



## INFORMATION FOR LEARNERS (RTO 45602)

**QUALIFICATIONS ON SCOPE** – please note that the Early Childhood qualifications currently on scope are in teach out mode until January 2023.

**CHC30113 – CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE  
(Release 4)**

**CHC50113 – DIPLOMA EARLY CHILDHOOD EDUCATION AND CARE  
(Release 4)**

**Disclaimer:**

The Learner Handbook contains information that is correct at the time of publication. Changes to legislation and/or RTO policy may impact on the currency of information included. Gowrie Training & Consultancy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates by contacting Gowrie Training & Consultancy on (03) 6230 6824 or [RTO@gowrie-tas.com.au](mailto:RTO@gowrie-tas.com.au)

This Learner Handbook outlines important information that supports you in your decision-making process and learning journey. If you need to discuss any aspect of the handbook, contact Gowrie Training & Consultancy.

Our Product Disclosure Statement is available via our website: [www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au)

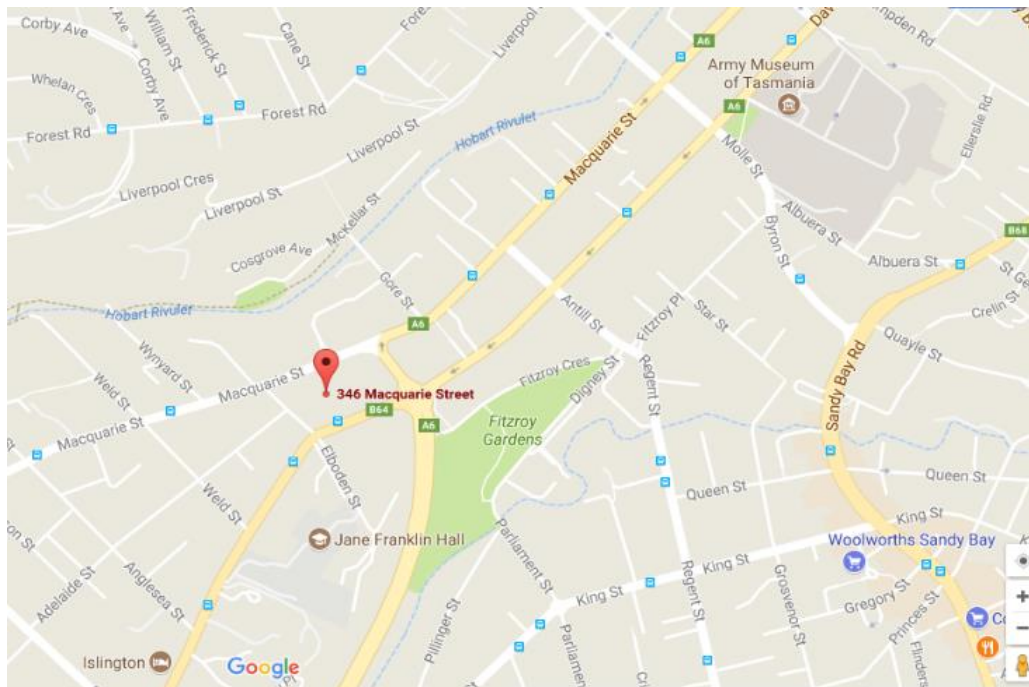
## REGISTERED TRAINING ORGANISATION (RTO) DETAILS

<b>Code:</b>	45602
<b>Legal name:</b>	Lady Gowrie Tasmania Inc
<b>Trading name:</b>	Gowrie Training & Consultancy
<b>ABN:</b>	34730372717

### CONTACT US:

- Email: [RTO@gowrie-tas.com.au](mailto:RTO@gowrie-tas.com.au)
- Phone: (03) 6230 6824 or 1800 647 718 (Free call – not available on mobiles)
- In person: 346 Macquarie Street, South Hobart (Head Office)
- Mail: PO Box 422, South Hobart, 7004

[www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au)



## **OUR VISION**

### *A Culture of Inspired Learners*

From the very beginning the Gowrie Training & Consultancy story has been about encouragement and empowerment. Our team draws inspiration from our learners to develop tailored teaching experiences that foster positive and sustainable change. Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements - [www.acecqa.gov.au](http://www.acecqa.gov.au)

## **OUR MISSION**

To deliver quality training and assessment that meets the needs of learners, the workplace and the education and care sector.

## **OUR OBJECTIVES**

### *Learner Centered Training and Assessment*

We strive to:

- provide training and assessment, where the learner is central to the learning experience.
- provide quality training and assessment experiences with solid sector wide knowledge as the foundation of qualifications and career pathways.
- recognise the importance and value of sector engagement as the driving force in shaping our training and assessment strategies.
- facilitate training and assessment services which are founded on evidence-based practice, sector needs, expectations, and our experience as an education and care provider.

**QUALIFICATIONS ON SCOPE** – please note that the Early Childhood qualifications currently on scope are in teach out until January 2023.

New training packages will come onto scope during the first half of 2022. These will include:

### **CHC30121– CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE (Release 1)**

*Further information is available at: <https://training.gov.au/Training/Details/CHC30121>*

### **CHC50121– DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE (Release 1)**

*Further information is available at: <https://training.gov.au/Training/Details/CHC50121>*

Gowrie Training & Consultancy requires learners to commence at the Certificate III qualification level prior to commencing the Diploma. This aligns to:

- sector consultation and expectations, and
- Certificate III:
  - being a strong foundation to build upon before advancing.
  - being the minimum mandatory qualification to be working in a regulated education and care setting.
  - becoming a requirement for entry into the CHC50121 Diploma of Early Childhood Education and Care.

