DIBP. A **pro-rata refund** of the **unused portion of the tuition fees** at the time of their refusal/rejection of their **on-shore** student visa application will be granted to the student after the course commencement date has passed. However, the Enrolment Fee of AU\$ 200.00 is non-refundable.

2 Student default – Occurs where an overseas student does not commence a course, or withdraws from a course as defined in section 27(2) of the ESOS Act. The student is required to provide written notice to Educare College for the course cancellation.

Refunds will be made as follows:

- 2(a) **80%** of the **tuition fees** paid if notice of cancellation received at least 6 weeks prior to the course commencement date. The enrolment fee of AU\$ 200.00 is non-refundable.
- 2(b) **70%** of the **tuition fees** paid if notice of cancellation received at least 4 weeks prior to the course commencement date. The enrolment fee of AU\$ 200.00 is non-refundable.
- 2(c) **50 %** of the **tuition fees** paid if notice of cancellation received at least 2 weeks prior to the course commencement date. The enrolment fee of AU\$ 200.00 is non-refundable.
- 2(d) **No refund of tuition or enrolment fee** will be made if notice of cancellation or withdrawal is made after the course commencement. **No refund** will be paid to the student if the student withdraws from the course either on or after the agreed commencement date.
- 2(e) **No refund** will be paid where Educare College terminates an enrolment due to a student **failing to satisfy course requirements** relating to attendance or academic progress, in accordance with the obligations of the student under the student visa regulations.
- 2(f) **No refund** will be paid where Educare College terminates an enrolment due to a student **failing to pay** an amount he/she was liable to pay the RTO, directly or indirectly, to undertake the course.
- 2(g) **No refund** will be paid where Educare College terminates an enrolment due to a student **misbehaving** (i.e. consuming drugs, alcohol or smoking anywhere on campus) and causing problems for other students, staff, the RTO's reputation and its relationship with other organisations (such as building management) or for breaking laws anywhere in Australia. This does not affect the student's rights to access Educare College's complaints and appeals processes.

3 Provider default – Occurs where the registered education provider fails to provide a course or ceases to provide a course to an overseas student in accordance with section 27(1) of the ESOS Act.

Reimbursement in the case of provider default is within two (2) weeks of the default day occurring to the student and will include a statement explaining how the refund was calculated.

- 3 (a) In the unlikely event that Educare College is unable to deliver a course in full, a student will be offered a refund of the **unused portion of the tuition fees** that they have paid to the institute.
- 3 (b) Alternatively a student may be offered enrolment in an alternative course by Educare College at no extra cost to the student. A student has the right to choose whether he/she would prefer a refund of the **unused portion of the tuition fees**, or to accept a place in another course at Educare College. If a student chooses placement in a new course, Educare College will require the student to sign a new **Letter of Offer and Student Agreement** to indicate that he/she accepts the placement in the new course.
- 3 (c) If Educare College is unable to provide a refund, or place a student in an alternative course, the Tuition Protection Service (TPS) will assist the student in finding an alternative course. If a registered education provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within thirty (30) days of the provider obligation period ending, unless the period is varied by the TPS Director. The TPS will transfer any **unused portion of tuition fees** to the new registered education provider.
- 3 (d) If there are no suitable alternative courses or course offers, the student may apply for a refund to TPS for the amount of any **unused portion of the tuition fees** that the student has paid to Educare College. These fees are any tuition fees that student has already paid and that are directly related to the course for which the tuition has not yet been received by the student.

Requests for refunds will be processed and recorded in the refund register and in each student's file via the Student Management Database.

Refund application requests are to be made in writing on the Student Refund Request Form provided by Educare College and submitted to the Student Management Officer for processing;

The Student Management Officer will ensure all the relevant information has been recorded correctly, including Bank details as to where the money is to be deposited, before submitting to the Principal Executive Officer of Educare College for consideration.

The Principal Executive Officer will authorise eligible student refunds and a written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student will be sent to the student and a copy placed in the student file for Educare College's records.

All refunds will be paid in Australian dollars.

Any enrolment fee is non-refundable under any circumstances.

Note: The written agreement, and the availability of a complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Other Fees:

OHSC (health cover): AUD\$ 465.50 for single per year or \$ 4,740.50 for family cover per year
(Approximate only, as of February 19, 2018. Actual costs are subject to variation depending on cover required and selected OSHC provider schedule of fees)

Reassessment Fee (Educare College allows students 1 're-submission' without charge):
AUD\$200.00 per unit.

Replacement Certification Fee (if lost or damaged): AUD\$50

Replacement Student ID Card (if lost or damaged): AUD\$10

Police Check: AUD \$ 55 (approximately) depending on service provider selected by student.

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is insurance that provides cover for the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

Educare College is in partnership with **nib OSHC** regarding student's health cover. Should you decide to obtain your health cover with nib OSHC, please pay the corresponding amount in the Letter of Offer together with the total fees payable before course commencement. If you enter Australia before your OSHC begins, you will be in breach of your visa conditions. If Educare is arranging your OSHC cover on your behalf, they will need to obtain your travel dates.

If the student opted not to arrange the OSHC with Educare chosen provider, the student need to provide copy of the OSHC Certificate covering the period as stated in the Letter of Offer.

You can find out more about purchasing OSHC at the following website:

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

Education Services for Overseas Students (ESOS)

The Australian Government expect that overseas students studying in Australia will have a safe, enjoyable and rewarding experience and Australia's laws promote equality and consumer protection for overseas students. In turn, Educare College will ensure that it safeguards overseas students' rights and welfare.

An overseas student on a student visa, must study with a registered education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>. CRICOS registration ensures that both the course and the education provider meet the high standards necessary for overseas students.

Students are encouraged to check carefully that the details of their course, including its location, match the information on CRICOS.

As a nationally Registered Training Organisation, also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) Educare College meets the standards and requirements of the following legislation and regulatory frameworks:

- The Educational Services for Overseas Students (ESOS) Legislative Framework:
 - <http://www.asqa.gov.au/cricos-registration/cricos-registration-overview/the-esos-framework.html>
 - <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
 - [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf)
- Vocational Education and Training (VET) Quality Framework including
 - National Vocational Education and Training Regulator Act 2011
 - Standards for Registered Training Organisations 2015
- Migration Regulations 1994: http://www.austlii.edu.au/au/legis/cth/consol_reg/mr1994227/
- Privacy Act 1988 incorporating Privacy Amendment (Enhancing Privacy Protection) Act 2012 <http://www.oaic.gov.au/privacy/privacy-news>
- Work Health and Safety Act 2011 & Work Health and Safety Regulations 2011

Students' Rights

The **Education Services for Overseas Students (ESOS) Framework** protects students' rights, including:

- the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider and/or their provider's agent or marketing representative
- the right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of their written agreement.

The framework includes the **Tuition Protection Service (TPS)** which is a placement and refund service for international students, which may be activated as a last resort if a provider is unable to provide a course.

