

# CHC30213 Certificate III in Education Support



## Qualification Outline Online Delivery

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## The Purpose of the Qualification Outline

The purpose of this document is to provide a robust platform for the delivery and assessment of the CHC30213 Certificate III in Education Support completed via online delivery.

**This is your training and assessment plan.**

## CHC30213 Certificate III in Education Support

### About WISE EDUCATION GROUP

Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in the below sectors for over 6 years.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Travel & Tourism
- Employment Services
- Event Management

### **As a Registered Training Organisation:**

- \* We provide flexible work based solutions for employers and staff
- \* Have a strong team of trainers expertise
- \* Have demonstrated knowledge in developing concepts for training regimes that reflect the employer business needs
- \* Have a strong account management structure
- \* Have a sound internal working management system that ensures we commit to our promise
- \* Have a culture that built entirely on customer care

### The Need

**General:** The quality of education support, including staff, location, facilities and surroundings, all influence a parent's decision to use the education provider's services.

To create a competitive edge, it is critical the education support services that are provided are of high quality and comply with what is required.

Highly qualified staff is a key attribute when parents are selecting so they can be certain the staff can give their children more individual care and attention.

**From an industry perspective:** Community services which encompasses education support is one of the largest growing industries in Australia. As the economic trend demands both parents in the workforce, it becomes a necessity to be able to source high regard education support workers. Employment in the industry is projected to grow by at least 25 per cent over the next ten years. One of these key areas is the recruitment and ongoing development of qualified staff. This industry area has been identified as an area of growth and demand.

**Employer's perspective:**

All individuals need to have some understanding of the required skills and what they are responsible for, as well as those skills that rest with their supervisors, coordinators or other specialists. Providing frontline workers with the necessary support via a nationally recognised qualification as well as organisational practises around risk management, reporting, mentoring and supervision will be critical to an employer's success.

**From potential participants' perspective:**

Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Participants also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path.

Target Market

Typically they will work in the following roles:

- Education assistant
- Education assistant (special needs)
- Home tutor
- Literacy worker
- Teacher aide
- Support worker (working with children with disabilities)
- Home tutor
- Aboriginal and/or Torres Strait Islander education worker

Entry requirements

Training Package: There are no formal entry requirements for this qualification. However, in order to work in the industry, students must obtain a Working with Children (WWC) Check.

Visit <https://wwccheck.cyp.nsw.gov.au/Applicants/Application#>

Wise Education Requirements: Participants must be able to fulfil the following specific requirements:

- Pay your student qualification fee
- Complete an enrolment form
- Complete a language, literacy and numeracy test as part of the enrolment form
- The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to:

**Wise Education Group**  
**PO Box 6252 Alexandria NSW 2015**

You will also be provided with a copy of the Qualification Outline and Participant Handbook.

## Outcomes

This program has been designed to equip participants (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge:

- Work with diverse people
- Promote Aboriginal and/or Torres Strait Islander cultural safety
- Support behaviour of children and young people
- Comply with legislative, policy and industrial requirements in the education environment
- Assist implementation of planned educational programs
- Contribute to student education in all developmental domains
- Contribute to organisation and management of classroom or centre
- Support the development of literacy and oral language skills
- Support the development of numeracy skills
- Work effectively with students and colleagues
- Contribute to the health and safety of students

## Program overview

The delivery and assessment of this program is completely online. All modules are allocated to the Learning Management System. Participants will be allocated 2 units of competency at a time.

## Delivery and Assessment

The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 8 hours completing the module and at least 4 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month.

At the conclusion of the module you will complete your assessment in a writable pdf document. Refer to the assessment section for instructions.

The modules are made up of 2 components:

- Learning Content
- The quiz, which are your assessment questions combined with My Project which are both free form text assessment.
- You will also need to substantiate your assessment with responses to case studies or scenarios that have a workplace context

