Student Guide

A guide for studying with C&K College of Early Childhood

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Acknowledgement of Country

C&K College of Early Childhood respectfully acknowledges the Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands on which we live and work. C&K College recognises those whose ongoing efforts

protect and promote Aboriginal and Torres Strait Islander cultures, and acknowledges all elders – past, present, and emerging.

Welcome to C&K College of Early Childhood

On behalf of the staff at C&K College welcome. We look forward supporting you to gain your qualification in Early Childhood Education and Care (ECEC). Studying with C&K College can help you to find employment and promote you in the ECEC sector.

C&K College is owned by The Creche and Kindergarten Association (C&K). C&K has over 330 Branch and Affiliated kindergarten and childcare services around Queensland. As a not-for-profit organisation, C&K's purpose is to nurture and inspire children to succeed in an ever-changing world. C&K, College contributes to this purpose and is part of the rich history of early childhood education in Queensland.

C&K College of Early Childhood (C&K College) is a Registered Training Organisation (RTO), that specialises in the delivery of ECEC courses at Certificate III and Diploma levels. C&K College is an approved Skills Assured Supplier with the Department of Youth Justice, Employment, Small Business and Training (Queensland). As a high-quality Vocational Education and Training provider, C&K College maintains membership with the Independent Tertiary Education Council Australia (ITECA) and is a member of the Queensland Early Childhood Industry Reference Group. C&K College is open to all members of the public who wish to gain qualifications to work in ECEC. With over 100 years' experience in educating and caring for Queensland's children and supporting people to gain qualifications to work in the ECEC sector, C&K College of Early Childhood is ideally placed to support you to develop your career in ECEC.

Our Approach

At C&K College, we connect you to the best RTO Educators. Each student is allocated an individual RTO Educator, who supports and mentors them throughout their studies. Our RTO Educators are skilled practitioners with recognised training qualifications, and a wealth of experience within the ECEC sector. Our RTO Educators and Assessors maintain their ECEC professional knowledge and practices, to ensure our students achieve high quality course outcomes. Each RTO Educator benefits from C&K's internal professional development opportunities and is closely connected to ECEC services.

The curriculum approach at C&K College aims to develop in all our students a strong professional identity as an ECEC educator. This process is based on a process that combines practical work in real world settings, with professional reflection. Students are supported by their individual RTO Educator to reflect on workplace experiences, using the new knowledge they are learning in their course. This reflection supports students to learn about ECEC in more depth, and to grow professionally as part of that process. Developing professional identity as an educator in this way, makes graduates from C&K College highly sort after within the sector.

I congratulate you on your decision to undertake further studies and training within the field of early childhood and look forward to working with you during your time with C&K College.

Kind regards,

Anthony Shearer
Manager, C&K College of Early Childhood

Scope of Registration

C&K College of Early Childhood is a Registered Training Organisation (RTO 5025) that delivers nationally recognised qualifications.

Detailed information on the scope of registration can be found on the National Register at https://training.gov.au/Organisation/Details/5025 Purpose of the student guide.

This Student Guide has been developed to assist applicants and students to make informed decisions about studying with C&K College of Early Childhood. It is a condition of enrolment that all students read this information carefully. It is assumed that all students understand the information in this guide before they enrol.

Code of Practice

C&K College of Early Childhood will act with integrity in all dealings with students (past, present and future), employers, and other stakeholders and members of the community.

The C&K College of Early Childhood will:

- engage with the early childhood education and care sector and ensure it influences how our training is delivered,
- ensure the highest possible standards in the selection of staff and the planning and delivery of courses and training,
- ensure that RTO Educators are suitably qualified and have relevant industry experience,
- maintain a learning environment that is conducive to the success of trainees/ students/clients,
- be vigilant in ensuring that student attendance levels/academic progress are met,
- ensure that the facilities, teaching methods and resources are appropriate to the requirements of students, and levels at which courses are offered.
- monitor training to ensure effective delivery and continued contemporary relevance.

C&K College of Early Childhood will adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:

- The VET Quality Framework, a system which ensures the integrity of nationally recognised training in Australia. The VET Quality Framework consists of the:
    - Standards for Registered Training Organisations,
    - Australian Qualifications Framework,
    - Fit and Proper Person Requirements,
    - Financial Viability Risk Assessment Requirements, and
    - Data Provision Requirements.
- Training and assessment services will be provided in a safe environment in line with the legislative requirements of the Work Health and Safety Act 2011 and Work Health and Safety Code of Practice 2011, and other relevant legislation and industry standards.
- Anti-Discrimination Act 1991, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and Disability Standards for Education 2005, Australian Human Rights Commission Act 1986.
- Privacy Act 1988 and Australian Privacy Principles (APPs)
- Commonwealth/state legislation and regulatory requirements.

