RTO Code:	20749
RTO Name:	Ashley Institute of Training (ASH)

Training Package Release & Status:	CHC – Community Services Release 9.3 Current 1 July 2023
Qualification Release & Status:	CHC40221 – Certificate IV in School Based Education Support Release 1 Current 20 July 2021
Qualification Description:	This qualification reflects the role of workers who assist teachers and support student learning in a range of classroom settings under the guidance of a teacher or other educational professional. At this level, workers may be involved in facilitation of learning for a range of instructional groupings, including for those students in need of additional support. In these roles, the education support worker sources, and analyses information from diverse sources, may work with limited direct supervision and could provide guidance to other workers. Education support workers work mainly with students in classroom settings in primary or secondary schools, as defined by State/Territory legislation. To achieve this qualification, the individual must have completed a total of least 100 hours of work in a classroom environment catering to primary or secondary school students, within at least one school in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.
Packaging Rules:	Total number of units = 17 13 core units 4 elective units, consisting of: - at least 2 units from the list below - up to 2 units from the electives listed below, elsewhere in the CHC Community Services Training Package, or any other current Training Package or accredited course.

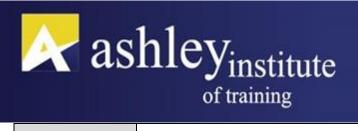|	Unit Code	Unit Title	Nominal Hours	Unit Type
Units of Competency:	CHCDIV001	Work with diverse people	40	Core
	CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	55	Core
	CHCEDS033	Meet legal and ethical obligations in an education support environment	35	Core
	CHCEDS045	Support student mathematics learning	45	Core
	CHCEDS046	Support student literacy learning	65	Core
	CHCEDS047	Assist in facilitation of student learning	50	Core
	CHCEDS048	Work with students in need of additional learning support	70	Core
	CHCEDS051	Facilitate learning for students with disabilities	70	Core
	CHCEDS056	Provide support to students with autism spectrum disorder	50	Core
	CHCEDS058	Support the implementation of behaviour plans	70	Core
	CHCEDS059	Contribute to the health, safety and wellbeing of students	30	Core
	CHCPRP003	Reflect on and improve own professional practice	120	Core
	CHCPRT001	Identify and respond to children and young people at risk	40	Core
	CHCDIS009	Facilitate ongoing skills development using a person-centred approach	50	Elective
	CHCPRP001	Develop and maintain networks and collaborative partnerships	80	Elective
	HLTAID012	Provide First Aid in an education and care settings	22	Elective
	HLTWHS001	Participate in workplace health and safety	20	Elective
Duration:	This qualification is delivered over 7.5 months including 100 hours of practical placement in a classroom environment.			
Delivery Location:	▪ Logan – 41-43 Station St, Logan Central ▪ Ipswich – 117 Brisbane Street, Ipswich ▪ North Lakes – 9 Discovery Drive, North Lakes			
Delivery Mode:	Face-to-face Classroom Delivery			

Entry Requirements:	There are no formal entry requirements for this qualification however Ashley Institute of Training (ASH) requires students to meet the following criteria: ▪ Must have, or be willing to apply for, a Working with Children's Check ▪ Undertake a Language, Literacy and Numeracy (LLN) assessment. ▪ Police check ▪ NDIS Workers Screening Card ▪ COVID Vax and Flu Vax The purpose of the LLN assessment is to determine that your LLN skills are at a level that will give you every opportunity to successfully progress through and complete this qualification. The LLN assessment will be conducted online and requires at least a basic level of computer literacy to complete. Our staff will be able to guide you in terms of access to the system however they are NOT permitted to assist in the completion of the assessment. Where it is determined that you require additional support, a student support plan will be implemented to support your through your studies.
Enrolment Application Process:	ASH has a formalised entry process which is mandatory for all students to determine your suitability and any support requirements prior to enrolment. The process occurs as follows: **Suitability Discussion** Prior to enrolment, you will meet with a training advisor who will facilitate a suitability discussion. The purpose of this discussion is to identify your career goals, past educational and workplace experience to determine if the chosen qualification is suitable including the mode of delivery, physical demands, and job/entry requirements. **Online Language, Literacy and Numeracy (LLN) Assessment** If the qualification is determined suitable for you, you will be required to undergo a Language, Literacy and Numeracy online assessment using the LLN Robot assessment tool. This assessment will allow us to identify any areas where you might require additional support. The training advisor and/or your trainer and assessor will discuss the contents of your LLN report if any areas for concern issues are identified. *NB: You will also be required to provide a Working with Children's Check prior to undertaking any training in the workplace / work placement.*
Recognition of Prior Learning:	Recognition of Prior Learning (RPL) is an assessment process that involves assessment of your relevant prior learning (including formal and informal learning). This process will determine whether you might be able to gain recognition for some or all of your qualification. ASH will offer each student the opportunity to apply for RPL as part of the enrolment process. The RPL process includes: ▪ A trainer and assessor will contact you to discuss your RPL application. ▪ You will be provided an RPL assessment kit to guide you through the application. ▪ Once you have submitted your RPL application, your assessor will review your submission. ▪ Your assessor will conduct interviews with you to confirm evidence and may require you to demonstrate your skills to support your application. ▪ A final determination will be made by your assessor and feedback will be given about the outcomes. Where RPL is granted for one or more unit of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the RPL outcome. Refer to: F-**048.2.24 Statement of Fees CHC40221** for a breakdown of fees.