	<p>You will flow to each component as you complete each section.</p>																																							
<p><b>Duration</b></p>	<p>This program will be delivered over a 12 month period.</p> <p>The course is a total of 1200 nominal hours. This equates to:</p> <ul style="list-style-type: none"> <li>• 24 hours per week for full time study</li> <li>• 12 hours per week for part time study</li> </ul> <p>You will be allocated with 2 modules and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency.</p> <p>Once you have been deemed competent your Assessor will allocate the next unit for completion.</p>																																							
<p><b>Pre requisites</b></p>	<p>There are no unit level pre requisites that participants must complete to enter this program.</p>																																							
<p><b>Packaging</b></p>	<p>To complete this qualification participants must complete a total of 17 units of competency comprising:</p> <p>12 Core Units plus 5 elective units which may be taken from the list below</p>																																							
<p><b>Units</b></p>	<p>Wise Education Group is able to deliver and assess the following units of competency. Units of competency will be selected to create a specialisation that is specific to the client.</p> <table border="1" data-bbox="427 1039 1481 2016"> <thead> <tr> <th>Unit Code</th> <th>Unit Title</th> <th>Core/ Elective</th> </tr> </thead> <tbody> <tr> <td>CHCDIV001</td> <td>Work with diverse people</td> <td>C</td> </tr> <tr> <td>CHCDIV002</td> <td>Promote Aboriginal and/or Torres Strait Islander cultural safety</td> <td>C</td> </tr> <tr> <td>CHCECE006</td> <td>Support behaviour of children and young people</td> <td>C</td> </tr> <tr> <td>CHCEDS001</td> <td>Comply with legislative, policy and industrial requirements in the education environment</td> <td>C</td> </tr> <tr> <td>CHCEDS002</td> <td>Assist implementation of planned educational programs</td> <td>C</td> </tr> <tr> <td>CHCEDS003</td> <td>Contribute to student education in all developmental domains</td> <td>C</td> </tr> <tr> <td>CHCEDS004</td> <td>Contribute to organisation and management of classroom or centre</td> <td>C</td> </tr> <tr> <td>CHCEDS005</td> <td>Support the development of literacy and oral language skills</td> <td>C</td> </tr> <tr> <td>CHCEDS006</td> <td>Support the development of numeracy skills</td> <td>C</td> </tr> <tr> <td>CHCEDS007</td> <td>Work effectively with students and colleagues</td> <td>C</td> </tr> <tr> <td>CHCEDS017</td> <td>Contribute to the health and safety of students</td> <td>C</td> </tr> <tr> <td>CHCEDS018</td> <td>Support students with additional needs in the classroom environment</td> <td>C</td> </tr> </tbody> </table>	Unit Code	Unit Title	Core/ Elective	CHCDIV001	Work with diverse people	C	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	C	CHCECE006	Support behaviour of children and young people	C	CHCEDS001	Comply with legislative, policy and industrial requirements in the education environment	C	CHCEDS002	Assist implementation of planned educational programs	C	CHCEDS003	Contribute to student education in all developmental domains	C	CHCEDS004	Contribute to organisation and management of classroom or centre	C	CHCEDS005	Support the development of literacy and oral language skills	C	CHCEDS006	Support the development of numeracy skills	C	CHCEDS007	Work effectively with students and colleagues	C	CHCEDS017	Contribute to the health and safety of students	C	CHCEDS018	Support students with additional needs in the classroom environment	C
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	CHCDIS007	Facilitate the empowerment of people with disability	E																																	
	CHCLEG001	Work legally and ethically	E																																	
Delivery arrangements	<p>The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.</p> <p>In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.</p> <p>You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.</p>																																			
Sequencing	<p>Participants will commence with the core units then select the most appropriate elective units for sequencing based on their workplace responsibilities.</p> <p>The training plan for each participant will reflect the sequencing of delivery. Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.</p>																																			
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CHCEDS017	Contribute to the health and safety of students	Month 6
CHCEDS018	Support students with additional needs in the classroom environment	Month 7
HLTWHS001	Participate in workplace health and safety	Month 8
CHCPRT001	Identify and respond to children and young people at risk	Month 9
CHCEDS008	Comply with school administrative requirements	Month 10
CHCDIS007	Facilitate the empowerment of people with disability	Month 10
CHCLEG001	Work legally and ethically	Month 11

**Work environment**

Participants enrolled in this qualification will have full access to an education support environment or an education provider, its facilities, equipment, resources and support.

The participant must be working regular or consistent hours in order to meet the compulsory requirements against performance evidence as stated below in 'Assessment'.