### CHC30113 – CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE (Release 4)

This qualification reflects the role of workers in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children’s wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

#### UNITS IN THIS QUALIFICATION

Total number of units = 18

15 core units

3 elective units

Electives chosen must contribute to a valid, industry-supported vocational outcome.

#### Core Units:

CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCECE001	Develop cultural competence
CHCECE002	Ensure the health and safety of children
CHCECE003	Provide care for children
CHCECE004	Promote and provide healthy food and drinks
CHCECE005	Provide care for babies and toddlers
CHCECE007	Develop positive and respectful relationships with children

CHCECE009	Use an approved learning framework to guide practice
CHCECE010	Support the holistic development of children in early childhood
CHCECE011	Provide experiences to support children's play and learning
CHCECE013	Use information about children to inform practice
CHCLEG001	Work legally and ethically
CHCPRT001	Identify and respond to children and young people at risk
HLTAID004	Provide an emergency first aid response in an education and care setting
HLTWHS001	Participate in workplace health and safety

#### **ELECTIVE UNITS OFFERED BY THE RTO:**

CHCECE012	Support children to connect with their world
CHCPRP003	Reflect on and improve own professional practice
CHCDIV001	Work with diverse people

### **CHC50113 – DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE (Release 4)**

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They may have responsibility for supervision.

#### **UNITS IN THIS QUALIFICATION**

Total number of units = 28

23 core units

5 elective units, of which:

Electives chosen must contribute to a valid, industry-supported vocational outcome.

**CORE UNITS:**

CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCECE001	Develop cultural competence
CHCECE002	Ensure the health and safety of children
CHCECE003	Provide care for children
CHCECE004	Promote and provide healthy food and drinks
CHCECE005	Provide care for babies and toddlers
CHCECE007	Develop positive and respectful relationships with children
CHCECE009	Use an approved learning framework to guide practice
CHCECE016	Establish and maintain a safe and healthy environment for children
CHCECE017	Foster the holistic development and wellbeing of the child in early childhood
CHCECE018	Nurture creativity in children
CHCECE019	Facilitate compliance in an education and care services
CHCECE020	Establish and implement plans for developing cooperative behaviour
CHCECE021	Implement strategies for the inclusion of all children
CHCECE022	Promote children's agency
CHCECE023	Analyse information to inform learning
CHCECE024	Design and implement the curriculum to foster children's learning and development
CHCECE025	Embed sustainable practices in service operations
CHCECE026	Work in partnership with families to provide appropriate education and care for children
CHCLEG001	Work legally and ethically
CHCPRT001	Identify and respond to children and young people at risk

HLTAID004	Provide an emergency first aid response in an education and care setting
HLTWHS003	Maintain work health and safety

#### **ELECTIVE UNITS OFFERED BY THE RTO:**

CHCDIV001	Work with diverse people
CHCPRP003	Reflect on and improve own professional practice
CHCSAC005	Foster the holistic development and wellbeing of the child in school age care
BSBLED401	Develop teams and individuals
CHCECE011	Provide experiences to support children's play and learning

Please note that First Aid units will be delivered and assessed by an external RTO. Individual workplaces will determine which RTO is used to deliver and assess:

#### **HLTAID012 - PROVIDE FIRST AID IN AN EDUCATION AND CARE SETTING (RELEASE 2)**

For further information is available at: <https://training.gov.au/Training/Details/HLTAID012>

Additional information on the qualifications listed above can be accessed through [www.training.gov.au](http://www.training.gov.au).

#### **WHAT TO EXPECT FROM GOWRIE TRAINING & CONSULTANCY**

- Quality, innovative training programs that lead into a nationally recognised qualification and challenges you to reach your full potential and career pathway.
- Relevant and accurate information to support you make informed decisions on your enrolment and learning experience.
- A safe and supportive adult learning environment free from discrimination and harassment, based on mutual respect and a learner-centered approach.
- Impartial and constructive feedback on assessment tasks.
- Access to support services and staff.
- Access to required facilities and resources.

## LEARNER FEEDBACK TO US

Gowrie Training & Consultancy is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach relies on input from learners (and workplaces) regarding their experiences whilst enrolled in their course.

We welcome feedback at any time and will also specifically ask for it at the completion of a course/qualification. From time-to-time learners may be asked to complete an online or hardcopy survey.

A key focus of the National Quality Framework for education and care settings is continuous improvement; therefore, we also align our practices to this focus.

## LEGISLATION

As a Registered Training Organisation (RTO 45602), Lady Gowrie Tasmania required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- *National Vocational Education and Training Regulator Act 2011*
- Additionally, the RTO abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:
  - *Anti-discrimination*
  - *Traineeships including school-based traineeships*
  - *Children and Young Persons and their Families*
  - *Copyright*
  - *Corporations*
  - *Equal Opportunity*
  - *Fair Work (including harassment and bullying)*
  - *Privacy and Personal Information Protection*
  - *Student Identifiers*
  - *Taxation*
  - *Workplace Health and Safety*
  - *Department of State Growth (Skills Tasmania) Agreement*
  - *Funding obligations and requirements*

The RTO is dedicated to following the provisions in the VET Quality Framework, and information about these regulations and legal framework can be found at:

[www.comlaw.gov.au](http://www.comlaw.gov.au) Commonwealth Law register providing access for Australian Government website for

[www.asqa.gov.au](http://www.asqa.gov.au) Australia Skills Quality Authority is the website for the regulator of Australia's vocational education and training (VET) sector



## LEARNER CONDUCT

Just as the RTO has a responsibility to meet expectations of learners, legislation, and regulations, learners have obligations to the RTO. It is expected that learners will commit to their studies, submit assessment on time, and behave in a manner that does not contravene the health and safety of others. The RTO views learner misconduct seriously. We expect our learners will behave in an honest, respectful manner appropriate for a learning environment (including a workplace), and in a way, that will uphold the integrity of Gowrie Training & Consultancy. Examples of learner misconduct include, but are not limited to:

- Academic misconduct including plagiarism, cheating and falsifying information.
- Harassment, bullying and/or discrimination
- Any behaviour or act that is against the law
- Intentionally damaging equipment and/or materials belonging to Gowrie Training & Consultancy and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity of the breach and may include:

- Formal written warning
- Suspension from the course/qualification
- Reimbursement of the costs incurred by any damage caused
- Cancellation of the course/qualification
- Matter referred to the police



**QUALIFICATIONS ON SCOPE** – please note that the Early Childhood qualifications currently on scope are in teach out until January 2023.