The C&K College of Early Childhood also operates in compliance with Queensland's Skills Assure Supplier agreements and associated polices.

Student Responsibilities and Expectations

The Student Rules and Policies outline both what is expected of students and the commitments made in return.

As a student, you are responsible for:

- Providing all necessary documentation and completing required actions at the time of enrolment;

- Treating others with respect, fairness, and courtesy;

- Ensuring the safety and well-being of others and respecting their property;

- Avoiding behaviour that could be seen as unsafe, intimidating, discriminatory, harassing, bullying, or disruptive;

- Respecting the use of facilities and resources;

- Using computing and electronic resources responsibly;

- Participate actively and positively in learning and assessment activities;

- Engaging actively and positively in your learning and assessment activities;

- Doing your best to meet assessment requirements and submit work by the due dates;

- Meeting the academic progression and completion requirements of your course;

- Sharing any relevant information that may help support your study experience; and

- Reaching out to support services when you need help.

- When emailing or call or texting a trainer please state, name, unit code activity and or summative assessment numbers you are working on when asking your question or seeking training

As a student, you can expect to:

- Receive accurate and clear information about your course and enrolment requirements;

- Be treated with fairness, respect, and courtesy, regardless of age, gender, background, religion, sexuality, or ability;

- Learn in a safe environment, where hazards are identified and managed where possible;

- Have access to the resources you need to complete your studies;

- Have your personal information handled confidentially and only shared when legally required or permitted;

- Be assessed fairly, based on clearly outlined criteria in your course materials;

- Receive timely, constructive feedback on your assessments and study progress;

- Have any complaints or appeals addressed promptly and fairly; and

- Access support services when needed.

Opening hours and Contact Information

The College is located at 257 Gympie Road, Kedron, QLD, 4031, and can be contacted via:

- Email ckcollege@candk.asn.au (generally responded within two business days)
- Telephone (07) 3513 2524 (operated between 9am and 5pm, Monday to Friday excluding Queensland Public Holidays)

Once enrolled, Students can access their current units in the online learning system (College Canvas) at any time.

Where do I find Course information?

C&K College works to ensure that applicants are informed about the qualifications on offer, the costs involved, and what is required to successfully complete a qualification. This *Student Guide*, and the C&K College website provide all the information an applicant needs to make an informed decision. Follow this link to visit the website: https://www.candk.asn.au/ckcollege

Australian Apprenticeships (User Choice)

Australian Apprenticeships (often referred to as apprenticeships or traineeships) is an ideal way to combine training and employment that leads to a nationally recognised qualification.

Australian Apprenticeships can be full-time, part-time, or school-based - where some training is undertaken while the apprentice or trainee is in high school.

Traineeship including School-based = Certificate III in Early Childhood Education and Care (Educator/ Assistant Educator/ Inclusion Support Assistant)

Apprenticeship = Diploma of Early Childhood Education and Care (Lead Educator/ Group Leader).

Study Mode -

- Full time is over 12 months
- Part Time is 24 months

Applicants and their employer can nominate C&K College of Early Childhood as the Supervising Registered Training Organisation (SRTO) through their Australian Apprenticeship Support Network Provider (AASN). More information can be found on the college website.

Enquiring to study

Applying to study with C&K College is easy. All you need to do is complete the "C&K College enquiry" on our website (Phone enquiries are directed to complete the "C&K College enquiry" on our website). Once the enquiry has been completed the Administration staff undertake checks to determine funding options and an obligation free quote with the following enrolment forms are sent via email:

- Enrolment form
- Language, Literacy and Numeracy (LLN) Assessment
- Student Guide
- Relevant course Fact Sheet Booklet (e.g. Certificate III & Diploma)

Application Process

Applicants are to review the Obligation free quote, fact sheets and enrolment information to make an informed decision.

Applicants need to return the following:

- Application for Enrolment form
- If applicable relevant transcripts for Credit Transfer.
- Language, Literacy and Numeracy (LLN) Tool

Including one form of identification from each category below –

- Photo Identification:
  - Front of Drivers Licence
  - Passport or
  - Proof of Age Card
- Proof of Citizenship/Permanent Resident:
  - Birth Certificate,
  - Australian Passport
  - Medicare Card
- Proof of Queensland Residency:
  - Front & Back of Drivers Licence
  - Current Utility Bill or Statement showing full name and address.

The Administration team will review all documents and email a link to our secure payment portal.

Enrolment

Our Obligation Free Quotes are valid for 7 days, please ensure you are ready to study prior to completing enrolment forms and making payment. We cannot accept responsibility for change in mind, personal circumstances or work commitments which occur after the college has activated your enrolment.

If it's not the right time for you to study, you are able to re-apply by completing "C&K College enquiry" on our website for updated obligation free quote and enrolment forms when you are ready to study.