**Assessment**

The following units of competency also require a specific number of minimum working hours as outlined in the unit performance criteria:

CHCEDS002 Assist in implementation of planned educational programs- a period of at least 100 hours of work in at least one education provider

CHCEDS003 Contribute to student education in all developmental domains- a period of at least 100 hours of work in at least one education provider

There are three forms of assessment:

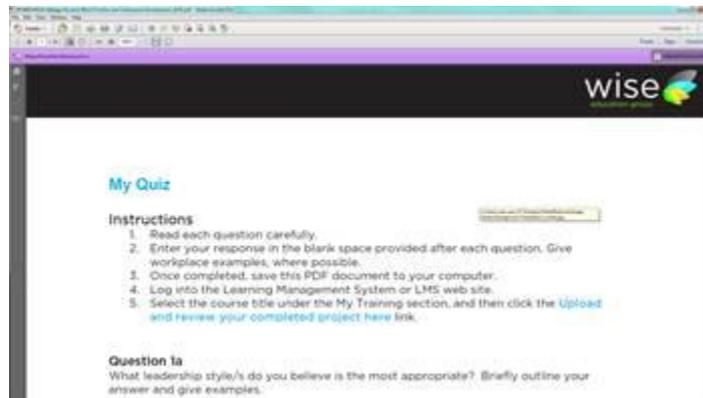
1. Questions which are free form text answers and also address the employability skill of problem solving
2. A project which is scenario based and will require free form text responses
3. A scenario or role play context that will require you to implement your learnt skills and knowledge (this will be part of the my project)

When you have completed the content for your learning unit you will be presented with the following screen.



The participant can either click on the My Quiz or My Project section to gain access to their Quiz or Project

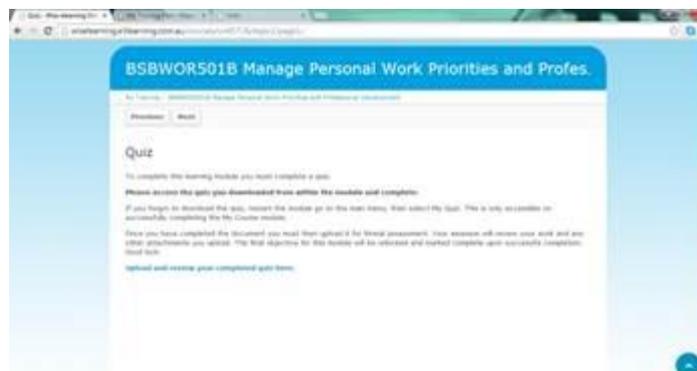
For My Quiz



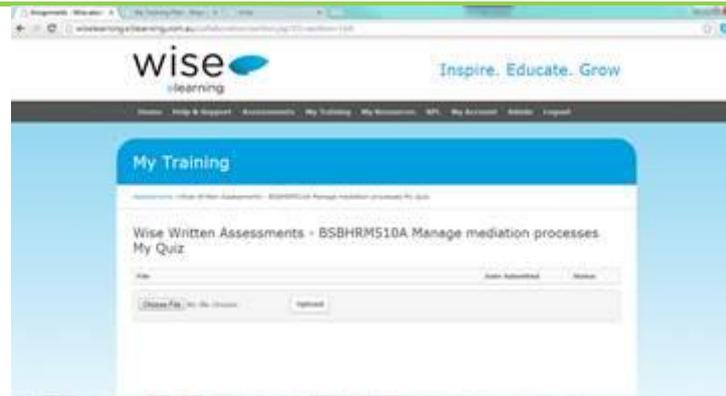
Click on the assessment document to download and save to your computer.

Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.

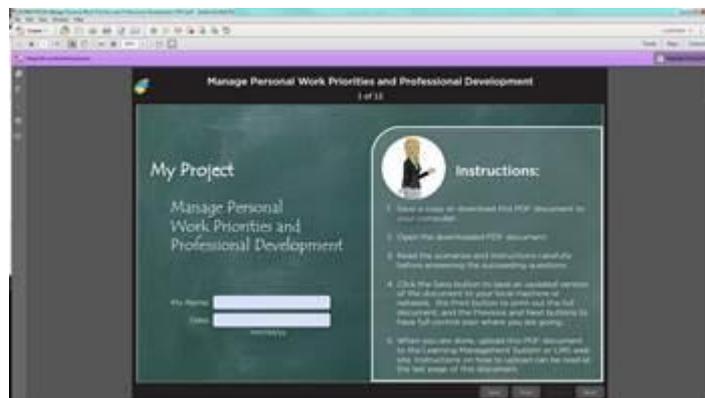
Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready are upload return to the Training screen and select the upload option.