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This qualification reflects the role of workers in a range of early childhood education settings who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children’s wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

### **FOUNDATION SKILLS/EMPLOYABILITY SKILLS**

Foundation skills comprise of language, literacy, numeracy, and employability skills. We use foundation skills to support assessment throughout the qualification. All new programs will include an introduction class and/or online presentation outlining information for the learner including:

- Professionalism and being a professional educator
- Understanding on-the-job training and expectations/first impressions in a workplace
- Oral and written communication
- Working as a team member
- Problem solving and critical reflective practice
- Technology information
- Time management and study tips

### **AM I GUARANTEED SUCCESSFUL COMPLETION?**

Gowrie Training and Consultancy CANNOT guarantee a successful outcome for your qualification. As part of our enrolment process, and ongoing assistance provided, we will assess you to identify any additional or specific training support you may require. As part of our teaching and learning strategy we endeavour to meet any learning needs identified.

If you decide to withdraw from your qualification prior to completion, we will supply you with a Statement of Attainment which shows any units of competency you have completed for the course or qualification.

## TRAINING OPPORTUNITIES

Gowrie Training & Consultancy deliver training within Tasmania with classes held in Burnie, Launceston and Hobart. We combine a variety of delivery methods including face to face classes, Canvas online platform, zoom sessions and workplace visits.

### TRAINEESHIPS (EXISTING WORKERS & NEW WORKERS)

Traineeships combine work (on-the-job training) and formal training outside of the workplace. Trainees complete a nationally recognised qualification while learning valuable skills at work and under the guidance of a Registered Training Organisation (the RTO). Trainees sign a contractual agreement with the workplace and an Apprenticeship Network Provider and their clear responsibilities as a learner to show continual progression and commitment to their studies. Trainees can be:

- Permanent full-time
- Permanent part-time
- School-based (College)

Gowrie Training & Consultancy will work with you and your employer to develop a tailored plan to support you. For more information on traineeships visit:

<https://www.australianapprenticeships.gov.au/australian-apprentices>

First Aid – *HLTAID004 Provide an emergency first aid response in an education and care setting*, through a traineeship is the responsibility of the workplace for sourcing and payment. (Please note that HLTAID004 is currently in teach out and will be superseded by HLTAID012 – Provide First Aid in an Education and Care setting, in April 2022).

### FUNDED TRAINING

At times, the RTO will tender for funded training opportunities. This can include funding for Skill Sets (some units of a qualification) or for full qualification programs. If the RTO are successful in the tender process, these training opportunities will be offered in accordance with the parameters of the funding arrangements and the RTO's contractual obligations. Information about individual programs will be highlighted on our website <https://www.gowrieconsultancy.com.au>

RTO staff will assist with queries regarding specific programs e.g., eligibility requirements, the application and enrolment process, and details of the program. Further information on funding types is available at <https://www.skills.tas.gov.au/funding>

Under the Jobseeker funded training program, work placements throughout the qualification/course will be arranged by the RTO in collaboration with the learners. This workplace practicum is not paid work. You will be undertaking on-the-job training as a learner with opportunity to gain further skills and knowledge and complete work assessment task required for the qualification. You will not be counted as part of the workplace educator ratio. More information is provided during your pre work placement induction.

The First Aid Unit of Competency with a Jobseeker program will be delivered through a third-party agreement with the RTO. There will be no cost to the learner.

## FEE FOR SERVICE

Fee for Service training means that there is no funding support for the learner and the full cost of a qualification will be paid by the learner. The cost for fee for service training can be found on our Fee Schedule located on our website and in hard copy on request. The RTO will discuss any payment plans and payment options on an individual basis

As the RTO delivers vocational training, the qualifications on scope include minimum mandatory hours completed by the learner in a regulated education and care setting. Units of Competency will have workplace assessment tasks attached as performance evidence; therefore, the prospective Fee for Service learner must be working in the sector or have access to volunteer work in the sector before an enrolment will be accepted.

The First Aid Unit of Competency is the responsibility of the learner to source, pay for and complete. The learner must provide the RTO with a Statement of Attainment on completion of their First Aid training. The RTO will discuss this with learners during the pre-enrolment process.

## WILL I SUCCESSFULLY COMPLETE THIS QUALIFICATION?

### QUALIFICATION

A qualification is a formal certificate that is awarded to a student who successfully completes the full requirements of the qualification in which they are enrolled.

Qualifications are awarded with an Academic Transcript/Record of Results on the back of the Qualification if the course has been successfully completed.

Qualifications are individually coded with the unique identifier number, have a Lady Gowrie Tasmania logo, and include the Nationally Recognised Training logo.

To receive a full Qualification, you must successfully complete all qualification requirements (Core and Elective units). If necessary, you may have several opportunities to meet the required outcomes for any unit.

### STATEMENT OF ATTAINMENT

A Statement of Attainment will be awarded if units towards a qualification have been completed, but the full qualification is not yet complete.

