

bestchance  
**training**

# Pre-enrolment Information Pack

bestchance Training (TOID 3695)

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# Statement of fees 2018

	Total SCHs	Concession (funded)	Non Concession (funded)	Fee For Service	\$ per SCH	VTG Contribution	Materials Fees
Certificate III in Early Childhood Education and Care (CHC30113) Release 4	868	\$70	\$350	\$2,250	\$2.59	\$6076.00	\$125.00
Certificate III in Education Support (CHC30213) Release 3	615	\$70	\$350	\$2,250	\$3.66	\$4256.00 (max payable 608 schs)	\$125.00
Diploma of Early Childhood Education and Care (CHC50113) Release 4	1923	\$70	\$350	\$5,000	\$2.60	\$11,538.00	\$200.00

\*Student textbooks can be purchased through bestchance Training or directly from the supplier. bestchance Training only charges the cost price for text books. Students can request details of text book suppliers if they wish to purchase directly.

#### \*Additional Fees:

- As a condition of work placement the learner may be required to undergo a Working with Children Check or a Police Check at their own expense
- RPL application fee of \$200 will be charged at the time of application. This fee is non-refundable if the applicant is assessed as not yet competent.
- To re-issue each Certificate or Statement of Attainment there will be a charge of \$30 to cover administration costs for Certificates 5 years and under. Any Certificate over 5 years old will incur a \$300 fee to reissue.
- Refer to the 2018 Booklist as to additional text books required to be purchased at the students own costs.

**Note:** There are two delivery options for the Diploma (1 Saturday per month for 12 months for those who are working a minimum of 14 hours in Childcare who hold a current CHC30113 Certificate III in Early Childhood Education and Care) or 2 days per week. Students who have successfully completed a Certificate III in Early Childhood Education and Care enrolling into Diploma of Early Childhood Education and Care may be eligible for credit transfer for up to 12 units.

**Student tuition fees as published are subject to change given individual circumstances at enrolment.**

#### Material Fees:

- Certificate III ECEC includes Learning and Assessment resource folders for 8 Clusters (18 units)
- Certificate III ES includes Learning and Assessment resource folders for 5 Clusters (17 units)
- Diploma of ECEC includes Learning and Assessment resource folders for 12 Cluster (28 units)

## Fees and charges information

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<p><b>Compliance requirement</b></p> <p>5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <p>a) all relevant fee information including:</p> <p>i) fees that must be paid to the RTO; and</p> <p>ii) payment terms and conditions including deposits and refunds;</p>	<p>SRTO 5.3 (a)</p>
<p><b>Course Information - Pre-enrolment information</b></p> <p>Where fees are collected from individual learners the following must be included in the enrolment interview.</p> <ul style="list-style-type: none"> <li>• Tuition fees</li> <li>• Payment terms and conditions including deposits</li> <li>• Any charges for resources</li> <li>• Reference to government subsidy if appropriate</li> </ul> <p>Note: A maximum of \$1,500 may be collected prior to commencement.</p>	<p>RTO administration</p>
<p><b>Learner Handbook - information</b></p> <p>This financial information is included in the Learner Handbook</p> <ul style="list-style-type: none"> <li>• Refund policy and conditions for refund</li> <li>• Charges for re-assessment</li> <li>• Charges for re-issue of test amurs</li> </ul>	

# Fees Refund

<p><b>Compliance requirement</b> 5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <p>c) learner’s right to obtain a refund for services not provided by the RTO in the event the: i) arrangement is terminated early; or ii) the RTO fails to provide the agreed services.</p>	<p>SRTO 5.3 (c)</p>
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## FOR PUBLICATION IN LEARNER HANDBOOK

### Cancellation of a course by you

If you decide to discontinue a course, then we require notification in writing and the cancellation date is the date on the Completion/Withdrawal form. Cancellation is also acceptable by email and the cancellation date is the date the email was sent. You will receive any refund that is due to that point in time. You will also receive a statement of attainment listing any units of competency that you have completed successfully to that date.