Once you have paid in full or entered a payment schedule in our secure payment portal your enrolment will be activated, either the same day or next business day.

Once we activate your enrolment you are considered to have commenced the course, you will receive the following via email:

- Confirmation of Enrolment
- Student Progress Report or training plan outlining individual study plan (part time/full time)
- Placement Guidelines
- RTO Educator contact information
- Registration/login details for College Canvas
- Textbook or eBook (emailed or hard copy sent promptly via post)
- Orientation information

You will receive an email from your RTO Educator introducing themselves, if you require assistance with the content of your units, your RTO Educator is the best person to contact to arrange a training session.

Orientation

All students are encouraged to attend a group orientation session conducted by our Student Services Officer via teams (Microsoft teams is free to download) Orientation is not mandatory; however, it will assist you in navigating the online learning system (College Canvas), Vocational placement and any other questions you may have regarding your course.

Unique Student Identifier (USI)

All students in Australia require a Unique Student Identifier (USI). Your USI is your individual education number for life. It provides an online record of any Vocational Education and Training (VET), or Tertiary Education undertaken in Australia. This means that an applicant needs a USI to enrol with C&K College of Early Childhood.

It is free to get a USI. There are two ways to apply:
- you can apply for a USI directly on computer or mobile device. https://www.usi.gov.au/students/get-a-usi
- you can authorise C&K College to apply for a USI on your behalf. To do this you will be required to provide the details from one form of identification (such as a Medicare card, Australian Birth Certificate, or Passport) and declare that you have read the privacy information on https://www.usi.gov.au/about-us/privacy.

Blue card

In Australia, all people require a current Suitability Notice to work with young children (commonly referred to in Queensland as a Blue Card). It is against the law for students to undertake placement without these credentials. C&K College will only finalise enrolments where a Suitability Notice (Blue Card) is provided.

Registered teachers should apply for an exemption card under this category.

To find out more about blue cards contact the Commission for Children and Young People and Child Guardian on 1800 113 611 or visit the website: https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services

Student Services

Student Services can be contacted via phone (07) 3513 2524 between 9am and 5pm, Monday to Friday excluding Queensland Public Holidays. Support can be arranged outside of hours by appointment.

Support student services provides –

- Course information
- Enrolment activation processes
- Student fees, charges, and debt enquiries
- Student Orientation
- Check-in and support phone calls
- Student contact information updated (change of address, phone or email)
- Change of name
- Student Progress Reports
- Support with College Canvas
- Placement agreements
- Update placement information
- Credit Transfer Applications
- Administrative support to maintain course progress (At Risk,)
- Leave of Absence Applications
- Extension Application
- Booking of face-to-face and online tutoring hubs
- Release of units
- Withdrawals/Course cancellations
- Course Completions

RTO Educator (Trainer & Assessor)

Students are allocated a fully qualified RTO Educator. All our RTO Educators are experienced early childhood professionals who understand the complexities of working in the Early Childhood Education and Care profession. They draw on personal experience, professional knowledge, and C&K practices, to support students to work effectively with children and families in all contexts.

RTO Educators provide support with:

- initial training introduction
- support, Information, and early childhood resource emails
- questions about submitting assessment
- assistance with assessment instructions
- queries or concerns related to unit assessments.
- personalised tutoring/coaching on units via phone, teams, and email
- scheduled placement visits in person or via teams to complete direct observations
- facilitate skill development workshops/tutorials
- consultation and assessment of Recognition of Prior Learning (RPL)
- making of assessment submission within 10 business days of upload to College Canvas
- conduct study reviews to ensure progression is met at a reasonable rate to complete your qualification within the enrolment period
- access to educational and support services necessary to meet the requirements of the course, this may include LLN support or additional tutorials.

Study Option

C&K College has adopted a flexible, student-centred approach to delivery in recognition of differences in students' learning styles, special needs, geographic isolation and/or lifestyle, work and/or family commitments.

Training delivery can take many forms, for example students may work individually at home, work and/or participate in the skill development tutorials.

This means all students study through multi-modal delivery on either a full-time or part-time basis.

Multi-modal delivery includes:

- online reading and presentations
- completing learning activities
- participating in workshops and/or webinars
- completing written and verbal assessments
- completing practical assessments within an approved early childhood education and care environment.

Study Modes

Study modes in the CHC30121 Certificate III in Early Childhood Education and Care :

- Full time consists of 4 study periods across 12 months
- Part time consists of 8 study periods across 24 months

Study modes in the CHC50121 Diploma of Early Childhood Education and Care:

- Full time consist of 4 study periods across 12 months
- Part time consist of 7 study periods across 24 months

Students are expected to complete the units within a study period to progress. Students who are unable to complete the units within the allocated time frame, will be placed At Risk.