*The **Tuition Protection Service (TPS)** is an insurance cover that all CRICOS registered RTOs must have which aims to place students that are affected by closures of education providers in an alternative course of study first, with refund payments provided as a last resort only.*

The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative course placement options. A greater flexibility for students to decide about their future course placement, following the closure of an education provider, should lead to a more efficient and effective outcome for students and the sector as a whole.

Students should also benefit from quicker placements, or refunds where necessary, and a smoother transition to a new education provider.

The expectation is that students who are affected by the closure of an education provider will accept an alternative course, if one is available, for which they meet all the entry requirements, and for which there is no cost disadvantage to them. However, the student is not compelled to accept an alternative course and they would be eligible for a refund of the unused portion of the

tuition fees. The student will need to confirm the possible implications that a change of education provider may have on their student visa with DIBP. However, other options might include an enrolment in a different course under a different visa category, or a return to their home country.

*In a situation where a student cannot find an alternative course during the placement period the student is eligible to request a refund of the **unused portion of the tuition fees** from TPS.*

(Visit the TPS website for more information at www.tps.gov.au. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund, although there may still be some references to the superseded terminology in the standards)

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students **must** meet. These standards cover a range of information students have a right to know and services that must be offered to them, including:

- orientation and access to support services to help students study and adjust to life in Australia
- who the contact officer or officers are for overseas students
- if students can apply for course credit
- when a student's enrolment can be deferred, suspended or cancelled
- what a provider's requirements are for satisfactory progress in the courses and what support is available if students are not progressing well
- if attendance will be monitored, and
- a complaints and appeals process.

In making an enrolment decision, students should be aware that one of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six (6) months of their principal course of study.

If a student wants to transfer before they have completed six months of their principal course they need their provider's permission.

At Educare College, students should note that requests for transfer within the restricted period may be refused under the following circumstances:

- if the request is not considered to be exceptional circumstances relating to the welfare of the students
- if the student has not utilised Educare College's support services or academic resources and assistance,
- if a valid offer letter from another provider has not been received
- if the transfer is perceived as detrimental to the student
- if the transfer request is based on a change of program and the requested program is offered by Educare College

Educare College will approve transfer requests within the six months restricted period in the following circumstances where students have supplied sufficient evidence in support of their claims:

- To change course to access greater support through the services of another provider than Educare College can provide
- The student demonstrates they are experiencing a threat to their physical or mental health and/or safety by remaining at Educare College, and demonstrates how this will be alleviated through transfer;
- The student is not coping in the program and has exhausted all avenues of Educare College academic support and assistance and has not improved their academic performance following an intervention strategy
- The student is required to move interstate and can provide supporting evidence
- The student can provide evidence that the program of study is not consistent with the documented program requested on the student's application
- Educare College is unable to continue to provide the program of study

Students will have 20 working days from receipt of a refusal notification to access Educare College's appeals process.

Student Responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their education provider
- inform their provider if they change address
- maintain satisfactory course progress
- follow the provider's attendance policy

Student Visa Requirements:

According to the Department of Immigration and Border Protection (DIBP), "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you".

Assessment factors include your financial capacity, English proficiency and other, relevant information that can demonstrate compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on DIBP Internet site on <http://www.border.gov.au/Trav/Stud>

About Study at Educare College

Student Orientation

Student orientation date will be indicated on the Course Acceptance Offer and Written Agreement. Orientation will be conducted in the week prior to the commencement of term start date.

The purpose of orientation is to fully inform new students of aspects of life at the College, to provide an introduction to studying, Australia's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behaviour. In addition, Educare College staff will be introduced, a tour of the campus will take place and an opportunity to ask questions will be provided.

Orientations are compulsory for students to attend, as valuable information relating to students' courses will be covered during these sessions.

If students are unable to attend due to exceptional circumstances they must contact the Student Management Officer to inform them of the situation and negotiate alternative arrangements.

At the time of Orientation students are required to advise Educare College of their current residential address and telephone number.

Maintaining Attendance and Course Progress

The ESOS Legislative framework requires international students to study a full-time study load which is specified as a minimum of 20 hours per week of face to face teaching. The only reason a student may undertake a reduced study load is if they need to undertake a part-time enrolment to complete a course of study where they need to repeat one or more failed units for the first time. International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once.

Educare College recommends that all students attend 80% of classes, and scheduled work placement, to have the best opportunity to successfully complete the program of study within the expected duration of the program. Educare College will monitor students' attendance.

If a student is absent due to illness, they should provide a Doctor's certificate (from a registered medical practitioner with a provider number). A receipt is not sufficient. The medical certificate should be given to administration or your trainer on the first day of joining the class after the illness.

Students must be aware that if the class attendance falls below 80% of the scheduled contact hours, or there is an absence from class of more than five (5) consecutive days without prior approval, Educare College is required to review the student's course involvement, and provide counselling, implement an intervention strategy and, if necessary, report the student to the Secretary of the Department of Education and Training through PRISMS. If the student's attendance falls below the 80% minimum attendance requirement and the student also has an unsatisfactory course progress, Educare College will implement an intervention strategy to ensure course progress is able to be maintained. A warning letter will be served to students to notify them of the breach of the conditions of the student visa. Failure to improve on attendance and in course progression for two consecutive terms will be a ground for cancelling the enrolment of students.

Deferment/Suspension of Study

Students may only defer course commencement for medical reasons (illness), or exceptional circumstances beyond the students' control, such as bereavement. Students need to support their application for deferment with evidence such as medical certificates. Weddings, pregnancy, festivals or family occasions are not acceptable. Students must specify the duration and reason for the deferral and should understand that visa cancellation may be initiated by DIBP if the deferral is for more than one semester.

In turn, Educare College will only defer or suspend a student enrolment on the grounds of compassionate or compelling circumstances and may suspend or cancel a student's enrolment for misbehaviour by the student (See Student Code of Behaviour, p. 13) or causing problems for other students, staff, the College's reputation and its relationship with other organisations or for breaking laws.

Educare College will also systematically monitor and assess the course progress of international students primarily to identify and offer support to students who are at risk of failing to meet course progress requirements.

As a registered provider, Educare College will monitor, record and assess the course progress of each student for each unit and will report students who fail to meet the course progress requirements.

To achieve satisfactory course progress, students must be competent in at least 50% of the units they are enrolled in any term period. Students who have been assessed as not competent may be re-assessed in accordance with Educare College's assessment policy. However, if the student is not competent after being reassessed, then the student will be considered to be not competent. Students who have been deemed not competent in 50 per cent or more of the units during each study period are identified as students 'at risk'.

Early Intervention

Educare College adopts an early intervention approach to course progress. Trainers/assessors monitor each student's performance in each unit of competency in which they are enrolled. If a student appears to be experiencing difficulty, the trainer/assessor will notify the International Contact Officer. The student will be asked to attend a meeting with the International Contact Officer and the trainer where the student's progress and any difficulties are discussed and the appropriate support and assistance is provided.

Intervention Strategy where a student is identified as not meeting course progress requirements

Where students are at risk of failing to meet course progress requirements, Educare College will implement an Intervention Strategy to provide the student with academic support and assistance.