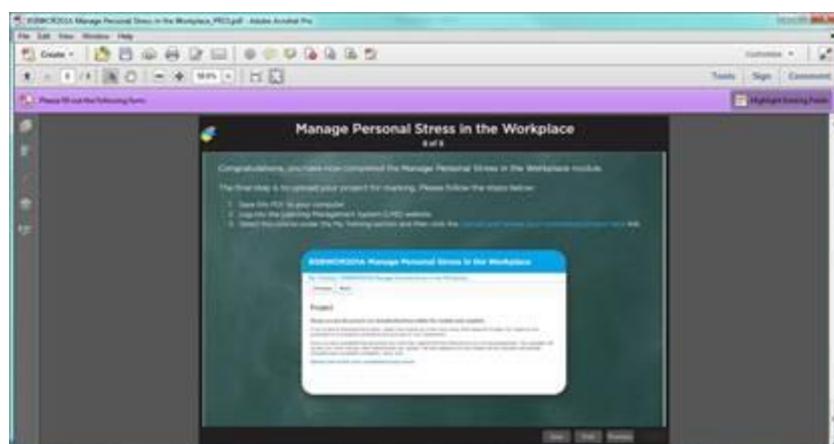


For My Project

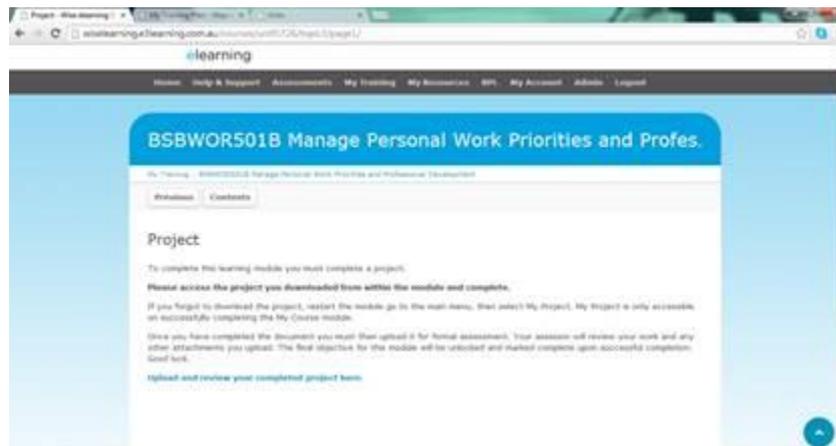


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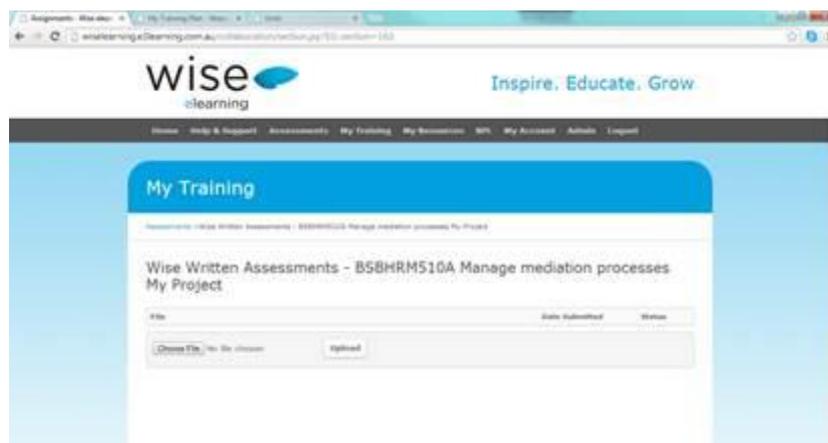
Locate the file and complete the assessment by typing your answers in the space provided, then save the file and include your name as part of the file name to your computer.



Once completed log back onto the LMS and proceed into your unit of Competency to upload your content into the Quiz section



When you have completed the assessment and are ready to upload return to the Training screen and select the upload option.



## RPL

All participants will be provided with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information:

- RPL Application Kit
- RPL Evidence Guide

Wise Education Group also provides the Trainer/ Assessors with a support guide to RPL

## Validation

### Pre implementation

The assessment materials developed for each module have been through a pre delivery validation process conducted by an industry and training and assessment expert from WISE EDUCATION GROUP. This process was a quality check to ensure that the assessments to be used met training package and industry requirements, ensured that the assessment was at the right level, and that appropriate and sufficient evidence would be gathered to inform assessor decisions regarding participant competency.

