



RTO 45787

ESTD. 2022

STUDENT HANDBOOK

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Welcome

Welcome to Paragon College.

We are a Registered Training Organisation (RTO) that is regulated by the National Vocational Education and Training Regulator called the Australian Skills Quality Authority (ASQA). We have to comply with the Standards for Registered Training Organisations (RTOs) 2015.

Paragon College provides quality Vocational Education and Training (VET) programs. Our courses are delivered by highly qualified trainers and assessors with extensive industry experience ensuring that your learning experience is of the highest quality.

We hope you enjoy your study to enhance your career at our college and gain the required skills and knowledge.

I welcome all feedback that would help us improve our services and provide you with the highest level of education.

Yours sincerely,

Munish Sharma
Chief Executive Officer

Courses, Fees and Entry Requirements

Courses Offered

Course	Duration	Delivery Mode	Work Placement	Enrolment Fee (Non-refundable)	Tuition Fee
CHC33015 Certificate III in Individual Support	22 Weeks	Blended Learning (face-to-face training, webinars)	Yes (120 hours)	\$110	\$1,750
CHC30113 Certificate III in Early Childhood Education and Care	26 Weeks	Blended Learning (face-to-face training, webinars)	Yes (120 hours)	\$110	\$2,000
CHC50113 Diploma of Early Childhood Education and Care	78 Weeks	Blended Learning (face-to-face training, webinars)	Yes (240 hours)	\$110	\$4,500

Possible Additional Fees / Charges – Students are Responsible for these Payments			
Description	Fees	Description	Fees
RPL Fee	A\$100 Per Unit	Penalty for late payment	5% of outstanding fees
Repeat Unit Fee	\$100 /unit	Credit Card Payment	2.5% surcharge
Course Extension Fee/ Month	\$250	Reassessment fee	No charge for a maximum of 2 reassessments
Reissuance of Qualification Certificate fee	A\$100.00	Bank Transfer Fee	What the bank charges for the transfer
Reissuance of Statement of Attainment / Record of Results	A\$100.00	National Police Check Fee	What does the Australian Federal Police charge for the check.
		Working with Children Check Fee	What the authority charges for the check.

A request for payment or tuition and other fees will be made if you receive a Letter of Offer and Written Agreement. Payment of fees will need to be made to Paragon College. Please make your payment by credit card, telegraphic transfer, or direct deposit into our account. Paragon College has no obligation until funds are cleared and an official receipt is issued.

Paragon College accepts payment of no more than \$1,500 from each individual student prior to the commencement of the course. Following course commencement, it may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Entry Requirements

Qualification	Entry Requirements
CHC33015 Certificate III in Individual Support	<p>Sufficient LLN (Language, Literacy, and Numeracy) skills and are at least 18 years old. Applicants may be requested to take an LLN test.</p> <p>Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course</p>

Qualification	Entry Requirements
	<p>Additional Requirements: Students are encouraged to look for their own work placement before applying for enrolment at the college. If students find their own work placement, the workplace where the students will conduct their work placement will need to be approved by the college. A suitable workplace provided by students for this course is a regulated/registered aged care service. For students in Victoria, if the students cannot find their own work placement, the college will support them in finding work placement. The college will inform the students if the college can organise work placement for them before they are enrolled and will only approve their enrolments if work placement places are available for them.</p> <p>Applicants must provide a National Police check and vaccination records as per relevant workplaces' requirements before commencing work placement.</p>
<p>CHC30113 Certificate III in Early Childhood Education and Care</p>	<p>Sufficient LLN (Language, Literacy, and Numeracy) skills and are at least 18 years old. Applicants may be requested to take an LLN test.</p> <p>Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course</p> <p>Additional Requirements: Students are encouraged to look for their own work placement before applying for enrolment at the college. If students find their own work placement, the workplace where the students will conduct their work placement will need to be approved by the college. A suitable workplace provided by students for this course is a regulated/registered early childhood education and care service. For students in Victoria, if the students cannot find their own work placement, the college will support them in finding work placement. The college will inform the students if the college can organise work placement for them before they are enrolled and will only approve their enrolments if work placement places are available for them.</p> <p>Applicants must provide National Police and Working with Children checks before commencing work placement.</p>
<p>CHC50113 Diploma of Early Childhood Education and Care</p>	<p>Sufficient LLN (Language, Literacy, and Numeracy) skills and are at least 18 years old. Applicants may be requested to take an LLN test.</p> <p>Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course</p> <p>Additional Requirements: Students are encouraged to look for their own work placement before applying for an enrolment at the college. If students find their own work placement, the workplace where the students will conduct their work placement will need to be approved by the college. A suitable</p>