An Intervention Strategy is an individual plan developed by the International Contact Officer and the trainer/assessor in consultation with the student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving competency. The Intervention Strategy must be agreed to and signed by the Student Management Officer, the trainer and the Student, and a copy placed in the student's file.

Examples of intervention measures may include the following:

- Arranging extra learning support or tutorials;
- Arranging counselling for assistance with personal issues;
- Providing advice regarding study habits (i.e. maintaining required class attendance);

- Providing opportunities for students to be reassessed or to repeat subjects;
- Arranging to vary or reduce the enrolment load for the semester;
- Providing advice regarding course suitability.

Students who have been identified as being “**at risk**” at the end of each term will be sent a Course Progress Letter requiring them to attend a course counselling interview with the International Contact Officer within three (3) working days. The student’s ‘at risk’ status will be discussed and an appropriate intervention (and support) strategy will be developed and formalised to enable the student to complete their studies.

The student will receive a copy of the program that is developed to achieve the required course progress with next review date on it. The trainer/assessor will also receive a copy of the program and will be required to submit a weekly academic involvement report outlining the student’s progress. The intervention strategy will be implemented until the end of the next term. It is the student’s responsibility to ensure that they follow the intervention program that has been decided upon and to maintain contact with the trainer/assessor and/or the International Contact Officer.

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous term, and as a result he/she achieves competency in 50% or more of the units attempted in that previous study period, the International Contact Officer will review the student’s academic history, and may cancel the intervention strategy, amend it or continue it unchanged to the end of the term.

The academic progress of each student with an intervention strategy will continue to be monitored for the remainder of the second study period and the student’s results will be reviewed at the end. If satisfactory academic progress of 50% or more is achieved during that second term, the student will no longer be regarded as being ‘at risk’ and the intervention contract will no longer be in place.

Unsatisfactory course progress

Students who do not achieve satisfactory course progress in two (2) consecutive terms will receive written notification of Educare College’s **intention** to report their unsatisfactory progress to DET via the PRISMS system in accordance with Section 19.2 of the ESOS Act. The Department of Immigration and Border Protection (DIBP) will be automatically alerted, which may result in the cancellation of the student’s visa.

Students will be advised how to access the Complaints and Appeals process. Students will have 20 working days in which to lodge an appeal against this intention.

After the appeals process is finalised, if the student is still considered to have failed to meet satisfactory course progress, Educare College will report the student to DET via PRISMS within 5 working days, and the student will receive a Section 20 Notice. The student must present to DIBP within 28 days to explain the breach, or their student visa may be cancelled.

Copies of the letters, intervention support program and all other relevant documents will be placed in the students file and a Diary note be recorded using the Student Management Database.

One of the best ways for students to maintain acceptable course progress is to maintain attendance at classes.

Privacy:

Information is collected during the student’s enrolment to meet Educare College’s obligations under the ESOS Act 2000 and the National Code 2017, to ensure student compliance with the conditions of the student visa and the student’s obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2017*.

This information includes but is not limited to personal and contact details, address and the circumstances of any suspected breach by the student of a student visa condition.

Students agree that Educare College may use their email address supplied on enrolment to email any information they consider necessary.

Information collected about students during their enrolment can be provided, in certain circumstances, to the Australian Government (the Australian Skills Quality Authority (ASQA), the Department of Education and Training (Commonwealth) and DIBP) and, if relevant, the Tuition

Protection Service (TPS) Director. In other instances, information collected during the student's period of enrolment can be disclosed without the student's consent where authorised or required by law.

Students can access their own personal information held by Educare College and may request corrections to information that is incorrect or out of date.

Upon arriving in Australia students are required to advise the college of their **residential address**, including phone/mobile numbers, contact email address, emergency contact details and then advise any subsequent changes to these details

Educare College will also contact students at least every six (6) months during their enrolment and require them to confirm their personal details in writing.

The update of student contact details is very important. The college may send out warning notices to the student, which are aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.

Unique Student Identifier (USI)

All students undertaking nationally recognised training delivered by an RTO are required to have a Unique Student Identifier (USI) before an award such as a qualification or statement of attainment can be issued. A USI is effectively an individual's account or reference number that allows students to access all of their training records, entered in the national vocational education and training (VET) data collection. The USI will enable students to find, collate and authenticate their VET achievements into a single transcript and:

- link information about VET achievements, regardless of where they studied
- enable students to easily access secure digital transcripts of their achievements
- give students access to, and more control over their educational information
- ensure that students' VET records are not lost

Training organisations will be able to verify student achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL) if applicable. If students have already attained a USI they will need to provide Educare College (and other RTOs they may study with) with the USI on enrolment (or prior to results being finalised).

To obtain a USI students should visit

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

The USI is available online and at no cost.

Student Code of Behaviour

Educare College respects the beliefs and cultures of all people. All students are required to display tolerance towards the views of others, even when they conflict with their own. In return, students have the right to be respected for their own beliefs and culture.

The Student Code of Behaviour requires the following rights to be respected and adhered to at all the times by students.

- Maintain academic conduct and integrity
- Maintain attendance and course progress;
- Give all class members the opportunity to learn in a quite non-disruptive environment free of harassment and discrimination;
- Do not come to campus/ class or work placement under the influence of drugs (prohibited substances) or alcohol;
- Bring all resources and equipment required to complete learning and assessment.
- Follow trainer/assessor instructions at all times;
- Complete and submit assessment activities on or before due date
- Comply with Workplace Health and Safety obligations whilst on campus.

In accordance with the Anti-Discrimination Act 1991, Educare College does not tolerate any form of discrimination. Students have the right to work and learn in an environment free of discrimination and harassment, and in turn a responsibility to maintain this environment.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates degrades or humiliates an employee or student.

Individuals who have been subjected to bullying should report any incident to the Compliance and Training Manager.

Educare College in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable and illegal form of behaviour that will not be tolerated under any circumstances.

Sexual harassment is any unwelcome conduct of a sexual nature. If a reasonable person would anticipate this behaviour might make you feel offended, humiliated or intimidated, it may be sexual harassment. Sexual harassment is unlawful under the Sex Discrimination Act 1984 (Commonwealth).

Examples include:

- Sexually oriented jokes, innuendo or verbal abuse;
- Non-verbal acts like leering or sexual body gestures;
- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Unwelcome invitations or telephone calls from colleagues at work or at home
- Sexual assault or rape.

Any allegations of sexual harassment brought to the attention of Educare College will be promptly investigated.

Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination of enrolment and/or reported to the appropriate authority.

Educare College will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any student or staff member to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Academic Conduct - Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism, collusion** – including working in groups where not approved by the teacher, **electronic plagiarism** and **falsifying** information.

Educare College is committed to upholding high standards of training and assessment and requires all students to:

- Participate in learning and training and conduct research with honesty and integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all work submitted for assessment must be their own work and in no way falsified or completed by another person
- reference carefully the copyright works used to avoid plagiarism, which is 'academic misconduct'

The Principal Executive Officer may act to suspend or cancel a student's enrolment in circumstances where the student breaches the 'Student Code of Behaviour'. Options for actioning suspension or cancellation of a student's enrolment also includes if the student becomes the subject of an external state or commonwealth government investigation such as the police, tax office or immigration.

