



Student Handbook

for

CHC40313 Certificate IV in Child, Youth and
Family Intervention



Acknowledgements

This Student Handbook is part of a set of materials used for Student Orientation as part of the Enrolment Package produced by Rowe Training and Consulting.

RTO Code 70054

Nationally Recognised Training Organisation



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WELCOME

Welcome to Rowe Training & Consulting, this book outlines our CHC40313 Certificate IV in Child, Youth and Family Intervention course which is delivered in a supportive, conducive and friendly atmosphere.

You will be assigned a Trainer/Mentor through the enrolment process. They will be your support person who will guide you through the course to reach your goal and gain a qualification.

Please ensure you access and read our policies and other information on how we operate via our website: www.rowetraining.com.au

Enjoy your course and welcome!

Debbie Rowe

CEO

P& D Rowe Pty Ltd

Trading as Rowe Training & Consulting

RTO Code: 70054

CONTACT DETAILS

Should you have any queries, do not hesitate to contact our office:

CEO / Managing Director

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E: Debbie.rowe@rowetraining.com.au

Administration

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ABOUT ROWE TRAINING & CONSULTING

We have been working within the Early Childhood and Children’s Services Sector in the Territory for approximately 25 years and we have quickly gained a reputation for delivering quality nationally recognised training since becoming a Registered Training Organisation in 2007. Courses are offered to meet the needs of you, the client, drawing on relevant current examples. The workshop sizes are small and we pride ourselves in getting to know all our students and being able to provide them with personal learning support and mentoring throughout their training.

At Rowe Training our aim is “To engage in partnerships supporting students and organisations in reaching their full potential”.

We ensure we keep abreast of best practices in training and in Children’s Services such as Out of Home and Residential Care. Our business practices being one of continuous improvement, therefore information is constantly changing. Please refer to our website for all information regarding policies and procedures.

Our Objectives

In recognition of our aim, our objectives are:

- » People. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- » Safety and equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- » Integrity and ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- » Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- » Learner centred. We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- » Industry engagement. We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Our Expectations of You

Rowe Training and Consulting expects you:

- » To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- » To comply with the rules and regulations of Rowe Training and Consulting.
- » To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- » To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- » To monitor your own progress by ensuring that assessment deadlines are observed.
- » To utilise facilities and Rowe Training and Consulting publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- » To respect other students and Rowe Training and Consulting staff members and their right to privacy and confidentiality.

CHC40313 Certificate IV in Child, Youth and Family Intervention

Prerequisites / Eligibility

Students must meet the following criteria:

- be aged 18 years or over
- be an existing worker within an Out of Home Care Program
- have the support of a supervisor or employer
- able to commit to the course duration and time commitment

These entry requirements will be confirmed through information collected on the enrolment form including confirmation from the workplace supervisor or employer.

Duration: 18 Months

You will also be required to complete the Aptitude Quiz at a satisfactory level which will identify if you have sufficient language, literacy and numeracy skills to complete the course or are requiring further learner support before enrolling in this course.

The units offered by Rowe Training & Consulting are listed on the following page. You will note that there are 10 core and 6 elective units. You must complete all core and elective units successfully to achieve the qualification. Upon successful completion of all of the 16 units, you will receive your qualification.

This is a work-based course with a mixed mode of delivery:

Self-paced Study (Online learning materials)

Study Group

Work based learning

Please note all workshops are held on Tuesday – 9.00am to 12.00pm

New Enrolments are taken at the beginning of each unit, contact Administration to see when the next unit will be starting.

CHC40313 Certificate IV in Child, Youth and Family Intervention (Residential and Out of Home Care)

	Unit Code	Unit Name
Elective	CHCPRP003	Reflect on and improve own professional practice
Core	CHCCOM002	Use communication to build relationships
Core	CHCDEV001	Confirm client developmental status
Elective	CHCCCS016	Respond to client needs
Elective	CHCCCS009	Facilitate responsible behavior
Elective	CHCECE006	Support behaviour of children and young people
Elective	CHCMHS007	Work effectively in trauma informed care
Core	CHCCCS006	Facilitate individual service planning and delivery
Elective	CHCPRT009	Provide primary residential care
Core	CHCPRT005	Work within a practice framework
Core	CHCDIV001	Work with diverse people
Core	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
Core	CHCLEG001	Work legally and ethically
Core	CHCPRT001	Identify and respond to children and young people at risk
Core	CHCPRT003	Work collaboratively to maintain an environment safe for children
Core	HLTWHS001	Participate in workplace health and safety

Total number of units = 16

Please note

Those students who have completed a CHC30113 Certificate III in Early Childhood Education and Care will be able to receive credit transfers which will affect both the course fees and the duration of the course.

WHY STUDY WITH US

We are the only local RTO who specialise in the Children's Services in the Northern Territory. Our vision is to support each student with their individual learning needs to achieve their qualification and become a highly skilled Educator that can ensure professional care for the children and families of the NT.

