



# 2020

## Student Handbook

**Tillys College of Childcare**  
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RTO ID: 91665  
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Website: [tillyschildcare.com.au/our-college](http://tillyschildcare.com.au/our-college)

**Campus Locations**  
42 Station St,  
Waratah, NSW, 2298  
Ph: 49 677 399

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## CONTENTS

About Tillys	3
Our Mission	3
Scope of Registration	3
Our Staff	3
Legislation	3
Enrolment Information	4
Confidentiality of Records	5
Fees	5
Payment of Course Fees	5
Completing your Course	6
Student Services	6
Policies and Procedures	7
1. Plagiarism	7
2. RPL	7
3. Refund	8
4. Students “at risk” of non-completion	9
5. Complaints and appeals	10
6. Student Absences	11
7. Work Placements	12
8. Professionalism of students	15
9. Assessment Strategies and Guidelines	16
Student Declaration	17

 **College History:**

Tillys College of Childcare was established in 2010 as an Early Childhood training college to deliver high quality early childhood training. Tillys College of Childcare is situated within a large long day care centre giving students the opportunity to learn from experienced colleagues and gain hands on experience while training at the college.

 **Our Mission:**

To provide the highest quality early childhood education training, that reflects the needs of staff, early childhood services and industry standards.

 **Scope of registration:**

Tillys College of Childcare is a registered Training Organisation (RTO) and offers the following nationally recognised qualifications:

- CHC30115 Certificate III in Early Childhood Education and Care**
- CHC50113 Diploma of Early Childhood Education and Care**

 **Our Staff:**

Tillys CCC staff are highly qualified early childhood professionals with over 20 years experience in the early childhood field. They have the training and skills to ensure you receive the very best start in your career as an early childhood professional.

 **Legislation:**

The following legislation will affect your training and employment in the early childhood profession in NSW

Skilling Australia’s Workforce 2005 (Commonwealth)
Privacy Act 2001 (Commonwealth)
The Sex Discrimination Act 1984 (Commonwealth)
The Racial Discrimination Act 1975 (Commonwealth)
The EEO for Women in the Workplace 1999
The Australian Workplace Relation Act 1996
Disability Standards for Education Act 2005
Childcare Act 1972
Family Assistance (Administration) Act 1999
Schedules 5 & 6 of the A New Tax System (Family Assistance and Related Measures) Act 2000
Australian Childhood Immunisation Register (Health Insurance Commission)

Child Care Benefit (Eligibility of Child Care Services for Approval and Continuous Approval) Determination 2000
Priority of Access Guidelines
National Vocational Education and training Regulator Act 2011
Education and Care Services Regulations 2011
Children and Young Persons (Care and Protection) Act 1998
Child Protection (Prohibited Employment) Act 1998



## Enrolment Information:

### Age Limits

Minimum age to undertake the course is 16 years, however under the Education and Care Services Regulations you cannot be left unsupervised in a children's service until you are 18 years of age.

### Recognition and Credit Transfer

As a Registered Training Organisation (RTO), we must recognise the AQF qualifications and Statements of Attainments issued by other RTO's under the principle of National Recognition. To gain credit you must submit the original or a certified copy (signed by a JP) of the qualification or Statement of Attainment.

### Language, Literacy and Numeracy Requirements

Students should be able to read, comprehend and discuss printed information in English and understand simple verbal and written instructions. All students must undertake a Language, Literacy and Numeracy assessment as part of the enrolment process.

### Student Uniform

All students will be provided with one student shirt upon enrolment (polo shirt). Additional shirts can be purchased at an additional cost. Student shirts are to be worn with black or navy skirt/shorts/pants. Student uniform must be worn at all times when on placement and it is the preferred dress on campus.

### Student Hats

Student hats are provided to all students for the duration of the course. These hats are to be returned on the completion of the course. Lost or unreturned hats will incur a fee of \$20. Hats are to be worn whilst outdoors at all times as per Sun Smart policy.

### Unique Student Identifier

If you do not already have a Unique Student Identifier (USI) and you want Tillys College of Childcare to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Tillys College of Childcare will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;

- your gender; and
- your contact details.