Time of cancellation	Refund due
30 or more days prior to commencement date	Refund of all monies paid
Between 29 – 15 days prior to the commencement date	Refund of all monies paid less 20% administration fee
Less than 15 days prior to the commencement date	Refund of all monies paid less 30% administration fee
1-28 days after course has commenced	Refund of all monies paid less 50% administration fee
28 + days after commencement	No refund and full fees payable
In the case of distance learning, training and assessment has commenced once the materials have been downloaded.	
In the case of online learning, training and assessment has commenced once the username and password issued to the learner have been used to login.	

### Cancellation of a course by us

If we cancel a course for any reason, learners enrolled at the time that we announce the cancellation will be entitled to a full refund for any training and assessment that has been paid for but not delivered at time of cancellation. This will incur no administrative charges or penalties and will be paid within 28 days.

If we are unable to provide all units that are part of the course, course fees already paid for unavailable unit/s will be refunded. A statement of attainment will be issued for any units that have been completed successfully to that time.

Alternately, we may arrange for another course, or unit/s, to be provided to you at no (extra) cost. Where you agree to this arrangement, we shall not be liable to refund the money. You are not obligated to accept this offer.

<p><b>Procedure</b></p> <p>1. Written notification of cancellation received (email is acceptable)</p>	
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<ol style="list-style-type: none"> <li>2. Refund request forwarded to Accounts Department</li> <li>3. Accounts Department refunds monies</li> <li>4. Note made in learner/client's file</li> </ol>	RTO administration  Accounts
<p><b>Publication of refund policy</b></p> <p>This policy must be published:</p> <ul style="list-style-type: none"> <li>• in the Learner Handbook</li> <li>• on website, if it is advertising general RTO programs</li> </ul>	RTO administration  Website manager
<p><b>Related procedures</b></p> <ul style="list-style-type: none"> <li>• Learner Handbook</li> <li>• Fees information</li> </ul>	

## 2018 Course Booklist

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The following text books are required for the below courses. Students are to purchase them directly from a supplier of your choice. They can be found at most book shops online or in store.

<b>CHC30113 Certificate III in Early Childhood Education and Care (Release 4)</b>			
<b>Textbook/Materials Requirements</b>	<b>ISBN</b>		
No Text book requirements for this course			

<b>CHC30213 Certificate III in Education Support (Release 3)</b>			
<b>Textbook/Materials Requirements</b>	<b>ISBN</b>		
<b>Supporting Education: The teaching assistant's handbook</b> 2012 Karen Kearns. (Pearson Education Australia)	9781442541764		

<b>CHC50113 Diploma of Early Childhood Education and Care (Release 3) Non Working</b>			
<b>Textbook/Materials Requirements</b>	<b>ISBN</b>		
<b>The Big Picture</b> 3 <sup>rd</sup> Edition 2013 Karen Kearns. (Cengage Learning)	9781486001989		Approx. \$82.95
<b>Birth to Big School</b> 3 <sup>rd</sup> Edition 2013 Karen Kearns. (Cengage Learning)	9781486001507		Approx. \$82.95
<b>Frameworks for Learning and Development</b> 3 <sup>rd</sup> Edition 2014 Karen Kearns. (Cengage Learning Australia)	9781486002047		Approx. \$ 87.95