Course Credit:	Course Credit is available to you where you have previously completed either a qualification or a unit/s of competency that are on ASH's scope of registration. Where the qualification and/or unit/s of competency are equivalent, course credit can be applied to your enrolment. If you wish to apply for course credit you can do so by completing **F-315.2 Course Credit Application Form** and submitting to ASH along with your supporting documentation. You will need to supply the following evidence for your course credit application: - Statement of Attainment - Transcript of Results - AQF certification documentation - Photo identification Where Course Credit is granted for one or more unit/s of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the course credit outcome (where applicable).
Student Support Services:	If at any stage throughout your training you are having difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting your ability to study) you are advised to speak with your trainer or ASH staff directly. Examples of support services offered at ASH include, although not limited to: - One on one or group coaching - Modification to the delivery and assessment - Modification of materials and/or resources - Deferment of the course to allow for foundation skills training
Training Delivery:	This qualification is designed to be delivered using a face-to-face delivery mode in a classroom environment.

Assessment:	Assessment will be conducted individually, and you will be provided with an Assessment Guide for each unit of competency which includes: ▪ A full description of all assessment tasks for the unit of competency ▪ Assessment instructions for each unit of competency ▪ Assessment resources for each unit of competency ▪ Details about when assessment will occur. ▪ Details about assessment submission There are a variety of assessment methods used for this qualification including: ▪ Knowledge based assessments. ▪ Practical demonstration/observations ▪ Case Studies ▪ Projects ▪ Portfolio of Evidence ▪ Third-Party Reports Assessments will be conducted in class and in some cases, you will be required to complete some assessment tasks as homework – typically this is not expected to exceed 2 hours per week. **Submission, Feedback and Re-Assessment** You will be required to must submit each assessment in the required timeframe. Each assessment task will be marked as Satisfactory or Not Yet Satisfactory and once all tasks have been successfully completed the unit will be marked competent. Where an assessment task is marked Not Yet Satisfactory, you will be given the opportunity to re-submit/re-attempt the task. If you exhaust all of your assessment attempts, you will be required to re-enrol in the unit and participate in further training and whole undertake the assessment again. You will receive detailed feedback for each task in either written or verbal form from your assessor.
Practical Placement Requirements:	The aim of implementing a practical placement program is to provide students an opportunity to apply their skills and knowledge in the workplace context being able to learn and communicate with experienced workers, practice skills in real life situations and in a variety of context. For this program students are required to undertake 100 hours of practical placement for the following units of competency: ▪ CHCEDS047 Assist in facilitation of student learning. Students are generally required to work closely with ASH to plan and arrange placement with an approved host employer where ASH will support the student when required. ASH will support the student when required. In addition, there are a number of checks required to undertake practical placement which are listed below: <table><tr><td>**Police Check** From $54.90</td><td>**NDIS** From $138.00</td><td>**Blue Card** From $101.30 or $153.00 inc NDIS</td></tr><tr><td colspan="2">**Vaccination Status** – proof of up-to-date vaccination status is required</td><td>**Flu Shot** – proof of up-to-date vaccination status is required</td></tr><tr><td colspan="3">For further fee information, refer to **F-048.2.24 Statement of Fees CHC40221**</td></tr></table> For further information about practical placement, you can also refer to our **P-029.2 Practical Placement Policy and Procedure - ASH.**