Any personal information collected by Tillys CCC solely for the purpose of creating a USI on behalf of the student will be destroyed after the USI is created.

### **Exception from having a Unique Student Identifier**

If you have a genuine personal objection to being assigned a USI you can apply for an exemption to the Student Identifiers Registrar. To apply for an exception, you must complete a Commonwealth Statutory Declaration form and send it to the Registrar at the following address:

Student Identifier Registrar  
C/- Department of Education and Training  
GPO Box 9880  
Canberra ACT 2601



### **Confidentiality of Records:**

Tillys College of Childcare is required to collect personal information about you including identification with your consent. Tillys CCC keeps all records of your enrolment and assessment stored confidentially. State and Federal Training Authorities will use the information gathered for statistical and reporting purposes. The Privacy Act (2001) guards the confidentiality of your records. Student competency results will be held for a period of thirty years for the re-issuance of credentials within this period. Requests for access to your files must be in writing to the College Manager who must respond within 7 days of a reasonable request.



### **Fees:**

On accepting our *Offer of Enrolment* you also acknowledge and accept our *fee policy*, which includes:

A non-refundable administration fee of \$750.00 for CHC30113  
\$750.00 for CHC50113

Course Fee: \$5500.00 for CHC30113  
\$8500.00 for CHC50113



### **Payment of course fees:**

Course fees are to be paid in prescribed instalments. Students will be advised on enrolment when payments are due. ***Failure to pay fees at the scheduled time will result in withholding of assessment tasks, learning materials and results, including transcripts and certificates.***

Payments can be made by:

- Direct debit,
- Cheque,
- Money order or
- Credit card.



## Completing your Course:

### ***Partial Completion – Statement of Attainment***

A statement of Attainment will be issued for partial completion of a qualification within 21 days of withdrawal from the course, provided that all outstanding fees are paid to the college.

To apply for a Statement of Attainment **at any other time** (including re-issue of previously issued statements); students must make the request in writing to the College Manager.

This request must contain the following information:

- Student Name
- Student number
- Course name and code
- Date start and date completed the course
- Mailing address
- Contact telephone number
- Cheque, money order or credit card details for \$50.00

Please allow 21 days for processing

### ***Full Completion – Issue of Qualification***

The qualification certificate and a statement of results will be issued on completion of the course, providing that all relevant fees are paid to the college.

To apply for a copy **at any other time** (including re-issue of previously issued qualifications); students must make the request in writing with the information as above.



## Student Services:

### ***Student support while studying***

Ongoing support is available to all students. Your trainers are available to answer any questions. Please call the college on 49677399 and leave a message for your trainer who will return your call promptly.

Or email: college @tillyschildcare.com.au

### ***Learning materials***

The college will provide students with the appropriate learning materials to complete assessment tasks. Students can supplement these materials with their own resources from their local library, the internet or by purchasing textbooks from bookstores. When receiving marked units please refer to comments for future assessments.

### ***Independent Learning***

Students will have access to computers, internet and an up to date library of relevant professional texts and journals. All college materials must be treated with respect. College text books are to remain in the college at all times.

### ***Orientation***

An orientation program is offered to all students upon commencement of classes.

## Centrelink Allowances

Please contact Centrelink for advice regarding allowances to which you may be entitled. Information can be found at [www.centrelink.gov.au](http://www.centrelink.gov.au) or telephone 132490 (Youth Allowance & Austudy) or 132317 (Abstudy).



## Tillys CCC Policies and Procedures:

1. Plagiarism
2. RPL
3. Course refund
4. Students “at risk” of non-completion
5. Compliments, complaints and appeals
6. Access and Equity
7. Work Placements
8. Professionalism of students whilst on campus
9. Assessment Strategies and Guidelines

### 1. Plagiarism

Plagiarism is the use of another person’s work or thoughts without acknowledgement. Plagiarism by students is considered academic dishonesty and will result in disciplinary action, up to and including expulsion from the college.

### 2. RPL (recognition of prior learning)

Individual applications for RPL can be made on the basis of your current skills and knowledge acquired through previous education, training, and work or life experience. Once you have made application and had your skills and knowledge assessed against standards, you may be eligible to receive full recognition or part recognition.