	<p>The outcomes of the assessment validation process were recorded in the WISE EDUCATION GROUP Validation Action Plan template.</p> <p>Documents generated during this process included mapping documents showing the relationship between each cluster and the tools used to gather assessment evidence, updated assessment tools, and the records of assessment validation.</p> <p><b>Post implementation</b></p> <p>After a module has been delivered and assessed WISE EDUCATION GROUP will validate each set of assessment tools in line with the approach set out in the NQC Guide to Assessment Validation and Moderation. The outcomes of this process will be documented in the WISE EDUCATION GROUP management system.</p>
Resources	<p>To adequately support the delivery of the qualification, WISE EDUCATION GROUP will provide requested documentation and handouts to participants in order for them to complete an appropriate assessment. Wise Education Group will also ensure all Trainers are provided with access to the following:</p> <ul style="list-style-type: none"> <li>• The National Quality Framework for Early Childhood Education and Care</li> <li>• The National Quality Standards</li> <li>• The relevant approved learning framework</li> </ul>
Facilities and Equipment	<p>Access to a workplace with the following facilities &amp; equipment:</p> <ul style="list-style-type: none"> <li>• Operating location</li> <li>• Education system’s policies and procedures</li> <li>• The standards and frameworks listed above</li> <li>• School/centre’s policies and procedures</li> <li>• Operational plans, business performance documentation</li> <li>• Technology for report writing</li> </ul>
Trainer Materials	<p>The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for retail clients.</p> <ul style="list-style-type: none"> <li>• Wise Education Group Trainer Scheduling doc</li> <li>• Learners Guide with Facilitator notes for activities</li> <li>• Assessment Kit</li> <li>• Assessors Marking Guide</li> <li>• Mapping Guide</li> </ul>
Student Materials	<p>The following documents have been provided which describe the delivery and assessment of the qualification. The units of competency are in single unit format</p> <ul style="list-style-type: none"> <li>• Qualification Outline</li> <li>• Online Learners Guide</li> <li>• Online Assessment Kit</li> </ul>
Trainer requirements	<p>To deliver this program WISE EDUCATION GROUP requires its trainers and assessors to:</p> <ul style="list-style-type: none"> <li>• Hold a TAE40110 Certificate IV in Training and Assessment</li> <li>• Hold the following qualifications: <ul style="list-style-type: none"> <li>○ CHC30213 Certificate III in Education Support (or equivalent or a level higher)</li> </ul> </li> </ul>

**Trainer Allocation**

- Have worked as a Trainer/Assessor professional within the last 12 months
- Have worked in a regulated education and care facility with a minimum of 3 years' experience
- Hold membership or that of a related industry body
- Have participated in specific professional development within the last 12 months; and
- Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan
- Have undertaken training and assessment professional development within the last 12 months.

Wise Education Group will allocate a single Trainer where appropriate to a client site. Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

Unit Code	Unit Title	Trainer/ Assessor
CHCDIV001	Work with diverse people	
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	
CHCECE006	Support behaviour of children and young people	
CHCEDS001	Comply with legislative, policy and industrial requirements in the education environment	
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CHCEDS018	Support students with additional needs in the classroom environment	
HLTWHS001	Participate in workplace health and safety	
CHCPRT001	Identify and respond to children and young people at risk	
CHCEDS008	Comply with school administrative requirements	
CHCDIS007	Facilitate the empowerment of people with disability	

	CHCLEG001	Work legally and ethically	
Employability skills	Employability skills are embedded in Training Package units of competency. Employability Skills Summaries record how the employability skills are covered in every nationally endorsed qualification (source <a href="http://www.training.gov.au">http://www.training.gov.au</a> ) Refer to the training package qualification framework for this qualification's employability skills summary.		
Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into:  CHC40213 Certificate IV in Education Support		
Access & Equity	Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the Learning and Assessment Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.		
Support Services	<p><b>Learning Support</b> – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services</p> <p>We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format</p> <p><b>Student Support</b> – Wise Account Manager and Wise Trainer</p> <p><b>Online Communication Strategy</b> (see appendix at back of document) This is our commitment to maintaining your engagement and supporting you through the online modules within a 12 month period.</p>		
Participant Satisfaction	Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.		
Your Commitment	<ul style="list-style-type: none"> <li>• Actively participate in your modules</li> <li>• Liaise with your Trainer/Assessor to receive adequate support</li> <li>• Complete your models and assessment in a timely manner</li> </ul>		

Appendix A

Online/Distance Training Communication Process