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	<p>workplace provided by students for this course is a regulated/ registered early childhood education and care service. For students in Victoria, if the students cannot find their own work placement, the college will support them in finding work placement. The college will inform the students if the college can organise work placement for them before they are enrolled and will only approve their enrolments if work placement places are available for them.</p> <p>Applicants must provide National Police and Working with Children checks before commencing work placement.</p>

Refund Policy

1. Refund applications must be made in writing to the college. The student refund application form, available from the college, may be used as a written application. The full Fees and Refund Policy and Procedure are available on the website at www.caretraining.institute

Written applications for refunds will be accepted by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

2. AUS \$110 Enrolment Fee is non-refundable under all circumstances mentioned below.

Written notice of withdrawal provided before a course commencement date	100% Refund of the paid tuition fees minus a \$110 Enrolment Fee as per the Letter of Offer and Written Agreement
Written notice of withdrawal provided on or after a course commencement date	No Refund of the paid tuition fees for the current course

3. The college guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of pre-paid tuition fee that has not been used minus a \$110 Enrolment Fee. The refund will be paid to you within 14 days of the day on which the course ceased being provided/ default date. Alternatively, you may be offered enrolment in an alternative course by the college at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose a placement in another course, we will ask you to sign a document to indicate that you accept the placement.
4. Fees not listed in this refund section are not refundable.
5. Prior to a student enrolling fee may be altered without notice. Once a student has completed their enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, any fee increases will be required to be paid for the extended component of the course.

VET course assessment

A number of approaches to VET (Vocational Education and Training) course assessment is used by the college's trainers. Assessment approaches may include observations of performance, case studies, projects, written work, third party report/ logbook, and work placement.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students will be given an opportunity for two reassessments for any competencies not achieved on the first attempt.

Students in the Individual Support and Early Childhood Education and Care will be required to undertake compulsory industry work placement experience and maintain a record book of their work placement experience for the purpose of conducting work-based assessment. This record book will be used by the college as part of the final assessment for a number of units. See the work-based assessment section for more details.

VET course delivery

A number of approaches to VET course delivery are used by the college's trainers. Course delivery approaches may include trainer led face-to-face classroom delivery, webinars, supervised study, workplace delivery and self-learning. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations, and role-playing situations.

Credit transfer

Credit transfer applies to situations where students have completed units that are nationally recognised that are identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application.

Pathways

Graduates of the college may seek credit for the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into university programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Qualifications/ Certificates to be issued

The college is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.

VET students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. VET students completing assessment requirements for part of the qualification will be awarded a Statement of Attainment indicating which units of competency they have completed.

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work, and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enables them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies. Application may only be made after enrolment and payment of fees and must be made using the RPL application form. Students must attach verified copies of all relevant documents to the RPL application form.

Work-based assessment

Work-based assessment is a compulsory requirement for completing the Certificate III in Individual Support and Certificate III in Early Childhood Education and Care and Diploma of Early Childhood Education and Care at the college. Work-based assessment involves students being placed in an Aged Care facility for a total of 120 hours for CHC33015 Certificate III in Individual Support and in an Early Childhood Education and Care center for a total of 120 hours for CHC30113 Certificate III in Early Childhood Education and Care and for a total of 240 hours for CHC50113 Diploma of Early Childhood Education and care. The placement is required to consolidate and demonstrate skills and to complete assessment requirements. Students are encouraged to look for their own work placement before applying for enrolment at the college. If students find their own work placement, the workplace where the students will conduct their work placement will need to be approved by