Change in study mode must be submitted via email to ckcollege@candk.asn.au within 2 weeks of the study period start date.

A full-time study load is defined as a total of 75% or more full time load. Students must therefore ensure they always maintain at least 75% of a full-time study load - https://www.humanservices.gov.au/individuals/students-and-trainees

Where students are either receiving benefits from the Department of Human Services, or 'actively working towards' their qualification to maintain their role in an Early Childhood Education and Care service, they must maintain progress in their studies.

It should be noted that the Department of Human Services has very strict guidelines for students receiving benefits such as Social Security benefits. The Department will regularly check to ensure these guidelines are being met.

Students are expected to make satisfactory progress in their studies for each unit regardless of study mode. If a student is having difficulties in the progress of their study, they are expected to take all possible steps to improve their performance.
This can include, but is not limited to:
- Contacting their C&K College Educator and Student Services for support
- Negotiating a change to their enrolment resulting in a reduced study load
- If a student is identified as not participating and/or achieving satisfactory academic progression, the first step will be for the college to seek understanding of the reason/s. Formal intervention strategies may be required the student to address the specific issues preventing them from achieving successful outcomes.

Completion Time

Students who enrol with the C&K College of Early Childhood need to adhere to the time frame set out for each qualification they wish to complete. Courses include self-directed learning and are designed to ensure students have reasonable minimum and maximum times to complete all requirements.

Exemptions to these time frames require a written application for consideration and authorisation by the Manager of C&K College of Early Childhood.

Certificate III in Early Childhood Education and Care - average completion time is 12 months. The full qualification must be completed within 2 years from date of enrolment and regular (on time) submission of assessment tasks is required.

Diploma of Early Childhood Education and Care - average completion time is 24 months. The full qualification must be completed within 3 years from date of enrolment and regular (on time) submission of assessment tasks is required.

Student Progress Report

The purpose of the student progress report is to provide students with a record of their progress and achievement in their Early Childhood Education and Care qualification. The Student Progress Report provides a summary of training, that students receive each time it is updated.

- Unit Start Date - Date your study in a unit commences.
- Unit End Date - Date unit is finalised and removed from the Learning Management System (LMS)
- Outcome Code and Description.

Placement hours

The Certificate III and Diploma of Early Childhood Education and Care have a placement component which must be completed in a regulated children's education and care service in Queensland to obtain the qualification.

- Minimum of 160 hours of practical placement for the CHC30121 Certificate III in Early Childhood Education and Care
- Minimum of 280 hours of practical placement for the CHC50121 Diploma of Early Childhood Education and Care

At C&K College students enrolled in CHC30121 Certificate III in Early Childhood Education and Care must complete the following hours to meet the minimum requirement:

- 40 hours infants (0 – 23 months)
- 40 hours toddlers (2 – 3 years)
- 80 hours 3 – 5 years.

Students enrolled in CHC50121 Certificate III in Early Childhood Education and Care must complete a minimum of 280 practical placement hours with children aged birth – 5 years old.

Assessments are competency-based, and completion of the placement will be based on competent completion of required assessment tasks. There is a mandatory requirement for students to complete a minimum number of hours for certain units. Students may need to complete more than the minimum number of hours, if they need to provide further workplace evidence of the demonstration of competencies.

The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours. Students who undertake vocational placement in a Kindergarten service may also have to do additional vocational placement specific to the age group they may not work with.

Vocational placement

Students who do not work in a regulated ECEC setting are required to undertake Vocational Placement. The College will find these students a suitable Vocational Placement site. As a guide we aim to place students locally at C&K Centres, so that they travel less than 60 minutes on public transport.

C&K College has students attending Vocational Placement with a range of providers from large, privately-owned organisations, community-based or not-for-profit services, to services located on school grounds. Students who do not work in a regulated ECEC setting are required to undertake Vocational Placement. The College will find these students a suitable Vocational Placement site. C&K College has students attending Vocational Placement with a range of providers from large, privately-owned organisations, community-based or not-for-profit services, to services located on school grounds.

Under the Fair Work Act 2009 Vocational placement students are lawfully unpaid and are not considered to be employees. They are not entitled to the minimum wage, nor to other entitlements.

Work placement

Students employed in a regulated Early Childhood Education and Care setting may use their paid employment hours towards completing the placement. This is called Work Placement. If a student undertakes Work Placement, they may also have to do additional Vocational Placement hours that are specific to the age group they may not work with.

Placement Guide

Students completing an Early Childhood Education and Care course through the C&K College of Early Childhood are provided with the Placement Guidelines.

The Guidelines support students to gain understanding about the knowledge, skills and responsibilities educators need to work successfully with children.

The Guide include the following:

- Placement Log
- Virtual Observation Form
- Parent/Guardian Permission to observe form.