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Registered Training Organisation (RTO) Obligations:	By accepting your enrolment into a course, ASH has taken on obligations to you as a student. These obligations include: ▪ Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you. ▪ Develop a training plan for you which details the journey you will take through your studies. ▪ Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored. ▪ Monitor your progress through the course and implement support strategies where necessary. ▪ Keep you informed of any changes in legislation, ASH policy, or any other change which would affect your enrolment in, and progression through your course. ▪ Maintain thorough records of your training and assessment and provide you with access to those records when you request it. ▪ Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course. ▪ Provide you with access to fair and just administrative processes including complaints, appeals, refunds, and support requests.
Learner Responsibilities:	As a student, you are entering into an agreement with ASH and will be asked to agree to meet certain responsibilities as outlined in the **F-011.2 Code of Conduct for Students**. The Code of Conduct outlines your responsibilities as follows: ▪ Follow ASH policies and procedures as outlined in enrolment and the Student Information Guide. ▪ Communicate effectively with all ASH staff and/or other relevant stakeholder whether verbal or in writing. ▪ Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance. ▪ Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason. ▪ Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting. ▪ Respond to any reasonable instruction from a member of Staff. ▪ Refrain from any form of discrimination, bullying or harassment. ▪ Contribute positively to all modes of training and refrain from disruptive behaviour. ▪ Produce necessary forms of identification to ASH when required. ▪ Complete all necessary paperwork accurately within the specified timeframe. ▪ Treat fellow Students, ASH Staff, host employers and/or ASH staff with respect, honesty, dignity, and sensitivity at all times. ▪ Do not endanger or potentially endanger the safety, health, and well-being of others unintentionally or deliberately by breaching ASH's policies and procedures. ▪ Raise any issues, concerns and/or breaches of the Code with ASH in a timely manner avoiding any form of escalation. ▪ Respect the privacy and confidentiality of ASH, staff, and students in the collection of any business or personal information. ▪ Care for the property of students, staff and the property of ASH or host employer. ▪ Conduct myself in a professional manner at all time (including hygiene, neat and clean attire).

	▪ Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
	▪ Ensure that all communication devices are switched off or put on 'silent' during class times.
	▪ Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
	▪ Only submit work that is original and not plagiarised.
	▪ Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.
Complaints and Appeals:	ASH has a process to manage complaints and appeals involving the conduct of: ▪ ASH, its trainers, assessors, or other staff ▪ A third-party providing services on ASH's behalf, its trainers, assessors, or other staff. ▪ A learner of ASH A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review an assessment decision which has been made. If you wish to make a complaint or appeal, you can do so by emailing us at: complaints@ash.edu.au using our **F-116.2 Complaints Form** or **F-102.2 Appeals Form** For more information, refer to **P-006.2 Complaints and Appeals Policy and Procedure** on our website: www.ash.edu.au.
Fees, Charges and Refunds:	To ensure that you are protected as a consumer, you will be provided with all relevant fee information which will include: 1. The fee amount which you will be required to pay for your course. 2. The payment terms on which you will pay those fees, including the timing of your required payments. 3. Your rights as a consumer in Australia 4. Your right to attain a refund in certain circumstances, such as when ASH cannot deliver your course for any reason. In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount. Additionally, ASH takes action to protect your fees and protection exists to ensure that you can enrol with confidence. The principal protection which is provided to you is a pre-paid fee limit - ASH will never require you to pay more than $1,500 in advance and will never allow your advance payment balance to rise above $1,500. **Refunds** ASH has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive. To access the **P-033.2 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, please visit the ASH website: www.ash.edu.au.

AQF Certification:	**Issuance of Qualifications** ASH will issue you an AQF certification in a timely manner for nationally recognised qualifications and record of results to each student who has meet the requirements of that qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days. **Issuance of Statements of Attainment** If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed. Statements of attainment are issued for partial completion providing there are no outstanding fees and ASH has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days. **Replacement AQF Certification** If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: info@ash.edu.au. Replacement AQF certification requests attract an additional fee of $85 and you will be asked to submit a **F-316.2 Student Release Form** as part of your request.
Privacy and Personal Information:	**Your Privacy and Personal Information** ASH takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially. ASH's privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the **P-039.2 Privacy and Personal Information Policy & Procedure** please visit the RTO website. www.ash.edu.au.
Pathways:	Students who successfully complete this qualification may wish to continue their studies by enrolling into: ▪ CHC50121 – Diploma of Early Childhood Education and Care
Contact Information:	**Ashley Institute of Training (ASH)** CTC Training Centre Building 1, 460-492 Beaudesert Road Salisbury QLD 4107 07 3277 8777 info@ash.edu.au