Statement of Attainments are individually coded with the unique identifier number.

To receive a **Statement of Attainment**, you must be assessed as competent in one or more units of competency within a qualification.

## OUR MARKING SYSTEM

Result Code	Meaning	Description Explanation
S	Satisfactory	Assessment task has been determined as meeting the required outcomes to a satisfactory standard e.g. written assessment
NYS	Not Yet Satisfactory	Assessment task does not meet the required outcomes. Learners will be given the opportunity to re-submit the assessment task.
C	Competent	Has met all assessment requirements for the relevant unit e.g. written assessment, workplace assessment, hours of evidence etc.
NYC	Not Yet Competent	Learner has engaged in learning and assessment activity and has not demonstrated competency of the overall unit of competency

Upon successful completion of an assessment task, an Assessor will award an outcome of "Satisfactory (S)" or "Not Yet Satisfactory (NYS)". All assessment tasks within a unit must be assessed as 'Satisfactory' for the learner to be eligible for an award of **Competent**.

The following results are awarded for units and are listed on 'Academic Transcripts', 'Statement of Attainments' or the back of Gowrie Training and Consultancy qualifications.

## RECOGNITION OF PRIOR LEARNING

The pre-enrolment interview can help determine if a learner would like to apply for Recognition of Prior Learning (RPL). The RPL process differs to other training and assessments provided as it involves making a judgment on the skills and knowledge an individual has because of past study and/or experience.

The learner is responsible for gathering evidence and submitting all RPL documents to the Assessor. When completing a unit through the RPL process the learner will undergo Competency Conversations with the Assessor and may be observed by the Assessor in the workplace.

Fee for Service learners completing RPL will be charged a minimum of 50% of the single unit cost per unit. However, if significant gap evidence/training is required the fee will rise to the full cost.

## CREDIT TRANSFER PROCESS

Credit transfer may be applied to Units of Competency that have been studied in the past and been deemed as competent on a verified Certificate/transcript and/or Statement of Attainment issued by another RTO.

## HOW DO WE TRAIN?

### COMPETENCY BASED TRAINING (CBT)

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a learner to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and sector.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based on the required skills and knowledge as defined by individual units of competency.

### HOW DO WE ASSESS THROUGH COMPETENCY BASED TRAINING?

Unlike traditional schooling and university where assessments are graded using a scaling/percentage system, assessment of CBT determines if you have satisfactorily met the required skills and knowledge for an assessment. Assessment is specifically conducted to determine if a learner can deliver essential outcomes related to the Performance Criteria within each Unit of Competency. There are usually 2 or more different modes of assessment for each unit in a qualification.

If a learner's performance in the assessment does not demonstrate the requirements, rather than failing the unit, the learner is marked as 'Not Yet Satisfactory (NYS)' and will be given opportunities to re-submit assessments.

### ASSESSMENT STRATEGIES

The RTO has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Ways that the RTO undertake assessment of a learner can include:

- being observed in the workplace; perform the work tasks required
- responding to verbal questioning
- completing written responses to theory questions
- in class group activities (in a simulated environment) or case study
- undertaking a project
- submitting a written report
- compiling a portfolio of work samples
- a combination of the above

The Certificate III and Diploma of Early Childhood Education and Care have mandatory hours attached to different Units of Competency in each of the qualifications.

Learners are provided with an Hours Log Sheet that indicates the number of hours worked in direct contact with children. This must be signed by the learner and the workplace supervisor/manager.





## DURATION OF TRAINING

How long your course will take depends on varying factors, including;

- a learner's own commitment and time for their study,
- the study load (i.e. full- or part-time) and
- how many units (if any) are eligible for Credit Transfer and/or Recognition of Prior Learning
- the level of the qualification being undertaken
- how many units of a course/qualification are being undertaken
- any deferrals to study that have been approved for a learner
- the Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.



## PRINCIPLES OF ASSESSMENT

The RTO adheres to the **4 Principles of Assessment**. These are:

1. **VALIDITY** – Assessment decisions made by the RTO are justified and based on the evidence provided by the learner to meet the requirements covered in a Unit of Competency including any workplace application. Decisions consider the foundation skill level required for a specific qualification as outlined in the Australian Core Skills Framework and Foundation Skills described in Unit of Competency.
2. **RELIABILITY** – The decisions made for the assessment are interpreted, and comparable irrespective of the assessor marking the assessment.
3. **FLEXIBILITY** – Assessment is flexible to the individual, reflecting the learner’s needs, considering a variety of assessment methods and considering the work and assessment context for the requirements in the unit of competency
4. **FAIRNESS** – The individual learner’s needs are considered in the assessment process, reasonable adjustments are considered when required, the learner is informed of the assessment requirements as well as their rights through complaints and appeals process.

The RTO collects assessment evidence based on the **4 Rules of Assessment**. These are:

1. **VALIDITY** – The assessor is confident that a learner has the skills, knowledge and practical capabilities required for a specific Unit of Competency
2. **SUFFICIENCY** – The assessor is confident that the quantity of evidence and relevance of the evidence is enough to enables a clear judgement to be made of a learner’s competency.
3. **CURRENCY** – The assessor is confident that the evidence provided show currency of information and practice in the performance criteria, knowledge and performance evidence outlined in the Unit of Competency.
4. **AUTHENTICITY** – The assessor is confident that the evidence gathered by the learner is their own work.

See Australian Skills Quality Authority (ASQA) for further information -

<https://www.asqa.gov.au/standards/about-standards-rtos-2015/standard-one/clauses-1.8-1.12>

## FLEXIBLE LEARNING AND ASSESSMENT

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs to maximise learning outcomes and access to learning experiences; whilst maintaining the integrity of the qualification.