Decisions made by the Principal Executive Officer will be documented and provided in writing to the student as per Standard 13 of the National Code of Practice: Deferral, suspension and cancellation. The student has the right to appeal the decision as per the Complaints and Appeals policy and procedure.

Once the complaint or appeal has been resolved or where a student chooses not to lodge a complaint or appeal, Educare College must notify the Secretary of DET via PRISMS under section 19 of the ESOS Act within 14 days of the date that the appeal period ends. Educare College will not

notify DET of any suspension or cancellation whilst an internal appeal is being determined unless there are serious concerns regarding the student's welfare.

Serious concerns may include, but are not limited to:

- the student is missing;
- the student has medical concerns such as depression or psychological issues;
- the student engages or threatens to engage in behaviour which is believed to endanger other students;
- the student is at risk of committing a criminal offence.

The Student Code of Behaviour will be further discussed at orientation.

Educare College will engage law enforcement where students are involved in the following (but not limited to) cases;

- Possession of a weapon, including, but not limited to firearms;
- Trafficking in drugs and weapons;
- Robbery;
- Use of a weapon to cause bodily harm, or to threaten serious harm;
- Acts of vandalism causing extensive damage to school property or property located on college premises and bodily harm;

The National Code of Practice does not require Educare College to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and during the internal complaints and appeals process. Based on the nature of the misconduct, Educare College will decide, on a case by case basis, whether to allow the student to continue to attend class, to make alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision Educare College will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the complaints and appeals process find in their favour.

Complaints and Appeals

Educare College ensures that all stakeholders including students have access to a fair, equitable and efficient complaints and appeals process.

The definition of a **complaint** is

- a person's expression of dissatisfaction with any service provided by Educare College. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

The definition of **Appeal** is

- a request to review a decision that has previously been made.

Students are initially encouraged to resolve concerns or difficulties with the person concerned before it becomes a formal complaint.

If a student is dissatisfied with the outcome of a decision, they may access an independent external body as required and as described in the External Appeals section of this document.

Internal complaints and appeals will incur no costs to the student. Educare College will ensure that prompt decisions will be made to ensure a student's visa will not be restricted and affect the student's stay in Australia. The Principal Executive Officer is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

The written agreement with the student, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws:

This policy is applicable to all complaints and appeals made by students irrespective of the reason for the initial decision.

Informal Complaints Procedure

In the first instance, students are encouraged to try and resolve concerns or difficulties directly with the person involved. However, if the student is not comfortable with this approach or this approach is not possible for any reason, students may raise the matter with the any Educare College staff

member. If students are not satisfied with the outcome of the informal process they are encouraged to register a formal complaint.

Formal Complaint Procedure

To register a formal complaint a student must complete the Student Complaint Form and contact the Student Management Officer to arrange a meeting. At this meeting, the complaint can be discussed and a resolution attempted. The student may be accompanied and assisted by a support person at this meeting.

If a student is dissatisfied with the outcome of this meeting, then the student will have an opportunity to formally present their case at no cost to the student, in writing or in person to the Compliance and Training Manager of Educare College. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

The Compliance and Training Manager will endeavour to resolve the complaint with the student and any other parties who may be involved. The resolution phase will commence within 10 working days of the complaint being lodged in writing.

A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. Where it is expected that the complaint resolution may take more than 60 days, Educare will advise the student accordingly and continue to provide the student with progress of the complaint process.

At the end of the resolution phase the Compliance and Training Manager will give a written statement of the outcome, including the details of the reasons for the outcome by letter or email to the student (last known address). Educare College decision and reasons for the decision will be documented by the Compliance and Training Manager and placed in the students file.

Internal Appeals Procedure

Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Educare College.

Students have the right to appeal decisions that they consider to be unfavourable and/or unreasonable; or where Educare College's intention is to report the student due to the following:

- Unsatisfactory academic progress
- Unsatisfactory attendance
- Non-payment of fees
- Other matters related to a student's program of study at Educare College.

Students lodging an appeal must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within the timeframe as specified above.

Students must submit their appeal in writing by completing an Appeal Application Form for consideration by an Appeals Committee, consisting of the Principal Executive Officer, and 2 other persons (such as relevant training and/or content expert, industry representative) not directly involved in the initial decision/assessment.

Where a student attends meeting as part of the Appeals process, the student has the right to be accompanied and assisted by a support person in every meeting they attend.

Students have up to 20 business days to lodge an internal appeal against Educare College's formal notification of intent to report the student.

Internal appeals for any other decisions related to a student's program of study at Educare College must be lodged within 5 business days of the date the decision was communicated to the student in writing. If an internal appeal is not lodged within the specified timeframe, the decision will stand.

All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted.

A student's enrolment will be maintained, and students are required to attend all classes during an internal appeals process. However, in circumstances where student is issued with a letter of intent to report for non-payment of fees, student may be excluded from the classes until all overdue fees are paid in full.

When a student is reported for **Unsatisfactory Course Progress** Educare College will maintain the enrolment of the student, which means Educare College does not notify DET of any change to the student's enrolment status through PRISMS until both an internal and external appeal (if required) is complete which may support Educare College decision to report.

The appeal resolution phase will commence within 10 working days of the internal appeal being lodged in writing. A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Compliance and Training Manager with the costs of reassessment met by Educare College.

The student will be provided with a written statement of the outcome of the internal appeals process within 5 business days of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Principal Executive Officer and placed in the student file.

When the complaint handling and appeal process results in a decision that supports the student, Educare College will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.

External Appeals

If a student is dissatisfied with the internal appeal decision, Educare College will nominate **ACPET** as an independent external person or organisation to hear the complaint to propose a final resolution. This person or body will not be the same as any person or body that heard the original complaint.

The purpose of an external appeal process is to consider whether Educare College has followed the correct policies and procedures in making the appeal decision but is not to review the decision **previously made by** Educare College. Students who wish to have their case heard by an external body, must notify the Principal Executive Officer of their External Appeals lodgement detail within 5 business days from the date on the written notification of the outcome of the student's internal appeal.

If an appeal is lodged regarding Educare College's decision to report the student for unsatisfactory course progress or unsatisfactory attendance Educare College will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.

If an appeal is lodged regarding Educare College's decision to suspend or cancel a student's enrolment or suspend a student's enrolment due to misbehaviour Educare College only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DET through PRISMS of the change to the student's enrolment. Once DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to either leave Australia, provide Department of Immigration and Border Protection (DIBP) with evidence that he or she has accessed an external appeals process or show DIBP a new Confirmation of Enrolment (CoE).

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a legal representative and will incur all costs of this action.

Ombudsman:

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au, email ombudsman@ombudsman.gov.au or phone 1300 362 072 for more information.