Students who are requiring Recognition of prior learning (RPL) must provide evidence for every element in the particular Unit of Competency for which you’d like to be granted recognition.

You must provide enough evidence and a reasonable range of evidence to be granted recognition, although you may not need to demonstrate every type of evidence in each element. The range of evidence options is shown in the following documentation.

In some instances, your evidence may be supplemented by an on-the-job observation of your skills and knowledge in a specific unit. This observation would entail a brief visit to your work placement by the Collage Trainer. On-the-job assessments may not be used as the only form of evidence for recognition of RPL.

Listed below are the types of things you could be doing now, or may have done, that can assist you to demonstrate that you have the skills and knowledge identified in this unit.

#### ✓ Evidence of Training/Copies of Qualifications

- Formal qualifications in early childhood education and/or development and/or health & safety which must be certified by a J.P.

- Training from a recognized training provider (e.g. workshop attendance or short course training) in relation to the competency.
- ✓ **Evidence of Work History/Resume**
  - Employment in an early childhood service (e.g. long day care, preschool) combined with some responsibility for and demonstration of skills in competency.
  - Long term volunteer work experience in an early childhood service (e.g. long day care, preschool) with demonstrated involvement in the competency.
- ✓ **Evidence of Written Records/Work Samples/Workplace Activities**
  - Recent or current documents or records showing that the applicant has demonstrated skills in early childhood environments within the applicable competencies. These products or records should demonstrate that the applicant has engaged in the applicable competencies.
- ✓ **Statements by others/ copies of communication that verify skills**
  - Statements from trained professionals Early Childhood workers (e.g. Centre Director, Early childhood Teacher/ coordinator, etc) who have seen the applicant demonstrate the skills for which they are submitting evidence and can authenticate this evidence. It is essential that such people use an official letterhead.
- ✓ **Performance**
  - Direct observation of skills in supporting the individual competencies
  - Video or photo documentation of the specific competencies

If you require Recognition of Prior Learning (RPL) you will need to collect a RPL package which will itemise the support material required for this recognition.

A package will be available from the reception desk or can be arranged to be sent to you.

### **3. Course Fee Refund Policy**

The following policy must to read in relation to course fees:

1. The course administration fee is non-refundable.
2. If a student withdraws from the course, in writing, within 14 days of the date of enrolment and prior to the advertised commencement date of the course, all course fees will be refunded.
3. If a student withdraws from the course, in writing, after 14 days of the date of enrolment and prior to the advertised commencement date of the course, 50% of all course fees will be refunded.



4. If a student withdraws from the course on or after the advertised commencement date of the course, no refund will be given.
5. If a student withdraws from the course, and does not immediately notify the college in writing, no refund will be given.
6. In the case of proven extreme hardship or serious illness/injury, and at the discretion of the college CEO, a partial refund may be given.
7. If a student wishes to apply for special consideration in relation to clause (5) must do so in writing and supply supporting evidence.
8. If a student is deemed to be “at risk” and has not made satisfactory process as per the “at risk” policy and procedure and where a student’s enrolment is terminated by the college, no refund will be given.
9. If the RTO fails to provide the agreed service a full refund, or partial refund of services not provided will be given
10. If the RTO closes, ASQA will be notified, students will be issued with any certificates, statement of attainments or transcripts required and a refund will be given for any units/qualifications not yet taught.
11. If the RTO changes ownership, all current enrolments, fees payments and competencies will be transferred as is to new owners.