Included in the course:

- Weekly Study Groups
- Online Learning and Assessment materials with 24/7 Access
- Phone/Email support & requests answered within 48 hours

YOUR INVESTMENT

TRAINING PROGRAM	INVESTMENT
CHC40313 Certificate IV in Child, Youth and Family Intervention (895 hours)	
Administration Fee – Paid upfront before commencement	\$330
Course Fees total 16 Units Payment Plans Option 1 \$1500 up front Plus payment plan for \$2980 - 26 fortnightly payments of \$115. Direct Debit through Ezidebit Option 2 *Payment Plan Options- 39 fortnightly payments of \$119 Direct Debit through Ezidebit	 \$4480 \$4640
Please note: course fee payments made in advance cannot exceed a total of \$1,500 for each student. (refer to refund policy on website). <i>Inclusions:</i> All learning and assessment materials Graduation Function Event	
Recognition of Prior Learning (RPL)	\$185 per unit

MISCELLANEOUS CHARGES	FEE
Re-issuing a certificate, qualification or statement of attainment	\$27.50 (GST Incl.)
Replacement of text or learning material	At Cost
Re-scheduling a Workplace Assessment Session Where a student fails to notify their trainer they are unable to attend or complete assessment and trainer attends workplace.	\$55.00 (GST Incl.)

REFUND POLICY AND STATUTORY COOLING OFF PERIOD

Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Rowe Training and Consulting is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Rowe Training and Consulting fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

As a private RTO, we are unable to provide further financial support to students on Pensions or special benefits.

Each Student is entitled to exercise their right as a consumer in accordance with the Australian Consumer Law and the Australian Competition and Consumer Commission (ACCC).

Australian Consumer Law - <http://consumerlaw.gov.au/>

Australian Competition and Consumer Commission - <https://www.accc.gov.au/>

Please refer to our Refund Policy on our website for further details.

STUDENT ADMINISTRATION

Ongoing support is available. Administration is available Monday to Friday from 9am – 5pm to assist you with any enrolment enquiries and student administration requirements. Administration can support you with the following:

- » Enrolment information
- » Access to Student Log In/ Password changes etc.
- » Timetables/Study Group Schedule
- » Training Venue Information
- » Student Fees & Charges
- » Assistance with course suspensions/withdrawals
- » Training Progress Reports
- » List of units enrolled in
- » Personal Student Records/updating/changes
- » Training Policies and Procedures
- » Rights and obligations
- » Accessing student records
- » Assist with eLearning Management System (EDUongo)

STUDENT SUPPORT - COURSE TRAINERS

All course facilitators are enthusiastic, highly qualified trainers and mentors, their role is to support you to achieve your best. They draw on their current skills and knowledge of changing practices to ensure you have an effective learning experience.

Course facilitators are available for learning queries and to support you through the following:

- » Orientation to course
- » Development of Individual Learning Plan
- » Assessment or Learning Queries Email/Phone
- » Workplace Mentoring/ on-site visits with student and supervisors
- » Regular reviews to ensure you are progressing as per your Training Plan
- » Completion of RPL

Rowe Training and Consulting values feedback on the quality of training provided. During your training program trainers will ask students to complete a training evaluation form about training sessions and activities this is the time to let us know what's working and what could be improved. Feel free to provide feedback anytime through the Website, (if you wish this can be anonymous).

ACCESSING YOUR RECORDS

You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by Rowe Training and Consulting; you are welcome to have access anytime and request a copy. If you require access to your records, contact administration and it will be organised immediately.

UNIQUE STUDENT IDENTIFIER [USI]

As of the 1st of January 2015, all Australians who undertake Vocational Education and Training [VET] must have a USI. The USI ensures that people can obtain a complete record of their enrolment and achievements from a single online source.

If you do not have a USI a Registered Training Organisation (RTO), such as Rowe Training and Consulting, cannot issue a Statement of Attainment (SOA) or Qualification Certificate upon the successful completion of training.

USIs form an important part of the student records system, they can be obtained at any time. Please create your USI and submit to Rowe Training and Consulting when completing your Enrolment Application Form.

More Information

For more information about USIs and how to apply for your own USI watch this video: www.youtube.com/watch?v=HRYaaF-B7Ho

Apply Here To apply for your USI visit: ['Create a USI'](#).

Help? Contact Administration at Rowe Training and Consulting. Or contact the USI Department directly by visiting the usi.gov.au website and/or contact the USI office on 13 38 73 OR usi@industry.gov.au

TRAINING SITE

Our training sites have internet access and small kitchen with a refrigerator to store food. Our main training room is located:

5 McCourt Road, Yarrowonga NT 0830, in the Kentish Lifelong Learning and Care Building.



ASSESSMENT

Assessment items are marked “C” (Competent) or “NYC” (Not Yet Competent).

If one of your assessments is marked as NYC, your Training Facilitator will provide you with information on reassessment opportunities. This will be noted in the assessment feedback process online.