The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student. The Overseas Students Ombudsman **can investigate complaints about** action taken by private providers in connection with overseas students. Complaints might, for example, be about:

- refusing admission to a course;
- fees and refunds;
- course or provider transfers;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by a provider;
- incorrect advice given by an education agent.

The Queensland Ombudsman's office may take several weeks to investigate the student's appeal. Should international students have concerns regarding their student visa during this time, they should seek advice from the Department of Immigration and Border Protection (DIBP).

Critical Incidents Policy:

Educare as per the Workplace Health and Safety Act 2011 has a Duty of Care to staff and students to ensure all measures are taken to prevent workplace accidents, injuries, critical incidents and illnesses. This legal obligation is to ensure these actions or inactions do not put others' health or safety at risk and ensure the most efficient means of controlling risk from a range of possibilities and be able to demonstrate that all that was practicable and reasonable was done to prevent harm. The Principal Executive Officer is responsible for the implementation of the Critical Incident Policy and Procedure to ensure that staff and students are aware of its application and that staff implements all of the requirements. The Student Management Officer is responsible for initial contact for any critical incidents. The contact number is Ph: 07 3114 3458 or Mob: 0499431279. In case of the absence of the Student Management Officer, the International Contact Officer should be contacted on PH: 07 3114 3458 or Mob: 0428893176.

The National Code defines critical incidents as "a traumatic event, or the threat of such within or outside Australia which may cause death, extreme stress, fear or injury. This also may include:

- Missing students;
- Severe verbal or psychological aggression;
- Natural disaster;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires Educare to notify DET and DIBP as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury (on or off campus), Educare has a duty of care to assist the student's family. This may include:

- Hiring interpreters;
- Making arrangements for hospital/funeral/memorial service/repatriation;
- Obtaining a death certificate;
- Assisting with personal items and affairs including insurance issues;
- Assisting with visa issues

Critical Incident Procedure

Any staff member receiving news or information regarding a critical incident must contact the Student Management Officer / Compliance and Training Manager as soon as practicable. If this is not possible then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident the Student Management Officer / Compliance and Training Manager must:

- Ensure a clear understanding of the known facts;
- If an emergency exists contact the relevant emergency services by phoning 000;
- If translators are required contact Translating and Interpreting Service by phoning 131 450;
- If counselling services are required contact Life Line on 131 114;
- Plan an immediate response, which may include informing police, the Department of Immigration and Border Protection and the parents/guardians of the student involved;
- Consider the 'National privacy principles' (www.privacy.gov.au/materials) when making any statement to the media regarding the incident;
- Allocate individual roles/responsibilities for ongoing tasks.

Based on an evaluation of the critical incident the Principal Executive Officer / Compliance and Training Manager will, where appropriate, implement the following:

- Contact next of kin/significant other
- Inform all staff and students (if, and as, appropriate)
- Prepare a guideline to staff about what information to give students
- Prepare a written bulletin to staff and students if the matter is complex
- Brief staff and delegate a staff member to deal with telephone/on campus inquiries
- Manage media/publicity if applicable
- Identify students and staff members most closely involved with the incident or impacted by the incident and ensure they are offered support and counselling
- Arrange a time and place for an initial group/individual debriefing session with Counsellor/s;
- Arrange access to emergency funds if necessary.
- Record the incident in detail using the Critical Incident Form Report, including
 - The time of the incident;
 - The location and nature of the incident;
 - The names and roles of persons directly involved in the critical incident;
 - The action taken by Educare
 - The organisations and people contacted by Educare

Type of Service	Name of Service	Tel. Number
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Coroner's Office	Office of State Coroner	07 3239 6193
Funeral Director	Australian Funeral Directors Association	03 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence Domestic Violence	Domestic Violence 24X7	1800 811 811
Animal Diseases	Emergency Animal Disease	1800 675 888

	Watch	
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	131 114
Poison Information	Poison Information Centre	131 126
Grief Counselling/Suicide Prevention	Salvation Army	1300 363 622
Interpreting Services	Qld Government Telephone Interpreters	131 450
Local Embassies or Consular Representatives	Dept of Foreign Affairs and Trade	1300 555 135
Australian Search and Rescue	Australian Search and Rescue	1800 815 257

Critical incident emergency numbers and contact details:

About Staying & Studying in Australia

Australia is a multicultural country, with much natural beauty including golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet.

Brisbane, Queensland

Brisbane is known for its wonderful climate, lifestyle and cultural diversity. It is a green city with many famous tourist attractions. It has one of the fastest growing economies in Australia.

Brisbane is known for its comfortable, sub-tropical climate with humid summer temperatures rising up to the mid 30's. In winter, the weather is dry and generally mild. The days are usually bright and sunny with average temperatures around 17°C.

The population of Brisbane is 2.2 million, making it Australia's third largest city. Brisbane has a multicultural population with 29.7% of its residents born overseas and 16% speaking a language other than English at home.

Brisbane is also only about an hour's drive from Australia's iconic Gold Coast.

www.visitbrisbane.com.au

www.studybrisbane.com.au

www.mystudentguide.net/

www.studyinaustralia.gov.au/en

www.translink.com.au

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European

Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Educare College encourages all students to speak English on campus.

Costs of Living:

In addition to paying the full cost of their courses, international students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution

Under Australian visa regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa for Australia. From 1st of February 2018, the 12-month living cost is:

- **You** - \$20,290
- **Partner or spouse** - \$7,100
- **Child** - \$3,040

For further information, please see

<https://www.border.gov.au/Trav/Stud/More/Student-Visa-Living-Costs-and-Evidence-of-Funds> and <http://www.studyinaustralia.gov.au>

Accommodation options:

Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others). Educare College is in partnership with Australian Homestay Network to arrange the accommodation and airport reception requirements of International students:

<http://www.homestaynetwork.org/homestay-brisbane/>

Shared accommodation with other students is common and popular and student noticeboards and newspapers often advertise rooms, apartments and houses for rent.

<https://www.studentone.com/>

<https://www.urbanest.com.au/>

<https://www.unilodge.com.au/>

Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.

Websites (e.g. <http://www.domain.com.au> and <http://www.realestate.com.au>) list accommodation for rent and provide a good idea of the type and cost of accommodation that is available.

Similarly, specialised homestay providers may assist students with a range of homestay accommodation and meet and greet options

<https://www.brisbanehomestay.org/>

<http://www.homestaynetwork.org/public/students>

For further information please refer to the following websites:

- <http://www.studyinaustralia.gov.au/en/Study-Costs/Accommodation/Accommodation-options-and-costs>
- www.fairtrading.nsw.gov.au/Youth/International_students.html

As a guide only, students may expect to pay approximately

- Full Board (Home stay) AUD\$300.00 - AU\$350.00 per week.
- Student house AUD\$100.00 - AU\$150.00 per week.
- Half - Board AUD\$ 70.00 – AUD\$100.00 per week (plus expenses)
- Leasing a House/Flat AUD\$200.00 - AUD\$300.00 per week (unfurnished) + expenses. A rental 'bond' equivalent to at least 4 weeks rent will be required prior to rental and utilities such as electricity and gas may also require upfront security deposits.