#### **4. Students “at risk” of non-completion**

A student may be deemed to be “at risk” of failure of completing the Diploma in Children’s Services or Cert III courses if the following is evident:

- Continual non attendance at the college without a valid reason e.g. doctors certificate or consultation with course trainer.
- 80% attendance is required for completion of the course unless a valid reason is provided
- Unsatisfactory work performance in all areas including participation at the Collage and on Practicum
- Non completion of set work and tasks including assignments
- Non completion of assignments and tasks to an appropriate standard
- Students unable to display an attitude of tolerance and non bias of individual difference and be able to accept that each child is individual and family is unique.
- Not yet demonstrating to work as a member of a diverse and dynamic team
- Not yet able to demonstrate empathy towards children
- Not demonstrating the ability to follow centre Procedure and Policies whilst on College
- Not demonstrating the ability to follow centre Procedures and Policies whilst on practicum

- Not demonstrating the ability to communicate effectively with co-workers
- Inability to arrive on time at college and at Practicum
- Continuous Plagiarism in assignments and set tasks

Students at risk of failure will be notified in writing that they are “at risk” of failure and all efforts will be made by the college, college trainers and work placement supervisors to help the student “at risk”.

If a student is deemed “at risk” and all efforts have been made to assist the student, the student will fail the course and no refund will be given.

### **5. Compliments, complaints and appeals**

We would like to hear from you if you are not happy with any part of our Registered Training Organization. We welcome any compliments, complaints or suggestions as it helps us to provide a better service to you as students. We strongly believe that by working together both the consumer and the college can benefit.

#### **What should you do?**

- Talk to a Trainer
- Talk to the College CEO - Donna MacIntyre
- Put your problem or complaint into writing

**Name: Donna MacIntyre**

**Address: 42 Station Street Waratah 2298**

**Phone: 49677399**

**Email: college@tillyschildcare.com.au**

#### **What action will be taken?**

##### **For Complaints:**

1. The Trainer will advise the College CEO who will attempt to resolve the matter immediately.
2. Complaint and action will be documented. Either an informal complaint form for minor issues or a Formal complaint form for more serious complaints. Complaint form will be completed by person receiving the complaint.
3. If not possible to resolve immediately, it will be referred to the appropriate person.
4. All parties involved in the complaint will have an opportunity to have their say.
5. Where appropriate and always for a serious formal complaint, a copy of agreed action or written response will be provided to the student. A copy will be retained at the centre also.

##### **For Appeals:**

1. If you are unhappy with the result of an assessment task you are to speak with the college trainer who will discuss reasons for the outcome.

2. If the student is still unhappy with the outcome the student is to put the appeal in writing.
3. The assessment will then be given to an external assessor from an independent RTO for moderation to determine the outcome of the assessment.
4. The result of this moderation is final.

#### **How long will it take to get an answer?**

- Immediately if possible
- Final resolution to be achieved within 14 days, where possible for complaints.
- Final resolution to be achieved within 30 days, where possible for appeals.

#### **If your problem has not been resolved:**

- The CEO will make the final judgement for any complaints and the CEO's decision is final. This process does not restrict the student's right to pursue other legal remedies.

#### **National Training Complaints Hotline**

Ph: 13 38 73 or email: NTCH@education.gov.au

## **6. Student Absences**

### **College Attendance:**

- √ Attendance at lectures/workshops is compulsory and will be recorded.
- √ Students must attend a minimum of 80% of all classes, any less may result in failure of a unit.
- √ Students must contact the college if they are going to be absent.
- √ A medical certificate must be provided for any absences, where appropriate.
- √ Regular absences will be dealt with by the college CEO and may result in disciplinary action, including failure of unit.

### **Work placement Attendance:**

- √ It is mandatory that all students attend all placement days **without exception**.
- √ In the event of sickness or emergency, the centre director must be notified of your absence.
- √ Students must also notify the college of their absence.
- √ Copies of medical certificates must be provided to the centre director and the college.

## **7. Work Placements**

All students must undertake a practicum component of their course, which involves hands on experience in an early childhood setting.

### **Selecting your vocational placement:**

Tillys CCC trainers will coordinate the placement of students. Ideally students will be placed in Tillys LDC centres, where possible or other approved Centres. Students will be consulted in this process and consideration taken into account including students geographical location, transport and learning opportunities.

### **Placements:**

Students are required to complete work experience one (1) day per week in a centre and an additional 2 to 4 week block placement. There will be mandatory assessment tasks for work placements and any absence during these blocks will be regarded as a very serious issue. Students must complete a practicum timesheet showing the hours spent with each age group. Students must observe all operational aspects of the centre, including opening and closing shifts.