## **REASONABLE ADJUSTMENT**

A reasonable adjustment can be taken into consideration for a learner in line with the Principles of Assessment – Fairness and Flexibility. This means that the individual learner’s needs are considered in the assessment process, and an assessment is flexible and reflects the learner’s needs. All learners are provided with equal opportunity to apply for reasonable adjustment in their training and assessment needs.

The reasonable adjustment needs to be justifiable and uphold the integrity of the qualification/units of competency. Learners can apply for reasonable adjustment during the pre-enrolment process or throughout the course as learner support needs arise. First point of contact for a learner wanting reasonable adjustment will usually occur with their RTO Trainer/Assessor.

## **SUBMITTING ASSESSMENTS**

With each assessment the learner will be provided with a due date. For the work to be submitted. It is the learner’s responsibility to ensure that an assessment is completed by this date.

## **EXTENSIONS**

We understand that at times, life can throw curve balls and for this reason learners may apply for an extension. If a learner is unable to complete their assessments by the due date, an Extension Request Form is to be completed and sent to the Assessor for approval. The extension must be received by Gowrie Training & Consultancy prior to the assessment due date. An extension greater than 2 weeks may be approved in special circumstances e.g., medical grounds or death in the family.

Completed extension request forms can be sent to email [RTO@gowrie-tas.com.au](mailto:RTO@gowrie-tas.com.au)

## **FEEDBACK AND RESUBMISSION OF ASSESSMENTS**

When a learner submits an assessment, the Assessor will mark and provide feedback, including whether this is Satisfactory (S) or Not Yet Satisfactory (NYS). If the assessment is Not Yet Satisfactory, the learner will need to provide more evidence to the assessment.

It is important that all assessment questions and tasks are completed before submitting.

Incomplete assessments will be returned unmarked and count towards a first resubmission. A learner who has 3 resubmission attempts and is still not satisfactory may be required to re-enrol in the unit and/or undertake further relevant training. Fees will apply for re-enrolment and for any further training undertaken via the RTO. These fees will be discussed with the individual learner.

## PLAGIARISM AND REFERENCING

All work submitted by a learner must be their own.

All assessments submitted MUST include a Cover Sheet with the learner's signature to indicate that the work submitted is valid and your own work.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. The following examples constitute plagiarism:

- Copying wording directly out of a book or article without referencing/quoting or putting into own wording and understanding.
- Presenting work as own that was completed as a group.
- Using images, designs, logo's without citing original designer or photographer.
- Copying another learner's work directly in an assessment.

Plagiarism is taken seriously by Gowrie Training & Consultancy. If a learner is in doubt, it is always safest to reference the information. Learners will receive a Referencing Guide in their Learner Pack when commencing their training with Gowrie Training & Consultancy.

## COPYRIGHT

All materials/resources that are produced by or on behalf of Gowrie Training & Consultancy are Copyright. This means that permission needs to be provided to reproduce or use any of our materials/resources.

## ASKING FOR HELP

All RTO staff are available to support learners. Trainers/Assessors are the best people to talk to regarding an assessment or completing a unit. On the front of this Learner Handbook are the different ways in which we can be contacted.



## HOW TO ENROL

All those wishing to enrol with the RTO are required to participate in a pre-enrolment interview. This assists us to determine if a prospective learner has selected the right qualification/course of study for their intended career pathway. The interview will also establish capacity to complete the qualification/course at the level required and outline in the Australian Qualification Framework. Prospective learners may be asked to complete an Eligibility Form and a Language, Literacy and Numeracy Indicator Assessment. This will be determined on an individual basis and based on the qualification and training being provided.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

LLN skills are important to all areas of work and can influence the performance of workplace tasks such as measuring and comprehending written work instructions. To support this approach Gowrie Training & Consultancy will:

- assess a learner's LLN skills during their enrolment to ensure they have adequate skills to successfully undertake and complete the training,
- support learners during their study with training and assessment materials that are easily understood and suitable to the level required for the qualification and on-the-job tasks,
- provide clear information to learners about language, literacy and numeracy assistance available,
- refer learners to other support services when necessary,
- negotiate an extension of time to complete training programs through reasonable adjustment.

## DURING THE ENROLMENT PROCESS

During enrolment the following information will be required:

- Approved identification (minimum 50 points) e.g. Drivers Licence, Medicare Card
- Certificates, and/or Statements of Attainment achieved in the past five years
- Unique Student Identifier number or permission for the RTO to create one
- Working with Vulnerable People Card or evidence of application for one.

## UNIQUE STUDENT IDENTIFIER (USI)

All Australians who undertake Vocational Education and Training (VET) must hold a USI. It is the responsibility of the learner to apply for a USI prior to the commencement of the qualification or to provide the RTO with permission to create one for them. The USI was formally implemented in January 2015, and was developed to create an easy, one stop site to collate all VET qualification achievements by a learner no matter what RTO or qualification was completed.

As an RTO, we cannot issue Certificates or Statements of Attainment without a valid learner USI. Name changes that occur for a learner during their qualification/course must be changed on the USI. This can be completed by logging into the USI website. More information can be found at <https://www.usi.gov.au>

## **WORKING WITH VULNERABLE PEOPLE (WWVP)**

Anyone wishing to work in an education and care setting or with children in any other voluntary or work role must have a valid and current WWVP card. To register for this card or to seek additional information see the Department of Justice website: <http://www.justice.tas.gov.au>

The RTO will sight and keep a copy of all learner's WWVP card on file. The RTO and Job Active Providers (if relevant) will support Jobseeker program participants to apply for a WWVP check. No learner can work or complete practical placement in a service without applying for and providing their WWVP check.