Schooling:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.

You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Where school aged children are included in a student visa application, schooling costs of (approximately) AUD \$8,000 per year for each child will need to be added to the amount of funds that are required. This amount is the minimum required for a visa application only and students are responsible for researching schooling costs, which may vary widely between states, territories, and schools in Australia.

For the international students with dependants, please consult the following websites for more information:

- <https://www.eqj.com.au/>
- <http://www.isq.qld.edu.au/international-students>

Safety:

Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Please refer to the following website for safety tips in Australia: <https://www.studyinaustralia.gov.au/global/live-in-australia/health-and-safety>

Beach and Sun Safety

Find here some common-sense guidelines to enjoying the beach safely. International students should always check with a lifeguard for up to date information on rips, stingers and general beach safety. As always, sun protection is recommended. Young children and weak swimmers need to take extra care at surf beaches as the waves and undertows can be more powerful than they look. For more information please visit: <http://www.rainbowbay.net/trainbrowbay/safety.html>

Fire Safety

Educare College has appointed a Fire Warden - who is aware of the workplace location of fire exits and is able to implement an evacuation in an emergency. During the orientation, the Fire warden will lead the students to the locations of fire exits and explain the process of evacuation. For more information please visit: <https://www.healthandsafetyhandbook.com.au/7-key-duties-of-a-fire-warden/>

Money Matters

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal. To open a bank account, you will need:

- o your passport (with arrival date stamped by Australian immigration)
- o student ID card
- o money to deposit into the account

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time, you will be required to produce additional documentation. As a student, you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time, you are setting up your account you can request these services from your bank.

Working in Australia:

Students must not engage in work in Australia for more than 40 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences. A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday.

Please note: No work restriction (limits) apply during recognised periods of holidays (i.e. any scheduled course breaks and official Educare College holidays). For further information please refer to the following website:

- <http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

There are a number of ways to find work in Australia. Students can find job advertisements in local newspapers and on websites such as <http://www.seek.com.au>, <http://www.careerone.com.au> and <http://www.mycareer.com>, <http://www.govolunteer.com.au>

Many international students work part time or casually to help support themselves while studying in Australia. No matter where they are from, international students get the same pay and conditions as Australian employees. <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students>

You must obtain a Tax File Number (TFN) from the Australian Taxation Office (ATO) to be able to work in Australia. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

Students are encouraged to maintain a work diary to ensure their rights are met:

Why do you need a work diary?

There are rules about what hours you work, how much you get paid and how often you can have a break. A work diary will help you keep track of your work and help you check your pay and other entitlements. You can also use it to write down things that happen at work if a problem comes up. You can use any diary to keep records or even your iPhone or iPad.

What should you put in your work diary?

A work diary should record all the details about your work like:

- roster times
- the time you start and finish work each day

Keeping these details in your work record will help you work out your pay.

You can check out the Fair Work Ombudsman's website for information about pay at www.fairwork.gov.au/pay and other work entitlements like breaks at www.fairwork.gov.au/employeeentitlements.

How do I use my work diary?

Fill in your diary every day you work. It's a good idea to do this after you finish work while everything is fresh in your mind. Your employer should have records of your work so you don't have to give your diary to them. But if you have to talk to your supervisor or boss about your entitlements or a problem, you should give them a copy of the parts of the diary that you filled in on those days. You can show your work diary to someone else who is helping you with a problem with your entitlements, like the Fair Work Ombudsman. You can also use your work diary if you have to go to court to get your entitlements. If you use your personal diary as your work diary, you can cover up personal information before sharing it with others.

Find information about working in Australia for international students and visa holders and migrant workers at www.fairwork.gov.au/internationalstudents. The Fair Work Ombudsman has information about your rights and protections at work in 27 languages at www.fairwork.gov.au/languages.

Check out the Fair Work Ombudsman's *Starting a new job guide* which will help you understand your rights and responsibilities when settling into a new job at www.fairwork.gov.au/newjob. The guide has been translated, including into Chinese, Korean and Vietnamese. You can find the language versions on the relevant language page.

You can also ask the Fair Work Ombudsman for help if something isn't right and you and your employer can't sort it out. Visit www.fairwork.gov.au/help for more information about this.

GPO Box 442
Canberra ACT 2601
www.oso.gov.au e-mail: overseas.students@ombudsman.gov.au (1300 362 072 within Australia between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST) ((612) 6276 0111 outside Australia

Travel:

Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and Easter. Australia is famous around the world for its unique sporting events like surf carnivals, test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix, the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travellers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far North-Western Australia, which is one of the oldest geological areas on earth. The world-renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia. Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveller, this means learning about traditional Aboriginal practices as well as contemporary interpretations. Australia's major cities Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

Smoking:

Unlike some other countries, Australia has tough anti-smoking legislation. No smoking is allowed inside any enclosed public space. This includes all Educare College buildings, toilets and stairwells. Students who wish to smoke in personal time or study break times need to go outside and be at least 5 metres away from any building entrances as some public outdoor spaces are also smoke free (no smoking) areas.

The following (but not limited to) public outdoor places are smoke-free

- within 10 metres of children's play equipment
- patrolled beaches (between flags)
- artificial beaches (between sunrise and sunset)
- commercial outdoor eating and drinking areas
- major sport stadiums
- pedestrian malls and public transport waiting points, including Queen St Mall in Brisbane between Edward St and George St
- within 4 metres of non-residential building entrances

The Brisbane City Council may issue on-the-spot fines of \$220 to anyone found smoking in a no-smoking area

Welfare Support

Educare College aims to ensure that all students enjoy their time in Australia. However, sometimes problems occur in a students' life that can't be controlled. Educare College understands that these problems often feel worse when students are a long way from home and family. Educare College can provide information about counselling services if students need to speak to a counsellor. A counsellor is available every Monday, Tuesday, Wednesday and Friday from 3:00 to 4:00 PM and may be able to help with the following problems:

- Crises in your life (your own or your family's);
- Difficulty in making an important decision;
- Feeling depressed;
- Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behaviour that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts

Legal

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters. Legal advice and assistance can be obtained for free or at minimal cost. For further information please see below:

Legal Aid Queensland can provide legal advice. Their number is 1300 651188 (cost of a local call from a fixed line). Also see: www.legalaid.qld.gov.au

Educare Contact Details

Principal Executive Officer (PEO)

Mr Steve McGregor

E: steve@educare.edu.au

M: 1300 338 227

Compliance Officer

Mr. Jeff Irvine

E: jeff@educare.edu.au

P: 1300 338 227

Manager, International Services

Mr. Rizaldy Mutuc

E: rizaldy@educare.edu.au

M: 0428 893 176

Student Management Officer

Ms. Niveditha Gooty

E: nive@educare.edu.au

M: 0499 431 279

Competency Based Training and Assessment

Nationally recognised training programs such as Certificates and Diplomas are **competency based** which means that training and assessment activities or recognition skills and knowledge focuses on a students' ability to apply relevant knowledge and skills to demonstrate performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for workplace application are detailed in Units of Competency and these may be delivered on their own, or 'packaged' together by a training organisation to make up a nationally recognised qualification, based on the requirements specified in the Training Packages.