For further assessment details, please see our [Student Assessment Guide](#)

SUBMITTING ASSESSMENTS

Assessment tasks are submitted online. In Eduongo “the eLearning Management System”, each section of the course has a space to submit assessments. Your training facilitator will demonstrate submitting an assessment with you after enrolment. Please note if you are having any difficulties with submission or accessing your course online contact administration (see contacts on page 4) who will be able to support you with the process or give you an alternative option.

Your assessment submissions must be computer processed in electronic format. No handwritten assessments will be accepted. If for some reason you are without access to a computer or the internet, please advise your Training Facilitator or Administration.

If your assessment has been submitted online, you will note a response “assessment submitted successfully”.

Assessments are often completed whilst studying with other students; please note that each student should submit an original answer to assessment tasks, those students submitting the same work will not be accepted. Students need to be aware of plagiarism (refer to policies).

COMPUTER REQUIREMENTS

Students will need access to a computer and the internet.

Minimum specifications for the computer are:

- Microsoft Office 2003, **and**
- Microsoft Windows 98, **or**
- Mac OS X, **and**
- CD-ROM drive.
- Internet Browser: Firefox, Google Chrome

Students will need access to the internet in order to access the e-Learning website (Eduongo) and a current email address.

ON COMPLETION

Partial Completion

Issue of Statements of Attainment

Statements of Attainment are issued for partial completion of a qualification within 21 days of withdrawal from the course. Statement of Attainment will not be released if there are outstanding fees to be paid. The exception is for trainees and apprentices who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

To apply for a Statement of Attainment to be reissued, students must make a request in writing to Administration.

This request must contain the following information:

- » Student Name and Number
- » Course Name and Course Code
- » Date started and completion date of the course
- » Mailing Address and contact telephone number
- » Proof of direct deposit details to effect a payment of **\$27.50 (GST Inc.)**

Please allow 30 days for processing.

Full Completion

The Qualification parchment and an Academic Transcript will be sent within 30 days of course completion, providing all relevant fees are **paid** and student has provided RT&C with their USI.

To apply for a Parchment or Statement of Attainment to be reissued, students must make a request in writing with the information as above.

LEARNER SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Learner Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with a RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to Rowe Training and Consulting for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

COMPLAINTS

Rowe Training and Consulting is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if necessary. If you have a complaint, we will listen. We aim to deal with any complaint in an effective and timely manner. You should know that if you have a complaint or grievance:

- » We will take your complaint/grievance seriously, and will record the details, actions taken and the outcome in writing
- » You may have an independent person attend any meetings with you to act as a support person or your advocate
- » You will have the opportunity to formally present your case
- » You will receive a letter from us detailing the outcome of your complaint and any reasons for the decisions we have made about it.

Our Complaints and Appeals policy is also available on our website for you to view at:

www.rowetraining.com.au/studying-us/policies-and-downloads

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by Rowe Training and Consulting in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student 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 submitted to Rowe Training and Consulting within 28 days of the student being informed of the assessment decision or finding.

Early Resolution of Complaints and Appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Quality Assurance

RTC is bound by requirements under the VET Quality Framework. In line with these requirements and to ensure high quality of service delivery, we undertake regular evaluations of student learning, on site with students and employers and following the completion of courses and through an annual student review. Results of each annual review will be provided to all students in our student newsletter and will be published on our web site.

We use information gathered from this process to make improvements to our training programs and services to all our clients.

Please ensure you access and read the following policies found on our website:

- » Student Enrolment
- » Refund Policy
- » Assessment
- » Complaints and Appeals
- » Core Skills Support (Language, literacy and numeracy)
- » Privacy

These are available for download at: www.rowetraining.com.au/studying-us/policies-and-downloads

Your Equity

Rowe Training and Consulting is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Rowe Training and Consulting staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Rowe Training and Consulting staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Rowe Training and Consulting that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to Rowe Training and Consulting, they are advised to contact the HREOC Complaints Info-line on 1300 656 419 or www.humanrights.gov.au/complaints-information.

Your Privacy

Rowe Training and Consulting takes the privacy of students very seriously and complies with all legislative requirements. These include the Australian Privacy Principles (2014). Student information is only shared with external agencies such as registering authorities to meet compliance requirements as a Registered Training Organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases, we are required by law to make student information available to others such as the National Centre for Vocational Education and Research. In all other cases Rowe Training and Consulting will seek the written permission of the student for such disclosure.

STUDENT INFORMATION CHECKLIST

RTC will discuss the following with each student prior to enrolment:

- Courses structure – Learning & Assessment
- Enrolment eligibility (working for OHC Provider)
- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Fee refund policy
- Prerequisites, including literacy and numeracy requirements
- Feedback/Complaint procedure
- Staff responsibilities
- Facilities and equipment
- Student support
- Policies & Procedures – Website
- Qualifications to be issued on completion or partial completion of courses
- Photo Permission
- Student's Rights and Obligations
- Previous Experience and skills

Student Notes