Third Party Reports & Direct Observations

Supervision records are a compulsory assessment component of Placement. The forms for recording supervision are called:

- Third Party Reports (completed by the placement supervisor)
- Direct Observation by trainer or professional demonstration (completed by the RTO Educator)

These forms can be downloaded from each unit in College Canvas.

RTO Educator will negotiate with the student when to complete Direct Observation by trainer or professional demonstration.

Communicable Diseases

Undertaking placement or working in Early Childhood Education and Care services can expose us to infectious diseases through contact with infectious children and their blood and body substances.

Recommended vaccinations for working with young children include:

- hepatitis A
- measles-mumps-rubella (MMR) (persons born during or since 1966 who have only received one dose of the MMR vaccine should have a second dose)
- chickenpox (if not previously infected)
- pertussis (whooping cough) (an adult booster dose)
- influenza (annual vaccination, or as recommended by the relevant government agency).

Students should contact their General Practitioner or Community Health Centre for advice regarding immunisation requirements.

Please visit this link for more information on Immunisation in early childhood education and care services [Immunisation in early childhood education and care services (worksafe.qld.gov.au)](worksafe.qld.gov.au)

Credit Transfer

We recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other RTOs under the principle of National Recognition.

- Credit transfer allows the student to provide evidence of a competency previously achieved.
- Credit transfers can only be award to units of competency that have an equivalent competency outcome, as deemed by the Australian Government National register for Training in Australia
- Units of competency may directly transfer or only partially transfer to the units in the current training package of the qualification you choose to study
- Where there is a partial credit transfer, a bridging assessment may be required.

Credit Transfer and First Aid

The C&K College of Early Childhood does not offer individual students the First Aid competency standard. Students will need to undertake the required First Aid course (HLTAID012 Provide an emergency first aid response in an education and care setting) and provide a certified copy of the Statement of Attainment to the College for the Credit Transfer process.

Should the College engage a specialist first aid trainer, students will be advised of the cost of attending the first aid course prior to enrolment in the unit and attendance at training workshop.

Recognition of Prior Learning (RPL)

RPL is a process that acknowledges a person's skills and knowledge acquired through previous on-the-job experience or training. Enrolled students can discuss the RPL process with their RTO Educator if they feel they are able to demonstrate competency in a unit of study.

The RPL process requires each candidate to be actively involved in the process, participating in the required steps, and undertaking assessment.

During the RPL process, the candidate will be asked to:

- Provide evidence of and samples of work experience / practice
- Perform tasks
- Talk about and explain how they perform and have specific tasks (competency conversation).

Their RTO Educator will consider the evidence of knowledge and skills the candidate has provided, matching this evidence against the relevant qualification.

Competency Based Training and Assessment

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency Based Training develops the skills, knowledge and attitudes required to achieve the early childhood education and care sector determined competency standard – as outlined with the Nationally Recognised Training Package.

Competency is measured via evidence that can be collected by various means. To ensure the evidence captured leads to the successful accomplishment of competency, the evidence must be sufficient, valid, reliable, and current. Competency based assessment comprises knowledge, skill and the application of that knowledge and skill to the standards of performance required in the workplace and detailed in the nationally endorsed Training Package.

Assessment may include (but is not limited to):

- Written, oral, and scenario-based questions
- Practical field exercises
- Written assignments
- Workplace tasks with observation checklists
- Role plays
- Project work
- Simulated environments
- Quizzes

Assessment Submissions

Students must submit assessments by the dates identified on their Student Progress Report. Failure to submit by the assessment date due is regarded as an assessment attempt, and the submission opportunity is forfeited.

Students are required to:

- submit all elements of an assessments in the College Learning Management System (Canvas) by the assessments due date
- keep their own copy of assessment submissions
- assessment received by email, text or hard copy may not be marked.

Assessment Resubmissions

Students have two attempts to successfully complete assessment tasks for a unit.

The first submission will align with the assessment due dates outlined on each student's progress report (if required students may be granted a second attempt).
Students who need to address feedback from their RTO Educator, will be advised of a resubmission (generally two weeks).

Reasonable Adjustments

To assist students to participate on the same basis as their peers, the RTO Educator may apply reasonable adjustments. This ensures students with identified disabilities, learning difficulties or impairments are not disadvantaged. Reasonable adjustments cannot change identified standards, or minimum levels of competency required to demonstrate a unit of competency.

RTO Educator's will discuss the student's circumstances with them and document ways they may be able to incorporate adjustments or alternative learning and assessment strategies. All reasonable adjustments must be approved by the Manager, C&K College of Early Childhood.

Marking and Competency Achieved Outcome

Assessment submissions are generally marked within 10 business days; results are made available to students once their RTO Educator is satisfied that they have provided the appropriate evidence required to meet all criteria.