To be considered competent in any Unit of Competency students must be able to demonstrate the required skills and knowledge to complete work tasks in a range of situations and environments. This may include demonstrating performance and skills in real work situations or in simulated applications (such as case studies, projects, demonstrations) over a period of time.

Evidence (assessment) collected by assessors must sufficiently demonstrate the following:

- That a student can do the job or task to the required standard
- That a student understands why the job should be done in a particular way
- That students can handle unexpected issues or problems
- That students can work with others 'in a team'
- That students can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- That students know the industry or workplace legislation, rules and procedures

Competency based training and assessment is all about providing students with every opportunity to develop competencies. If evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) assessors will provide feedback and possibly additional support (such as allowing a student an opportunity to provide additional evidence, do more research or practice skills before they demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

Course Completion and Issuance of Qualification

Educare shall ensure qualifications issued are those that are currently on its scope of registration and certify the achievement of relevant AQF qualifications and on units of competency/accredited course. All Certificates (Certificate of Completion / Statement of Attainment) will be issued within 21 days of the student's final assessment being completed (providing all fees have been paid). The Principal Executive Officer shall have the only authority to sign AQF qualifications and Statement of Attainment.

Qualification Outlines

Community Services

CHC33015 Certificate III in Individual Support

CRICOS Course Code: 096929A

This qualification reflects the role of workers in the community and/or residential settings who follow an individualised plan to provide person centred support to people who may require support due to ageing, disability or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person centred support.

Learn how to provide physical, emotional and psychological support, apply first aid, and support people to maximise their independence and quality of life. You'll not only learn the fundamentals of aged care and disabilities, but will also get the opportunity to complete work placement.

Career Options may include:

- Assistant in Nursing (AIN)
- Personal Care Assistant (PCA)
- Aged care worker
- Community Support Worker

- Carer
- Home Care Assistant
- Care Assistant
- Disability Support Worker

Entry Requirement:

Applicants must be over 18 years of age and have satisfactorily completed year 12 or equivalent, or be able to demonstrate substantial vocational work experience.

International students are required to demonstrate English proficiency at IELTS over all band score 5.5.

Work placement (120 hours unpaid) is a mandatory component of the qualification. It is a requirement that all workers in care facilities, including students on placement, attain a Police Clearance prior to commencing work placement (approximately \$30 AUD). Some work placement facilities may also have clients under the age of 18 years. Accordingly, Educare requires that students hold a Working with Children Check (Blue Card)

(<https://www.bluecard.qld.gov.au/about.html> for more information)

A good level of physical fitness is recommended due to the requirements of the job roles.

Whilst not mandatory for course admission, work placement in any Queensland Health (Queensland Government managed) facilities, may require the student to have evidence of immunisations including:

- Hepatitis A & B
- Tetanus and Diphtheria
- Tuberculosis and
- Measles, mumps and rubella

(As well as being a possible work placement requirement, Educare College strongly recommends all students consider their immunisations to protect themselves)

Course Duration

The course is delivered over 12 months (4 terms) and the study terms and dates for 2017 - 2018 are outlined on page 4. Students may commence study at the beginning of any term.

In term 1 all students will be scheduled for four (5 hour) class days.

From term 2, students will be scheduled for 3 (5 hour) class days, and undertake 10 hours/fortnight in work placement (work placement schedules may depend on the placement requirements).

On enrolment students will receive a timetable detailing class times, meal breaks and room allocations. Units and trainers will also be indicated on the timetable.

Course Structure

The qualification **CHC33015 Certificate III in Individual Support** – CRICOS Course Code 096929A offers 2 specialised stream options (Ageing or Disability). Units of competency will vary according to which stream students choose to specialise in.

All students will undertake the 7 core units:

Cluster 1: Support Independence and Wellbeing

CHCCCS015 Provide individualised support

CHCCCS023 Support independence and well-being

HLTAAP001 Recognise healthy body systems

Cluster 2: Compliant Aged Care Practice

CHCLEG001 Work legally and ethically

HLTWHS002 Follow safe work practices for direct client care

Cluster 3: Work in Health and Community Services

CHCCOM005 Communicate and work in health or community services

CHCDIV001 Work with diverse people

Stream Electives:

Ageing	Disability
Support and Empowerment of older people CHCCCS011 Meet personal support needs CHCAGE001 Facilitate the empowerment of older people CHCAGE005 Provide support to people living with dementia	Support and empowerment of people with disability CHCDIS001 Contribute to ongoing skills development using a strengths-based approach CHCDIS002 Follow established person-centred behaviour supports CHCDIS003 Support community participation and social inclusion CHCDIS007 Facilitate the empowerment of people with disability
Palliative care services CHCPAL001 Deliver care services using a palliative approach	Home and community support CHCCCS025 Support relationships with carers and families CHCHCS001 Provide home and community support services
Empowering people with disability CHCDIS007 Facilitate the empowerment of people with disability	
HLTAID003 – Provide first aid	

Students continuing to a Certificate IV will undertake learning in the additional units of competency according to their pathway, and Certificate III stream:

- Students having completed the Ageing stream in Certificate III will require 9 additional units to complete the CHC43015 Certificate IV in Ageing Support – CRICOS Course Code 096930G
- Students having completed the Disability stream in Certificate III will require 7 additional units to achieve the CHC43115 Certificate IV in Disability- CRICOS Course Code 096931G

The pathway from the Certificate III to the Certificate IV is an additional 2 terms, including 120 hours of mandatory work placement.

CHC43115 Certificate IV in Disability CRICOS Code: 096931G	CHC43015 Certificate IV in Ageing Support CRICOS Code: 096930G
CHCDIS008 Facilitate community participation and social inclusion CHCDIS005 Develop and provide person-centred service responses CHCDIS009 Facilitate ongoing skills development using a person-centred approach CHCDIS010 Provide person-centred services to people with disability with complex needs	CHCADV001 Facilitate the interests and rights of clients CHCAGE003 Coordinate services for older people CHCAGE004 Implement interventions with older people at risk CHCCCS006 Facilitate individual service planning and delivery

<p>CHCLEG003 Manage legal and ethical compliance CHCADV001 Facilitate the interests and rights of clients CHCCCS011 Meet personal support needs</p>	<p>CHCCCS025 Support relationships with carers and families CHCLEG003 Manage legal and ethical compliance CHCPAL001 Deliver care services using a palliative approach CHCPRP001 Develop and maintain networks and collaborative partnerships CHCDIS007 Facilitate the empowerment of people with disability</p>
<p><i>Students progressing from CHC33015 Disability stream units already completed.</i></p> <p>CHCDIS002 Follow established person-centred behaviour supports CHCDIS007 Facilitate the empowerment of people with disability CHCCS025 Support relationships with carers and families</p>	<p><i>Students progressing from CHC33015 Ageing or Home and Community streams units already completed.</i></p> <p>HLTAID003 Provide first aid CHCCCS011 Meet personal support needs CHCAGE005 Provide support to people living with dementia CHCAGE001 Facilitate the empowerment of older people</p>
<p>CHC43115 Certificate IV in Disability units of competency already completed as <i>core units in the CHC33015</i>:</p> <p>CHCCCS015 Provide individualised support CHCDIV001 Work with diverse people HLTPAAP001 Recognise healthy body systems HLTWHS002 Follow safe work practices for direct client care</p>	<p>CHC43015 Certificate IV in Ageing units of competency already completed as <i>core units in the CHC33015</i>:</p> <p>CHCCCS023 Support independence and wellbeing CHCDIV001 Work with diverse people HLTPAAP001 Recognise healthy body systems HLTWHS002 Follow safe work practices for direct client care CHCCOM005 Communicate and work in health or community services</p>