the college. For students in South Australia, if students cannot find their own work placement, the college will support them in finding work placement. The college will inform the students if the college can organise work placement for them before they are enrolled and will only approve their enrolments if work placement places are available for them. If students have been working in the relevant industry, we can also provide the relevant training and assessment at their workplaces. Whilst working in an aged care facility / Early Childhood Education and Care center, students will be supervised by staff from the workplace and by college staff, required to maintain a logbook that records their experience and maintain their participation at both the aged care facility/ Early Childhood Education and Care center and the college. Students should be covered by insurance for the time they spend on work-based assessments. The logbooks that students maintain whilst on work-based training from an essential part of the assessment requirements for their qualifications. Students' logbooks will be monitored regularly whilst they undertake work-based assessments. In situations where a student's logbook does not indicate completion of the required experience in the workplace, the assessment requirements will not be completed and students will be directed to undertake additional work-based experience to meet the requirements.

The work-based assessment applies to the following qualifications

- CHC33015 Certificate III in Individual Support
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

Work Placement Requirements (for students enrolled in the Individual Support course):

- All students are required to submit a Federal Police background check before working as a carer in the Community Services sector, no older than 6 months
- Students must be physically capable of doing general lifting and be prepared to be on their feet for long stretches of time.
- Work placement schedules are flexible depending upon employers where students undergo work placement.

Work Placement Requirements (for students enrolled in the Early Childhood Education and Care course):

- All students are required to submit a Working with Children check and Federal Police background check before working at an Early Childhood Education and Care center no older than 6 months
- Work placement schedules are flexible depending upon employers where students undergo work placement.

Access to Student Records

Students can access personal information held by the college and may request corrections to the information that is incorrect or out of date.

All students will be provided with timely access to their personal records should they so desire.

- If a student needs to access their personal records held by the college, a written request is to be made to the Student Support Officer.
- Student Support Officer will arrange a suitable time for students to access and view their personal records within 10 working days of the request being received.
- Where a student views their personal record, such viewing will be made in the presence of the Student Support Office or CEO, who shall provide the student with their file and retrieve such file when the student has completed viewing their records.
- Students have the right to request a correction to the information in student records that are incorrect or out of date by providing appropriate proof.
- Students have the right to request copies of the content of their file and such copy will be provided by photocopying the original document and, if warranted, such copy shall be verified as a true and accurate copy.
- The student will not be charged for a copy of their student file record except for re-issuance of qualifications, statements of attainment, and records of results.
- At the time of viewing no other person shall be present unless specifically requested by the student. Where such another person is present the name of such person will be obtained and endorsed in the student file together with the date of viewing.
- No other person will be provided with access to a student file unless the student approves such access in writing. Where such another person views a student file the protocols outlined above will be followed. No copies of student file documents will be provided to such other person unless the student provides a written authorisation specifically naming the document copies to be provided.

Access and Equity policy

The Access and Equity Policy and Procedure are available on request. It is the responsibility of all of the college's staff to ensure the requirements of the access and equity policy are met at all times to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge, and experience through access to Vocational Education and Training (VET).

Complaints and Appeals

The college has a Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Complaints and Appeals Procedures include a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the college. The college ensures there is no charge to the student for its dispute resolution process or referral to the independent mediator. If the external or external or any external complaint and appeal handling process results in a decision that supports the student, the college will immediately implement any decision and/ or corrective or preventive action required and advise the student in writing of the outcome. If you have a complaint or appeal you should take the following steps:

- Contact the College/ download from the website to obtain a copy of the Complaints and Appeals Procedures and the Application Form
- Complete the application form and lodge it with the College
- Follow up with the College

Student Code of Conduct

The Student Code of Conduct requires the following rights and expectations to be respected and adhered to at all times:

1. The right to be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability or socioeconomic status.
2. The right to be free from all forms of intimidation.
3. The right to study in a safe, clean, orderly, and cooperative environment.
4. The right to have personal property (including computer files and student work) and the college's property protected from damage or other misuse.
5. The right to have any disputes settled in a fair and rational manner (this is governed by the College's Complaints and Appeals Policy and Procedure).
6. The right to study and learn in a supportive environment without interference from others.
7. The right to express and share ideas and to ask questions.
8. The right to be treated with politeness and courteously at all times.
9. The expectation that students will not engage in plagiarism.
10. The expectation is that students will submit work when required.
11. The expectation that students will at all times meet the requirements, terms, and conditions in the student Written Agreement including payment of fees by the due date.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the college staff will contact students in the first instance and arrange a counseling meeting to discuss the issue or behavior and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties, and included in the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Conduct, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties, and included in the student's personal file. (Step 2)
- Should a third breach of the Student Code of Conduct occur after the stage 2 meeting, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Conduct still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.
- Failure to attend scheduled meetings may result in the college deciding to defer, suspend or cancel a student's enrolment

- If the college intends to suspend or cancel the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the college. The suspension or canceling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student's welfare.
- At any stage of this procedure students are able to access the college Complaints and Appeals Policy and Procedure to settle any disputes that may arise.

Plagiarism

Plagiarism is copying work without acknowledging the source and is a form of cheating in the study environment. Plagiarism involves using the work of another person and presenting it as one's own. Students are expected to acknowledge the intellectual property of others used in the preparation of their assessment-related work.

The penalty of plagiarism will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism.

Repeated plagiarism behaviors can result in students being expelled from the college.

Student Support Services

The Training Manager, student support officer, training staff, and administrative staff of the college are available to provide general advice and assistance with matters such as academic and future progress counseling. LLN support will also be provided.

1. General support: Student support over the duration of students' enrolment occurs via weekly live webinars providing support sessions and via telephone and email support.

2. Supporting individual needs: During the enrolment process, the college's staff engage with prospective students via the application form and during the enrolment interview. This approach ensures that students entering a training program with the college will have their individual needs identified. This will allow the college to provide applicable support services. Support services are available in the following categories:

- Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided
- Significant LLN deficiency that would prevent participation and completion of the course
- Recognised difficulties in learning
- Financial difficulties that prevent the full payment of fees
- Students with a disability or medical condition

3. Language, Literacy, and Numeracy (LLN) Skills: Our assessment material contains written documentation and may contain a requirement for numerical calculations. We recognise students may have LLN issues. When a Language, Literacy and Numeracy (LLN) issue is identified, an LLN assessment will be provided to students. This may be in the form of verbal or written questioning. We will endeavour to provide assistance if students have difficulty with language, literacy or numeracy to accommodate the students' needs. If a student's needs exceed the ability of our staff to assist, the student will be referred to an external support agency so that the student will have an opportunity to obtain the skills required to complete the assessment services. However, any external support agency services would be at the student's cost. External support agencies will usually be listed on www.training.gov.au as having scope to deliver the Foundation Skills Training Package qualifications or similar accredited courses.

4. Cost for additional support: If this support incurs an additional cost to a student, the student will be informed during a pre-enrolment interview. For example, additional costs may be incurred in the following areas:

- External LLN support services;
- Assistive technology; and
- Translator services.

Note: Additional academic support services including regularly scheduled online support are free.

Staff who provides support services to students:

Staff Role	Name	Email
Student Support Officer	Monika Rani	admin@caretraining.institute

Resolve a problem with your Training Provider

As the National regulator of Australian Vocational Education and Training (VET) providers, ASQA uses a range of information sources to ensure that those providers are delivering quality training and assessment services to their students. One source of information is complaints that students report to ASQA.

When you make a complaint to ASQA, if your complaint is substantiated, the information will be used to inform how ASQA regulates that provider. ASQA can accept certain types of complaints.

If you're a student experiencing issues with your training provider, in most cases, the best way to resolve the issue is through your provider's complaints and appeals process.

Note: The Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider's Complaints and Appeals process.

National Training Complaints Hotline

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

How to make a complaint

Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73 (please select option 4), Monday–Friday, 8 am to 6 pm nationally.