Results are advised on their Student Progress Report and provided by email to the student. The purpose of the Student Progress Report is to provide students with a record of their progress and achievement.

Result Code and Description:
- 20 = Competency Achieved/pass
- 30 = Not Yet Competent/fail
- 40 = Withdrawn/discontinued
- @@ = Withdrawn
- 51 = Recognition of Prior Learning granted
- 60= Credit Transfer
- 65= Gap Assessment competency
- 70 = Continuing enrolment (all your currently enrolled subjects will show this code)
- 85 = Not yet started – Units are automatically changed to enrolled (70) when the planned unit start date approaches.

Artificial Intelligence, Plagiarism and Collusion

The College requires students to submit work that is their own, and considers that plagiarism, and collusion constitute academic misconduct for which penalties may be applied.

- Use of AI (Artificial Intelligence) – students may use AI for research purposes or to support the checking of spelling and grammar. Any work generated by AI cannot be submitted as the student's own work for assessment purposes. The College makes use of AI to check student submissions.

- Plagiarism – Is to take someone's words or ideas or other materials and present them as your own including text, ideas, images or answers generated by AI
- Collusion – Is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include. Unauthorized and unacknowledged joint authorship in an assessment task. Unauthorized and unacknowledged copying or use of material prepared by another person for use in assessment.

Course progression

Progression is the active involvement of the student in their course and is measured through the completion of units. Unit completion dates are outlined on the Student Progress Report or Training Plan.

The expectation of all students is that they:

- submit all assessments by the unit end date outlined in their Student Progress Report
- work independently as an adult learner, with self-motivation, and seeks out their own resources to support their learning
- respond to contact made by college staff
- communicate openly and frequently with RTO Educator
- participate as a reflective learner.

Maintaining progress

C&K College expects all students to maintain progress. Progress timelines are outlined as study periods on the Student Progress Report.
C&K College supports students to actively work towards their qualification, or maintain progress, by:
- providing up to date Student Progress Report/ Study Plans with clear unit end,
- undertaking a diagnostic assessment of language, literacy and numeracy
- providing unlimited access to the Learning Management system (Canvas) while enrolled
- providing training and assessment that is supported by each student's individual RTO Educator
- offering additional training sessions to support student progress.

The expectations for students to maintain progress, or actively work towards a qualification are:

- Advise the college of any reason why your studies would be disrupted (Holiday, Wedding) via the Leave of Absence form
- review their individualised student Progress Report/Study Plan
- regularly access College Canvas
- complete all forms related to enrolment and placement
- attend placement
- work through units by completing activities and assessments on a regular basis
- stay in contact with their RTO Educator (trainer and assessor) and college staff
- complete units assigned in each study period
- request assistance as needed
- abide by the C&K Code of conduct as it applies to students, and act with academic honesty and integrity

Extensions

Extensions will be granted in exceptional circumstances only and must be supported by appropriate evidence (e.g., medical certificate)

- Extensions are requested during the 5-day period prior to the unit end date using the Student Application for Extension Form
- Approval/non-approval will be given in writing (or via email)

Leave of Absence

At times students may require leave from their study. Students can apply for a Leave of Absence using the application form once they have read and understand the Leave of Absence Policy. If you are employed in the early childhood sector it is strongly recommended to seek advice from your employer whether taking leave from study will affect your current role (position). If you are under 18 years of age, your parent or guardian must agree by signing the Leave of Absence application form.

At Risk & Show Cause

Students receive an At Risk email for the following reasons:

- Units are incomplete at the end date of a study period.
  - o Action: Study plan is updated with an additional 10 business days to complete units within the study period.

- Agreed payment schedule is not met
  - o Action: Email sent identifying how bring the account up to date within the appropriate timeframe.

If, after being placed At Risk, a student is still unable to complete their assessment or bring their account up to date within the identified timeframe, they will receive an email to Show Cause.

Students who are required to Show Cause must provide a plan that addresses the identified concerns effectively. Where are student is unable to provide a workable plan, their enrolment will be moved to withdrawal. Failure to respond to the Show Cause within 10 business days will result in full course withdrawal.

Cancellation/Withdrawal Policy

Students who wish to withdraw from their course are required to complete the withdrawal form and send it via email to ckcollege@candk.asn.au students remain liable for all fees, including a resource and administration fee, please see section on refund of fees for a definition on refunds.

Students may appeal the withdrawal process through the College's normal appeal procedure.

Re-enrolment

Withdrawn students may re-enrol but will remain liable for any outstanding fees related to their previous enrolment and are require to complete the enrolment process, including the "C&K College enquiry" on our website for an obligation free quote and enrolment forms. Student wishing to re-enrol within 6 months of failure to Show Cause, will require approval from the College Manager.