CHC52015 Diploma of Community Services (Case Management)

CRICOS Course Code: 096933E

This qualification is relevant to a variety of employment opportunities within the health, disability and community services industries. The Diploma of Community Services equips students with the skills and knowledge to specialise in case management and coordination of services; program coordination; delivery of person-centred services to individuals, groups and communities; and new business and service development in community services.

Direct entry into the Diploma is available to eligible applicants, or students may choose to package the Diploma as a principle qualification, proceeded by a relevant stream in a CHC33015 Certificate III in Individual Support (4 terms) and a Certificate IV in either a disability or ageing speciality (2 terms).

Career options may include:

- Case manager in aged care or disabilities government and non-government agencies and health services
- Youth worker
- Support worker
- Community Worker
- Personal Carer
- Care co-ordinator

Entry Requirement:

Applicants must be over 18 years of age and have satisfactorily completed year 12 or equivalent, or be able to demonstrate substantial vocational work experience.

International students are required to demonstrate English proficiency at IELTS overall band score 6.0

Work placement (120 hours unpaid) is a mandatory component of the qualification. It is a requirement that all workers in care facilities, including students on placement, attain a Police Clearance prior to commencing work placement (approximately \$55 AUD). Some work placement facilities may also have clients under the age of 18 years. Accordingly, Educare requires that students hold a Working with Children Check (Blue Card)

(<https://www.bluecard.qld.gov.au/about.html> for more information)

Course Duration

The course is delivered over 12 months (4 terms) and the study terms and dates for 2017 - 2018 are outlined on page 4. Students may commence study at the beginning of any term.

On enrolment students will receive a timetable detailing class times, meal breaks and room allocations. Units and trainers will also be indicated on the timetable.

Course Structure

To provide a streamlined process the qualification is delivered in 6 'clusters'

Cluster 1: Legal and ethical compliance

HLTWHS004 Manage work health and safety
CHCLEG003 Manage legal and ethical compliance

Cluster 2: Society and diversity

CHCDEV002 Analyse impacts of sociological factors on clients in community work and services
CHCDIV003 Manage and promote diversity
CHCCOM003 Develop workplace communication strategies

Cluster 3: Personal and professional development

CHCPRP003 Reflect on and improve own professional practice
BSBWOR501 Manage personal work priorities and professional development

Cluster 4: Case management part 1

CHCCCS004 Assess co-existing needs
CHCCSM004 Coordinate complex case requirements
CHCCSM005 Develop, facilitate and review all aspects of case management

Cluster 5: Case management part 2

CHCCSM006 Provide case management supervision
BSBWOR502 Lead and manage team effectiveness
BSBADM502 Manage meetings
CHCMGT005 Facilitate workplace debriefing and support processes

Cluster 6: Program development

BSBPMG522 Undertake project work
CHCCCS007 Develop and implement service programs

Early Childhood Education and Care

CHC50113 Diploma of Early Childhood Education and Care CRICOS Course code: 096932F

(including CHC30113 Certificate III in Early Childhood Education and Care CRICOS Course Code: 096928B)

Early Learning Educators support the development of children through appropriate developmental learning opportunities. They are responsible for providing a safe and healthy environment for children between the ages of six weeks and school age. Early learning educators support the development of children in their care by supporting families, observing ethical and legal responsibilities, using creative play, interacting with children in a meaningful and constructive way and programming developmentally appropriate experiences to promote learning.

Learn about the intellectual, social, emotional, physical and educational needs of children under six years old and discover how to support the rights and safety of young children and how to care for infants. This course will build your skills in programming, planning care routines and understanding children's cognitive development. From group leader to child care worker, you will be qualified to supervise staff and volunteers and be equipped with the necessary skills to educate and care for infants and young children.

Career Options may include:

- Early Childhood Educator
- Family Day Care Carer
- Child Care Worker
- Preschool Aide
- Family Day Care Worker
- Nanny

Entry Requirements:

Applicants must be over 18 years of age and have satisfactorily completed year 12 or equivalent, or gained substantial vocational work experience.

International students are required to demonstrate English proficiency at IELTS over all band score of 6.0.

Work placement (unpaid) is a mandatory component of the qualification. It is a legislated requirement that all workers in childcare centres and home and community care facilities, including students on placement, have attained a Working with Children (Blue Card) Check.

Course Duration

The course is delivered over 18 months (80 Weeks). Students may commence study at the beginning of any term.

2018 – 2020 terms and dates are outlined on page 4.

On enrolment, students will receive a timetable detailing class times, breaks and room allocations. Units and trainers will also be indicated on the timetable.

Course Structure

Achievement of the CHC50113 Diploma of Early Childhood Education and Care requires completion of 28 units of competency.

CHCLEG001*	Work legally and ethically
CHCPRT001*	Identify and respond to children and young people at risk
CHCECE004*	Provide and promote healthy food and drinks
CHCECE002*	Ensure the health and safety of children

CHCECE005*	Provide care for babies and toddlers
CHCECE003*	Provide care for children
CHCECE001*	Develop cultural competence
CHCDIV002*	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCECE007*	Develop positive and respectful relationships with children
CHCECE009*	Use an approved framework to guide practice
CHCECE016	Establish and maintain a safe and healthy environment for children
HLTWHS003	Maintain work health and safety
CHCECE019	Facilitate compliance in an education and care service
CHCECE025	Embed sustainable practice in service operations
CHCECE024	Design and implement the curriculum to foster children's learning and development
CHCECE017	Foster holistic development and wellbeing of the child in early childhood
CHCECE023	Analyse information to inform learning
CHCECE018	Nurture creativity in children
CHCECE022	Promote children's agency
CHCECE026	Work in partnership with families to provide appropriate education and care for children
CHCECE020	Establish and implement plans for developing cooperative behaviour
CHCECE021	Implement strategies for the inclusion of all children
HLTAID004*	Provide an emergency first aid response in an education and care setting
CHCPRP003	Reflect on and improve professional practice
CHCECE011*	Provide experience to support children's play and learning
CHCECE010*	Support the holistic development of children in early childhood
CHCECE013*	Use information about children to inform practice
HLTWHS001*	Participate in workplace health and safety
CHCECE012*	Support children to connect with their world

*units required for CHC30113 Certificate III in Early Childhood Education and Care