## **COMMENCEMENT DATES**

Commencement dates will vary. Often learners will commence as a cohort and dates of commencement will be advised as soon as possible on the website and a schedule of classes will be provided in each Learner Pack. Where rolling start dates are used, a learner will be contacted by the trainer to confirm your readiness to commence training.

## **TRAINING PLANS**

During the enrolment process, the RTO trainer in collaboration with the workplace will develop a customised training plan for and with learners. This training plan is flexible to meet ongoing learner needs during the qualification. Review of training plans occurs minimum three times yearly.

## **DEFERRAL FROM THE COURSE/QUALIFICATION**

Deferral is a term used to describe the status of a learner who at a particular time may not be able to continue their study. A deferral is a process whereby the learner and/or workplace request for a period to be considered as non-active for the learner – meaning that they can take a break from their studies. Deferrals can be requested for various reasons including health, family, travel, or other personal circumstance impacting on study. A deferral must be approved by the RTO or Skills Tasmania in the case of a traineeship. A Deferral Form can be found in Learner Packs, and online learner platform.



## WHAT IS REQUIRED BY THE LEARNER?

Gowrie training & Consultancy provides access to training materials, handouts, online resources. There is access to training room facilities in the North, Northwest and South of the state. We have access to laptops, ipads for learners to borrow during classes as required. Our facilities have Wi-Fi access so that learners can access internet resources and log on to our online platform. Information on training dates and times will also be made available for the current study year and your time to complete a range of study and assessment tasks. Learners will need for their training:

- Pen and paper/notepad for classes.
- Devices where possible (that are fully charged for class).
- Lunch when attending day classes (time is provided for lunch if learners wish to go out and buy lunch).
- Bring any assessments or paperwork for classes that has been requested by the trainer.
- Be punctual and prepared for classes and online training – on time and ready to learn!
- Enthusiasm and a positive, inclusive learning mindset.

- Comply with all RTO policies, procedures and safety practices including workplace expectations and agreements.
- Be honest and respectful and conduct yourself a professional manner.
- Take responsibility for own learning, development and progression including submission timeframes.
- Ask for help and stay in regular contact with the RTO including any concerns or specific needs.
- Respect other learners and RTO staff irrespective of gender, race, culture, sexual preference, political affiliation, marital status, disability or religious belief, and their right to privacy and confidentiality.
- Follow the expectations of an adult learning environment.
- Let the RTO know of any changes to your personal details in timely manner.

Learners require access to a computer/laptop or device that has appropriate software and capacity to use learning and assessment materials online. An internet connection with sufficient capacity to download course materials (e.g., broadband connection). Gowrie Training & Consultancy has study facilities and Information Technology (IT) equipment available if required. Learner's take responsibility for correct use of this equipment and are guided by our Learner internet and Information Technology Access document that learners will complete on enrolment.

## **ATTENDANCE AND ABSENCE FROM CLASSES**

Most of our training will occur through face-to-face classes and occasionally live webinars. It is an expectation that our learners attend the required classes throughout their training. Each learners training plan will be a little different and flexibility will be provided to accommodate this. We also have an online platform that our learners will have access to. Learners will also have attendance requirements online to complete quizzes, discussions or show evidence that they have read information. Learners are responsible for their attendance to training and are to speak with RTO staff if they have any difficulties in attending classes. This includes absence to classes or online due to illness, work or other personal circumstances.

**Work placements** – When a learner is on work placement, it is also important that they notify their workplace manager and the RTO for any absences.

## **NON-PROGRESSION OF COURSE/QUALIFICATION**

Non-progression of a learner is taken very seriously by the RTO. There are several mandatory (legal) requirements to learners showing continual progression of their studies. This includes requirements for all educators to be actively progressing towards or have a completed Certificate III when working in a regulated education and care setting, including Long Day Care, Family Day Care and In Home Care.

Traineeships and other funded training programs also have requirements to be actively progressing as part of the funding contract with learners and workplaces. Gowrie Training & Consultancy work with our learners to provide all reasonable support and flexible training plans. Progression however is the

responsibility of the learner and learners need to speak with the RTO if they are finding this difficult. Gowrie Training & Consultancy reserves the right to withdraw you from the course. If you are employed in the sector your employer will be consulted prior to withdrawal action.

Please note: Withdrawal action is taken very seriously by the RTO and may result in the cancellation or termination of any work contracts also.

## **COURSE/QUALIFICATION WITHDRAWAL**

Fee implications for a withdrawal from a course/qualification prior to training commencement and after training commencement are outlined in the Schedule of Fee and Charges on our website [www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au)

## **WITHDRAWAL DUE TO ILLNESS OR HARDSHIP**

In circumstances of illness and/or extreme hardship, a learner may withdraw and may be entitled to a partial refund under the following conditions dependent on the amount of training/assessment undertaken:

- Satisfactory evidence for withdrawal (e.g., medical certificate) must be provided
- Any refund will be at the discretion of Gowrie Training & Consultancy based on the Units of Competency commenced.

Gowrie Training & Consultancy can discuss the option of deferral rather than withdrawal depending on the learner's needs and timeframes. Where training is being delivered under a funded program or a traineeship there are specific guidelines that apply to completion timeframes and learners should contact the RTO to discuss their individual circumstances.

Traineeship cancellations and suspensions occur through decisions by the workplace and in collaboration with the RTO and Apprenticeship Network Provider. A learner is involved in all parts of this process.

## **CANCELLATION OF A COURSE/QUALIFICATION BY GOWRIE TRAINING & CONSULTANCY**

If a course/qualification is cancelled by the RTO for any reason, learners enrolled at the time of the cancellation will be refunded the proportion of fees paid for services not delivered. Learners who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.