### **Working with Children Checks:**

All students will be required to complete a 'Working with children check' on enrolment at the college, this will need to be processed and clearance given before students will be permitted to do any practicum placements.

### **Confidentiality:**

Any matters regarding the Centre, other staff, the children or the families must not be discussed outside the Centre, nor should gossip and rumours occur within the Centre. Under no circumstances should students give information about any children to parents. You are not qualified to give such information.

### **Staff attendance records:**

Students must sign the college sign on/off sheet on arrival (located in the college) and write their departure time when leaving.

### **Your role at the centre:**

Whilst you are at the centre students are under the guidance and direction of the Approved Provider or the Director or a person designated by the Director.

**Students** will undertake practicum/work experience under the direction and guidance of the room leader or a person designated by the Director. This will allow your day to work well for both you and the children.

PLEASE NOTE: It is a policy of all centres that students are not to be left unsupervised with the children at any time, are not to pick up the children under any circumstances and are not to change children's nappies unless Nappy change Training is taking place or permission has been given by college teacher.

### **Welcoming Children, Parents and Staff:**

Students will greet children and their families to the centre on arrival and farewell them on departure.

**Dress code:**

Students must maintain a neat and tidy appearance at all times as this is a reflection of your professionalism and the centre.

Students **must wear their student uniform when on work placement**. Footwear should be protective and have adequate grip. Shoes should have an enclosed toe and a strap at the back; fully enclosed shoes are more practical.

**A sun hat for outdoor play is compulsory** (A bucket or legionnaire style hat must be worn in order to meet our sun protection policy.)

**Professionalism:**

Staff and parents view students as potential staff member so remember that first impressions are critical.

Students should be motivated, on time, respectful, courteous, cheerful and show you are willing to be part of a team.

Assist staff and show initiative; don't wait to be asked to do something.

**No smoking policy:**

All centres have a "no smoking policy"; this includes the entire property of the centre. This is also a Centre based regulation.

**Telephone Policy:**

If you need to make personal phone calls at anytime please see the Director.

**Mobile phones are not permitted in the play rooms and must be switched off or turned on silent if in the college.**

Phone calls will only be permitted in your break time unless it is an emergency. Permanent staff will answer all incoming calls to the centre.

However in the event that this does not occur, please answer the telephone in the following manner;

- ❖ Good morning/afternoon, Tillys Play & Development centre, this is .....  
Speaking. How can I help you?

**Personal belongings:**

Please ensure your personal items are kept in a safe place during the day. Please see the director for a place to keep your items.

**Leaving the centre premises:**

You are required to notify the Director if you are leaving the centre at anytime during the day.

You are permitted to leave during your break time but must ensure that the centre director is informed prior to you leaving.

**Lunch breaks:**

The Director or group leader working with you will advise you of your designated break time.

**Parking:**

Please park your car at the rear of the designated car park (this allows parents and children to alight near the centre entry).

### **Behaviour Management:**

Centre programs promote a positive approach to managing children's behaviour. It is expected that centre staff will be primarily responsible for managing the children's behaviour; however your role at the centre will include prevention of inappropriate behaviour. You will need to be guided by the staff members. For more information please read the centres Positive Guidance policy.

### **Medication:**

Permanent staff members can only administer medication. Should a parent approach you with medication, please refer them to a permanent staff member.

No over the counter medication is permitted to be given to children whilst at the centre.

**Staff medication** – is to be kept in the staff room and inaccessible to children at all times.

### **Emergency Procedures:**

Please see the Director or Room leader in regards to the centre's emergency procedures such as fire, natural disasters or any other emergency.

Please make yourself familiar with the evacuation procedures located in each room. You may find yourself participating in a routine fire drill.

### **Routines & Program:**

Students should familiarise themselves with the daily indoor/outdoor and small group programs for the day. Your role includes the set up, implementation and evaluation (if requested) of these experiences and programs.

### **Sun Smart Policy:**

It is policy that Sunscreen is provided for the children and staff.

Sunscreen is applied in the morning and the afternoon (during nappy change times for babies).