# Assessment appeals policy

<p><b>Compliance requirement</b></p> <p>6.2. The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.</p> <p>6.3. The RTO's complaints policy and appeals policy a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process b) are publicly available c) set out the procedure for making a complaint or requesting an appeal d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</p> <p>6.4. Where the RTO considers more than 90 calendar days are required to process and finalise the complaint or appeal, the RTO a) informs the complainant or appellant in writing, including reasons why more than 90 calendar days are required; and b) regularly updates the complainant or appellant on the progress of the matter.</p> <p>6.5. The RTO a) securely maintains records of all complaints and appeals and their outcomes; and b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	<p>SRTO 6.2</p> <p>SRTO 6.3</p> <p>SRTO 6.4</p> <p>SRTO 6.5</p>
<p><b>POLICY FOR PUBLICATION</b></p> <p><b>Assessment appeals policy</b></p> <p>An assessment appeal is a request to review an assessment result made by us or anyone providing training on our behalf. Parties to an appeal may be accompanied by an advocate of their choosing at any time.</p> <ol style="list-style-type: none"> <li>1. An appeal should first be made informally to the assessor involved, if this is appropriate to the situation. If this is not your preferred option then go straight to step 2.</li> <li>2. A written formal appeal should be lodged on a Complaints and Appeals Form with RTO administration by hand, or email or the 'contact us' form on our website, within 30 calendar days of receipt of the assessment result, setting out: <ul style="list-style-type: none"> <li>• why a formal request to review the assessment result is being lodged</li> <li>• any evidence to support your request to review the assessment result</li> </ul> </li> <li>3. Management will convene a panel of three people to review the assessment result within 14 calendar days of receiving the appeal. The panel will consist of one person from the industry that is relevant to the review, a VET practitioner who is external to the organisation and a member of management who will chair the panel. Each party will have the opportunity to formally present their case should they wish to do so.</li> <li>4. You will be notified in writing of the outcome within 60 calendar days of lodgment of the appeal. If more than 60 calendar days are required to process and finalise the appeal, you will be informed in writing, including</li> </ol>	





<p><b>Corrective action</b></p> <p>Every complaint and appeal must be discussed by senior management to consider how processes can be improved to eliminate or mitigate the likelihood of reoccurrence. Preventive action to reduce risk of complaint or appeal is taken as part of regular monitoring activity.</p>	<p>Senior management</p>
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## Complaints

<p><b>Compliance requirement</b></p> <p>6.1 The RTO has a complaints policy to manage and respond to allegations involving the conduct of a) the RTO, its trainers, assessors or other staff b) a third party providing services on the RTO’s behalf, its trainers, assessors or other staff; or c) a learner of the RTO.</p> <p>6.3. The RTO’s complaints policy and appeals policy a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process b) are publicly available c) set out the procedure for making a complaint or requesting an appeal d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</p> <p>6.4. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and b) regularly updates the complainant or appellant on the progress of the matter.</p> <p>6.5. The RTO a) securely maintains records of all complaints and appeals and their outcomes; and b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.</p>	<p>SRTO 6.1</p> <p>SRTO 6.3</p> <p>SRTO 6.4</p> <p>SRTO 6.5</p>
<p><b>POLICY FOR PUBLICATION</b></p> <p><b>Complaints policy</b></p> <p>A complaint is an expression of dissatisfaction with any of our services, any of our staff, a third party (or their staff) that provides services on our behalf, or a learner enrolled with us.</p> <p>1. A complaint should first be made informally to the person involved to reach a resolution, if this is appropriate to the issue. If this is not your preferred option then go straight to step 2.</p> <p>2. A written complaint should be lodged on a Complaints and Appeals form with RTO administration by hand, or email or via the ‘contact us’ form on our website, within thirty calendar days of the issue arising, where practicable, setting out:</p> <ul style="list-style-type: none"> <li>• the circumstances surrounding the issue</li> <li>• who was involved and why a complaint is being lodged</li> <li>• any evidence including dates, documentation and names of witnesses</li> </ul> <p>3. Our senior management team will acknowledge receipt in writing; consider the complaint and you will be notified in writing of the outcome within 60 calendar days of lodgement of the complaint. If more than 60 calendar days are required to process and finalise the complaint, you will be informed in writing, including reasons why more time is required and regularly updated on the progress of the matter.</p> <p>4. In the event that you are not satisfied with the outcome, and you are on a</p>	