## **ISSUING OF CERTIFICATES AND STATEMENTS OF ATTAINMENT**

Upon successful completion of a course/qualification (provided all fees are paid), an AQF Certificate or Statement of Attainment will be issued within 30 calendar days of being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Gowrie Training &



Consultancy (RTO 45602) and the Standards for RTOs 2015. Gowrie Training & Consultancy will generate the Certification and advise learners when it is ready for collection.

If Gowrie Training & Consultancy ceased to operate whilst a learner is enrolled, a Statement of Attainment will be issued for the units successfully completed within the course/qualification.

## **RTO POLICIES AND PROCEDURES**

Our policies and procedures are reviewed yearly. Access to our policies can be found on our website and through request or on our online learner platform. We have highlighted some of our key policies below.



## **FEES**

Information about our fees and charges can be found on our website, online learning platform and in hardcopy on request.

Several factors will determine how much your course/qualification will cost, including (but not limited to):

- The course/qualification is being undertaken
- Course/qualification duration

- Any credits that may be applied through Credit Transfer and/or Recognition of Prior Learning
- Funding and eligibility of the program being undertaken.

All costs will be discussed and confirmed with the learner and/or the third party – (such as employer, school) prior to enrolment. Our fees are reviewed annually and are subject to change.

### **ADDITIONAL FEES (OUTLINED IN THE SCHEDULE OF FEES AND CHARGES)**

- Enrolment Registration fee
- Replacement of hardcopy text or learning materials
- Re-issue of transcripts.
- Annual Administration fee

### **PAYMENT OPTIONS**

Payment of course and/or Unit of Competency fees can be made to Gowrie Training & Consultancy via:

- Credit card
- Debit card
- Electronic funds transfer
- Cheque (payable to Lady Gowrie Tasmania)

Fees must be paid, or a payment plan agreed to prior to commencement of training. Please note that outstanding fees may result in cancellation of your enrolment and/or Gowrie Training & Consultancy withholding the issue of certification until all fees are paid.

For any addition fee cost information including cancellation and refund request form, please refer to the Schedule of Fees and Charges on our website [www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au) or contact us via the contact information at the front of this handbook.

### **PRIVACY**

Gowrie Training & Consultancy takes the privacy of learners seriously and complies with all legislative requirements. These include:

- the Privacy Act 1988
- National Privacy Principles (and updated changes that have since occurred e.g. March 2014)

Learner information is only shared with external agencies such as registered authorities to meet compliance requirements as an RTO. All information shared is kept in the strictest of confidence by both parties and is available on request. In some cases, we are required by law to make learner information available to others such as the National Centre for Vocational Education and Research, Skills Tasmania and for auditing purposes. In all other cases Gowrie Training & Consultancy will seek the written permission of the learner for such disclosure.

Workplaces will also be informed of Trainee learner progression and where applicable for other learners and through appropriate permissions by the learner.

## **CONFIDENTIALITY**

During the class events and/or attendance at host workplaces, a learner may hear and/or see information about families, children, other educators and/or other learners. Confidentiality must be always maintained. Any concerns with confidentiality can be referred to RTO staff.

## **ACCESS AND EQUITY**

The RTO is committed to the principles underpinning access and equity and understands the obligations under legislation in the provision of services.

**ACCESS:** Services are available to everyone who is entitled to them and should be free of any form of discrimination irrespective of a person's country of birth, language, culture, race, gender, or religion.

**EQUITY:** Services are developed and delivered based on fair treatment of clients who are eligible to receive them.

The RTO is committed to ensuring that the training and assessment environment is free from discrimination and harassment and where diversity is embraced. All RTO staff (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. If discrimination and harassment is found to have occurred, disciplinary action will be taken against any RTO staff, contractor and/or learner who has breached this policy. Suspected criminal behaviour will be reported to police authorities immediately.

Learners should expect fair and friendly behaviour from RTO staff, and we follow complaint handling procedures that are advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC). The HREOC Complaints Info-Line: 1300 656 419. See more information: <https://www.humanrights.gov.au/> or Refer to our Complaints and Grievance Policy on the website for more information.

## **ACCESS TO RECORDS**

All reasonable steps are taken to protect the security of personal information held from misuse, loss and unauthorised access, modification, or disclosure. This includes appropriate measures to protect electronic materials (restricted access) and materials stored and generated in hard copy (locked files). Learners at any time can contact the RTO to request access to their record information.



## COMPLAINTS AND APPEALS

### What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by the RTO in any form and does not need to be formally documented by the complainant in order to be acted on. Learners, and or employers should contact the RTO to discuss issues or concerns, or to lodge an informal or formal complaint. All complaints will be acknowledged within 7 working days and the complainant will be contacted to seek resolution. Where complaints cannot be addressed by the appropriate RTO staff member, it will be escalated as per our Complaints and Grievances Policy. This policy can be accessed on our website [www.gowrieconsultancy.com.au](http://www.gowrieconsultancy.com.au) or sent to the complainant on request.

### What is an appeal?

An appeal is an application by a learner for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the learner being notified of the decision or finding. Our Appeals Policy can be accessed on our online platform and through request to the RTO.

## **HEALTH AND SAFETY**

All staff, learners and visitors have a responsibility to ensure the workplace and learning environment is safe.

### **General Principle:**

We require that all learners and RTO staff treat each other with respect and abide by all policies and procedures; not engage in any activity and/or behaviour which may jeopardise the health, safety and wellbeing, or cause any injury or illness to another person engaged with an activity of the RTO. Please report any incident or hazard immediately to RTO staff.