Hats are worn at all times whilst outdoors all year round – both of these preventatives are for the protection of the skin against the sun. For more information please read the centres SunSmart policy.

### **Grievance Procedures:**

If you are having difficulty with another staff person, parent or any aspects of your work, please do not hesitate to contact the director to assist you in the resolution of this problem.

### **Child Protection:**

It is policy to report all suspected child abuse in any form to the proper authorities. All persons who deliver care to children as part of their paid employment are mandatory reporters.

All students are to report straight to the centre director if they suspect a child may be at risk of harm. Please read the centres child protection policy for more information.

### **Absences:**

It is mandatory that all students attend all placement days **without exception**. In the event of sickness or emergency, the centre director must be notified of your absence.

Students must also notify the college of their absence.

Copies of medical certificates must be provided to the centre director and the college.

## **8. Professionalism of Students whilst on campus**

### **Attendance at lectures/workshops:**

Attendance at lectures/workshops is compulsory and will be recorded. Regular absence will be dealt with by the college CEO and may result in disciplinary action (see Student Absences Policy for more information).

Course material will be distributed during lectures/workshops. Additional copies of course materials will be provided upon presentation of a medical certificate or valid proof of absence.

### **Dress code:**

Students must maintain a high standard of dress at all times even when on campus.

- It is preferable that students wear the college uniform (one shirt will be provided to students on enrolment)
- Short skirts and shorts and singlet tops are not permitted. Collared shirts and dress tops are preferred.
- No sandals, hiking boots or thongs to be worn. Shoes must remain on at all times.
- Hair must be neat, tidy and clean

### **Attitude:**

- Use appropriate language and volume at all times; swearing is unacceptable.
- Mobile phones must be switched off during class times. For emergencies give your family the college phone number.
- Show respect and consideration at all times. Positive participation is assessable.
- Friends and family are not permitted to enter the college unless by invitation from college staff.

### **Disciplinary Action:**

Students must follow all college policies and procedures. Failure to do so may result in disciplinary action, such as:

- A verbal warning
- A written warning being issued
- Expulsion from the college

All disciplinary action is documented.

## 9. Strategies for Assessment and Assessment methods

The strategies Tillys College of Childcare will be using to assess students include:

- Written tasks throughout each unit from courses CHC30113 Certificate 111 in Early Childhood Education and Care and CHC50113 Diploma of Early Childhood Education and Care.
- In class tasks and discussions to get an understanding of students understanding of what they are learning.
- Group work
- Question and answer time during class or practicum visit.
- On the job assessment by supervisor
- Individual reports for each student once each unit is marked for reflection and learning
- Workplace observation assessment reports completed by supervisor and assessor.
- Workplace tasks used for on the job training for all students
- Regular contact with student supervisors to make sure employability skills are on track individually.
- Regular visits to all students on practicum.
- Regular phone/email contact with students for both support and encouragement as required.
- RPL via our college Checklist and also by using the website [www.csh-itab.com.au](http://www.csh-itab.com.au) (All in a Days Work)

### How students will be assessed:

Each individual student will be assessed by using strategies listed above and checking through each task within the training package to clarify understanding of knowledge learnt. A report will also be given to each student on feedback from each unit completed.

Learning and assessment materials can be customised to best suit a student's needs. Tillys CCC is offers flexible learning and assessment procedures to provide the optimum training experience for students.

### Issue of Qualifications:

Tillys CCC will only issue qualifications and/or Statements of Attainment only to students who satisfactorily complete the requirements of the accredited courses/endorsed training packages within the scope of registration. Certificates will be issued within 30 days of successful completion of the course as long as all course fees are paid.





## Student Declaration

You must read the student handbook before completing this declaration.  
Please submit this page to the college.

I \_\_\_\_\_, agree to the following.  
(Student name)

I agree to comply with all policies, procedures and standards of behaviour set out by Tillys CCC.

I understand the fee structure and refund policy of Tillys CCC

I understand the RPL process

I will respect my peers and Tillys Play and Development Centre Staff

I will be punctual and agree to undertake a program

I am aware of all legislation and regulations which will affect my studies and employment in the Early Childhood Sector.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_