<p>traineeship, you may contact the Australian Apprenticeship Centre named on the training contract.</p> <p>5. In the event that you are not satisfied with the outcome, and are not on a traineeship, the dispute will be referred to mediation at our expense with a mediator from the Institute of Arbitrators and Mediators Australia, which is a national not-for-profit organisation.</p>	
<p><b>Availability of policy</b></p> <p>Clients are made aware of the complaints policy:</p> <ul style="list-style-type: none"> <li>• Learner clients are informed of the complaints policy in the Learner Handbook, which is available prior to enrolment</li> <li>• Employer clients ( if any) are informed of the complaints policy in the Services Agreement</li> </ul>	
<p><b>Procedure</b></p> <p><b>For administration</b> In the event that a complaint is received:</p> <ol style="list-style-type: none"> <li>1. Forward complaint to Training and Compliance Manager immediately.</li> <li>2. Ensure the complaint was received by the Training and Compliance Manager.</li> <li>3. Maintain confidentiality with regard to complaint (procedural fairness).</li> </ol> <p><b>For management</b> Management has a maximum of 90 calendar days from the date the complaint was received to provide the complainant with a written response.</p> <ol style="list-style-type: none"> <li>1. Investigate thoroughly as suits the nature of the complaint, including contacting anyone else who was mentioned by the complainant (natural justice).</li> <li>2. Develop a written response that states an outcome.</li> <li>3. If outcome is not favourable one for complainant include mention of the next step available to them as set out in the complaints policy.</li> <li>4. Ensure the complainant receives a written response within 30 calendar days.</li> <li>5. If more than 60 calendar days are required to process and finalise the complaint, the person must be informed in writing, including reasons why more time is required. In this instance the person must be regularly updated on the progress of the matter.</li> <li>6. Record findings and outcome in learner/employer file.</li> <li>7. Record summary of complaint in Complaints and Appeals register.</li> <li>8. Consider possible corrective action at management meeting.</li> </ol>	<p>Administration</p> <p>Training and Compliance Manager</p>
<p><b>Complaints and Appeals Register</b></p> <p>All complaints and appeals - and their outcomes - must be included in the Complaints and Appeals Register in google docx, which is a confidential file available only to senior management.</p>	
<p><b>Corrective action</b></p> <p>Every complaint and appeal must be discussed by senior management to consider how processes can be improved to eliminate or mitigate the likelihood of reoccurrence. Preventive action to reduce risk of complaint or appeal is taken as part of regular monitoring activity.</p>	<p>Senior management</p>

# Compliment, Complaint and Feedback Form

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## Details

<b>Date raised:</b>		<b>Reason(s) Complaint/Appeal</b>		<b>CAR No:</b>	
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\*Please refer to the complaints and appeals procedure

<b>Initiating Persons Name:</b>	
<b>Postal Address:</b>	
<b>Contract Telephone Number:</b>	

## Section 1: Details of the issue

(please provide a full description of the complaint/appeal/issue, attach any evidence and further details if required)

## Section 2: What resolution are you seeking?

(please provide a full description)

## Section 1: Details of the issue

(please provide a full description of the complaint/appeal/issue, attach any evidence and further details if required)

**Section 3 – Office Use Only**

**What is the root cause of the issue?**

**What corrective action is to be taken?**

**What prevention action is to be taken?**

(please provide a full description)

<b>Date written acknowledgment sent</b>		<b>CIP update?</b>	
<b>Resolution Expected within 60 days</b>	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<b>Date initiator notified</b>	
<b>Date issues resolved</b>		<b>Date final notification issued</b>	

<b>Training &amp; Compliance Manager Signature</b>		<b>General Manager Education &amp; Training Signature</b>	
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# Homework Club



## Why join:

- It will stop you procrastinating and putting off completing your assessments
- It is proven that you learn faster in groups than on your own
- You will gain different perspectives from others in the group
- You will build confidence
- It is a social way to learn

## What we do to help:

- Understanding what the assessment is
- How to prepare your assessment responses using your own words
- Improve your skills in:

- Note taking
- Researching (on-line and text books)
- Referencing
- Time management
- Listening skills

- Communication skills
- Proof reading
- Using computers
- Information retention
- Coping with anxiety



## When is Homework Club:

- Homework Club is available 3 days per week, **Mondays, Wednesdays and Thursday**  
9.30am – 3.00pm
- You are welcome to come as often as you like



Book your place at the Training reception today!