Students who re-enrol into a course with the same code and name as their withdrawn course will receive credit transfer for completed units, and will be re-enrolled into withdrawn or non-completed units. If a Training Package update has occurred, students will receive credit transfer for units completed that have the same unit code and name.

Government funding only applies to the first two attempts in a unit undertaken at the College. This means that students who have been withdrawn from a unit at C&K College more than once will need to re-enrol in the unit at full fee.

Training package transitions

Training packages go under review to ensure that it continues to meet the needs of students, employers, education providers and the wider community, these changes are necessary to keep pace with current industry practices, regulations, and technologies. Training package transition period are an essential aspect of this process, with strict deadlines set by the Australian Skills Quality Authority (ASQA). C&K College will keep students informed about transition periods and teach-out end dates.

Students will be given information regarding transitioning to the new qualification or completing their qualification within the teach-out time frame.

Transition Period

Transition period means, where a training product has been superseded, removed, or deleted from the National Register, the allowable timeframe within which the student's training, assessment, and Australian Qualifications Framework (AQF) certification documentation issuance needs to be completed or, in the case of a superseded training product, within which the student is transitioned into the replacement training product.

Why learner transitions are important.

Accredited training products are superseded when new content and training methods are required to equip learners with skills relevant to current industry practice. As such, VET stakeholders benefit when students are trained, assessed, and awarded AQF certification documentation in the currently endorsed or accredited training product.

When training products are superseded, you have one year from the date that the new training product is released on the National Register to teach-out students enrolled in the superseded training product. This guidance applies for providers that teach to domestic students and/or overseas students.

Teach-out

Teach-out is a term used to describe the timeframe after a training product has been superseded, removed, or deleted from the National Register, and any transition period has expired, in which a student's training, assessment and AQF certification documentation issuance needs to be completed.

Grievances and Complaints

The C&K College of Early Childhood is committed to addressing your grievances and complaints effectively and as stipulated by the standards for RTO's.
If you have a grievance or complaint, please raise this with us promptly by doing any of the following:
- Submitting feedback through the C&K Website: https://www.candk.asn.au/submit-online-feedback
- Sending us an email: ckcollege@candk.asn.au
- Phoning for assistance on 07 3513 2524
- Writing to us detailing your concerns: C&K College of Early Childhood, 257 Gympie Road Kedron QLD 4031

C&K will use a formal process to resolve your grievance or complaint to ensure that all complaints and grievances are dealt with quickly, including acknowledging your grievance or complaint within two working days.

Please note:

- We may contact you to discuss your concerns or ask for more information
- We will treat you and our staff with fairness. All matters will be treated with due respect to privacy and equity
- We will keep you fully informed as we work through the process
- The Manager, C&K College of Early Childhood will be able to make a final decision on grievances and complaints.

If a resolution through the C&K RTO is not possible, then the next steps you must take and who you must contact depends on the nature of the issue. Complaints can be registered with the National Training Complaints Hotline via phone on 13 38 73, Monday to Friday, 8am to 6pm, or via email at skilling@education.gov.au

The complaints process is considered a valuable tool for management to improve our training and assessment service delivery, our student journey from enquiry to graduation, and our RTO business operations. Students are encouraged to use the online feedback form available on the C&K website http://www.candk.asn.au/online-feedback-form to raise any complaint/concern and are to be reassured that their complaint/concern will be dealt with promptly and efficiently.

Issuing of Qualifications

C&K College of Early Childhood issues Certificates (Testamur) and Statements of Attainment to students who complete a Qualification or Unit of Competency in accordance with the Australian Qualifications Framework (AQF). C&K College of Early Childhood Certificates and Statements of Attainment are nationally recognised.

Statements of Attainment - Partial Completion of course

Statements of Attainment are issued within 30 calendar days of Withdrawal the course, for any units that have successfully completed. Statements of Attainment will not be released if there are outstanding fees to be paid.

Full Completion - Qualification and Record of Results

The Final Qualification and a Record of Results are issued within 30 calendar days of the learner being assessed as meeting all the requirements to be course complete. Final Qualification and Record of Results will not be released if there are outstanding fees to be paid.

Reissuance of Qualification or Statements of Attainment

C&K College will reissue a Qualification or Statement of Attainment on application, and payment of a reissuance fee. For a Qualification or Statement of Attainment to be reissued, students must make a request in writing to the C&K College. This request must contain the following information:

- Student name
- Contact number
- Email address
- Form of Identification – Front of Drivers licence or Passport
- Course name and course code
- Date started and completion date of the course.
- Mailing address

Please allow 14 days for processing and reissuing once payment has been received.

Funding - Fee For Service (Self-Funded Students)

Self-funded students are:

- 100% self-funded.

Payment of Fees

All payments are to be made to C&K College of Early Childhood. A variety of payment options are available as follows.