## **LEARNER SAFETY**

The RTO is committed to providing learners with a safe environment in which to participate in learning, training and assessment. The following guidelines are provided as a basis for safe practice in the RTO environment:

- Know and observe details of emergency response and evacuation plans.
- Do not undertake activities which may cause injury to self or others.
- Be responsible for own actions.
- Report all potential hazards, accidents and near misses to the Gowrie Training & Consultancy staff.
- Keep training areas tidy at all times.
- Seek assistance if lifting items e.g. move furniture in a training area.
- Observe hygiene standards particularly in eating and bathroom areas.

## **SMOKING, DRUGS AND ALCOHOL**

Gowrie Training & Consultancy is a smoke-free workplace. Smoking is prohibited in all buildings, grounds, external venues where training occurs and within sight of the building. This is important due to our on-site training facilities being in buildings where education and care of young children is occurring.

Any learner under the influence of drugs and/or alcohol is not permitted on Gowrie Training & Consultancy premises, to use Gowrie Training & Consultancy facilities or equipment, or to engage in any Gowrie Training & Consultancy activity. This includes on work placements. People taking prescription medication have a duty to ensure their own safety, and that of others, they are not affected, and the medication is stored securely.

## **EMERGENCY EVACUATION**

The RTO will:

- Communicate all evacuation procedures to learners at the training facility event.

- Ensure all learners are familiar with the location of all EXITS and fire extinguishers.
- Encourage learners to look at maps to determine location. It is the user's responsibility to understand emergency evaluation procedures displayed around the premises.
- Practice evacuation will be undertaken minimum yearly.

## **FIRST AID**

First aid facilities are available where training is delivered. Accidents must be reported to RTO staff. The accident and any aid administered must be recorded by staff involved.

## **LIFTING**

- Learners should never attempt to lift anything that is beyond their capacity.
- Always bend the knees and keep the back straight when picking up items.
- If a learner has experienced back problems in the past, they are not to attempt to lift heavy objects at all. Ask for assistance.

## **ELECTRICAL EQUIPMENT**

Electrical equipment that is not working should be reported to RTO staff. Any electrical work must only be performed by appropriately licensed or trained personnel. Gowrie Training & Consultancy electrical equipment is tested and tagged as outlined in the relevant legislation.

## **TRAINING AND STUDY AREAS**

- Training and study areas should be clean and clear of clutter to avoid the danger of accident by tripping or falling over.
- Rubbish is to be placed in bins provided.
- Kitchen bench spaces are left clean and tidy and all cups/dishes are washed.

## **COMPUTER/STUDY SAFETY**

Extended periods of time working with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture may result in consistent aches and pains. Current Workplace Health and Safety guidelines indicate that people working for long periods at computers should organise their work to allow a 5 to 10-minute rests every hour. This rest should include a change of position and stretching exercises as appropriate. Posture can be improved by:

- adjusting chair height so that the person's feet are comfortably placed on the floor (or footrest) and arms are at an approximately 90-degree angle.
- ensuring that the computer screen is positioned to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

## SUPPORT SERVICES

Gowrie Training & Consultancy values the importance of our learner's health and wellbeing and encourage learners to speak with our Support Officer if they are experiencing difficulties and/or require additional personal support. There are a several professional organisations well equipped to offer support services.

Often utilised support services that the RTO collaborates with includes:

- Lady Gowrie Tasmania Family Support Service
- Gowrie Training & Consultancy, Professional Development & Support team – mentoring & coaching and digital support.
- 26Ten - <https://26ten.tas.gov.au>
- Job Access - [www.jobaccess.gov.au](http://www.jobaccess.gov.au)
- Libraries Tasmania - <https://www.libraries.tas.gov.au/Pages/Home.aspx>

## USEFUL SUPPORT SERVICES – NUMBERS AND WEBSITES

### Lifeline

13 11 14 or <https://www.lifeline.org.au/>

### Beyond Blue

1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Salvation Army

13 SALVOS (13 72 58) or <https://www.salvationarmy.org.au/need-help/>

### Suicide Call Back Service

1300 659 467 or <https://www.suicidecallbackservice.org.au/>

### Headspace (Youth support 12-25 years)

Hobart: 6231 2927 or <https://headspace.org.au/headspace-centres/hobart/>

Devonport: 6424 2144 or <https://headspace.org.au/headspace-centres/Devonport/>

Launceston: 6335 3100 or <https://headspace.org.au/headspace-centres/Launceston/>

### Department Health Human Services (Family Violence Counselling and Support Services)

1800 608 122 or <https://www.health.tas.gov.au/topics>

### Family Violence Response and Referral Line

1800 633 937 (24 hours, 7 days a week) or <https://www.safeathome.tas.gov.au/>

### Holyoake (Drug, alcohol and other addictions)

62241777 or <http://www.holyoake.com.au/>

### Anglicare

1800 243 232 or <https://www.anglicare-tas.org.au/>

**SHE (Support, Help, Empowerment)**

62789090 or <https://www.she.org.au/>

**Southern Sexual Assault Service (SASS) 24/7 crisis line**

1800 697 877 or <https://www.sass.org.au/>

**1800RESPECT**

1800 737 732 or <https://www.1800respect.org.au/>

**Legal Aid Commission**

1300 366 611 or <https://www.legalaid.tas.gov.au/>

**Family and disability services**

1800 171 233 or <https://www.communities.tas.gov.au/disability>

**Gowrie Training & Consultancy**

03 62306824

[RTO@gowrie-tas.com](mailto:RTO@gowrie-tas.com)

<https://gowrieconsultancy.com.au>



Attachments/ links:

1. Referencing Guide (provided in induction)
2. Fee schedule (found on website and provided via email enquiries)
3. Covid safety plan (found on Canvas for learners and workplaces)
4. Complaints and grievance policy (link to website)
5. CANVAS online platform (How to starting information provided to learner during induction)