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TFHC-v1



[www.bestchance.org.au](http://www.bestchance.org.au)

bestchance Training  
583 Ferntree Gully Road  
Glen Waverley, Victoria 3150  
P (03) 8562 5173  
E [training@bestchance.org.au](mailto:training@bestchance.org.au)

TOID 3695





## English Conversation Classes Available



### Do you need extra help with English?

This course is designed for bestchance students from a CALD background looking to undertake a qualification in Community Services. It is designed to support students by providing practical classroom based activities, assessments and developing conversation English skills as well as building knowledge of the Community Services industries, technologies and terminologies.

**Classes available Monday, Wednesday and Thursday.  
Please contact Tamara at reception to book your place.**

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CEF-v1



"This training is delivered with ACFE funding"



CHILD ▶ FAMILY ▶ CARE  
**bestchance**

## VOLUNTEER AT BESTCHANCE!

bestchance Child Family Care is a registered charity which has been providing support to children and families since 1895. We offer a range of integrated family centred programs providing early & pre-school years education, intervention, adult education and support services for children and families.

The volunteer program is mutually beneficial for both volunteers and bestchance. While volunteers gain both satisfaction and a sense of involvement from their efforts, bestchance is able to optimise the reach of their community service programs through the major contribution of their volunteers .

Each year thousands of volunteer hours are contributed across our programs at bestchance. Volunteers work alongside paid staff in a variety of areas including:

- Parent and Community Support
- Training
- Marketing and Fundraising
- Emergency Relief
- Early Intervention
- Child Care/Kindergarten
- Administration
- Gardening and Maintenance

**Further information**

For any information regarding volunteering please contact the Volunteers Coordinator on:

P (03) 8562 5100  
E [volunteers@bestchance.org.au](mailto:volunteers@bestchance.org.au)

VF v1



bestchance Child Family Care  
583 Ferntree Gully Road, Glen Waverley, Victoria 3150  
p (03) 8562 5102 f (03) 8562 5111  
[info@bestchance.org.au](mailto:info@bestchance.org.au) [bestchance.org.au](http://bestchance.org.au)

bestchance is the operating name of Child and Family Care Network Inc.





## Child Care

bestchance runs Early Childhood Education and Care Centres in Glen Waverley, Noble Park and Bass Valley. These centres provide Long Day Care, 3 and 4 year old Kindergartens and Occasional Care.

## Family Day Care (FDC)

FDC is an approved form of child care that is provided in the educators home. It provides quality flexible care for children from 8 weeks to 12 years old in a secure and stimulating home setting.

## Early Childhood Intervention (ECI)/NDIS

bestchance is an NDIS registered organisation providing services and support for families who have children with developmental delay or disability from birth to school age. Services include Speech Pathology, Occupational Therapy, Psychology, Physiotherapy and Specialist Teaching.

## Early Years Management (EYM)

The bestchance EYM program supports the staff and committees of member Kindergartens, relieving the administration burden and promoting quality practice.

## Parent and Community Support (PACS)

Our PACS program plays a preventative and Early Intervention role by providing professional family assessment, personalised In-Home support and Assisted Playgroups for parents with pre-school aged children who are struggling to cope with changed or challenging circumstances.

## Volunteers

Every year bestchance relies on the contribution of over 120 volunteers to enable the provision of services. Volunteers assist across a range of areas including the PACS program, Childcare, Early Intervention Care, Emergency Relief, Administration, Gardening, Marketing and training.

## The Cheshire School

We provide a specialised 12 month intervention program to support children from prep to grade 4, with significant social, emotional and behavioural problems. The program helps children overcome these behaviours so they can be successfully reintegrated into the mainstream school system.

## bestchance Training

bestchance Training offers both accredited and short courses. All classes are delivered by professional trainers in a small, supportive class environment.



For more information:

1300 224 644 or [enquiries@bestchance.org.au](mailto:enquiries@bestchance.org.au)

**[bestchance.org.au](http://bestchance.org.au)**