By completing a payment authorisation with the following options:

- One off payment (direct debit), or
- payment schedule (direct debit) – smaller payments spread across the course duration.
- By credit card over the phone.
- BPAY (BPAY has a minimum of $20)

C&K College of Early Childhood offers students the opportunity to enter a Payment Schedule to pay their fees. Payment plans can be scheduled on a weekly, fortnightly, or monthly basis. Students are encouraged to fix a Payment Schedule, based on their invoice.

Resource and Administration Fee

C&K College charges a non-refundable Resource and Administration Fee of $250.00. The Resource and Administration fee covers the cost of textbook, access to the learning management system, and the costs associated with enrolling, maintaining and unenrolling student. There is no refund offered for textbooks.

- This fee is waived for students who complete their full Qualification.
- This fee is applied to students who are withdrawn prior to completing their Qualification.

When a student is withdrawn (regardless of the reason), they remain liable for the Resource and Administration.

Refund of Fees

C&K College will only refund tuition fees in the following circumstances:

- New students
    - where several units have been purchased and the student has not commenced the course, a full refund less the $250 Resource and Administration Fee will be charged.
        - Refunds will not be provided for units in which students have commenced training, including attended class, commenced online training, or received training by a college RTO Educator (in person, online through the College LMS, or by phone/video call or similar).
- Existing Students
    - Students will receive a refund for units they have not commenced, less the $250 Resource and Administration Fee.
    - Students will not be issued a refund for a unit in which they have commenced training, including attended class, commenced online training, or received training by a college RTO Educator (in person, online through the College LMS, or by phone/video call or similar).
- Where a program is cancelled by C&K College – a full refund is given.

Course Price List

CHC30121 Certificate III in Early Childhood Education and Care

Funding Type	Units	Unit Price	Course Price
Fee for Service	16	$255.00	$4,080.00
Fee for Service (C&K Employee)	16	$234.00	$3,744.00

CHC50121 Diploma of Early Childhood Education and Care

Funding Type	Units	Unit Price	Course Price
Fee for Service	15	$272.00	$4,080.00
Fee for Service (C&K Employee)	15	$230.00	$3,450.00

Additional Fees and Charges

Other expenses to be covered by students may include travel expenses (for example, for vocational placement), expenses related to the submission of assessment tasks (posting assignments by mail), photocopying assessment tasks before submission, and completion of a First Aid certificate.

Resource and Administration Fee (refer to Refund of Fees)	$250.00
Textbook Fee	$115.00 (includes postage)
eBook	$90
Re-Issue of Qualification Fee	$60.00 per qualification
Request for interim/additional Statement of Attainment	$60.00 per request
Print-based Learning Material	$30.00 per unit
Recognition of Prior Learning (RPL)	Equivalent to unit fee
Gap training to upgrade units to new qualification *(if not eligible for Government subsidies)*	$150.00 per unit

Acceptable Fee Schedules

Where course fee exceeds $1,500, unit fees will be invoiced per study period (normally 3 months). Students are encouraged to pay the entire fee for a study period in full, or via a Payment Schedule. Final payment may be less than stated in the examples as figures have been rounded up. The payment schedule will automatically stop once payment has been made in full.

Certificate III **Study Mode:** Full Time	Number of Study Periods invoiced	Units per Study Period	Cost per Study Period	10 weekly payments	5 Fortnightly payments	2 Monthly payments
Non-C&K Employee	4	4	$1,020.00	$102.00	$204.00	$510.00
C&K Employee	4	4	$936.00	$94.00	$188.00	$468.00

Certificate III **Study Mode:** Part Time	Number of Study Periods invoiced	Units per Study Period	Cost per Study Period	10 weekly payments	5 Fortnightly payments	2 Monthly payments
Non-C&K Employee	8	2	$510.00	$51.00	$102.00	$255.00
C&K Employee	8	2	$468.00	$47.00	$94.00	$234.00

Diploma **Study Mode:** Full Time	Number of Study Periods invoiced	Units per Study Period	Cost per Study Period	10 weekly payments	5 Fortnightly payments	2 Monthly payments
Non-C&K Employee	3	4	$1,088.00	$109.00	$218.00	$544.00
	1	3	$816.00	$82.00	$163.00	$408.00
C&K Employee Fee	3	4	$920.00	$92.00	$184.00	$460.00
	1	3	$690.00	$69.00	$138.00	$345.00

Diploma **Study Mode:** Part Time	Number of Study Periods invoiced	Units per Study Period	Cost per Study Period	10 weekly payments	5 Fortnightly payments	2 Monthly payments
Non-C&K Employee	6	2	$544.00	$55.00	$108.80	$272.00
	1	3	$816.00	$82.00	$164.00	$408.00
C&K Employee Fee	6	2	$460.00	$46.00	$92.00	$230.00
	1	3	$690.00	$69.00	$138.00	$345.00