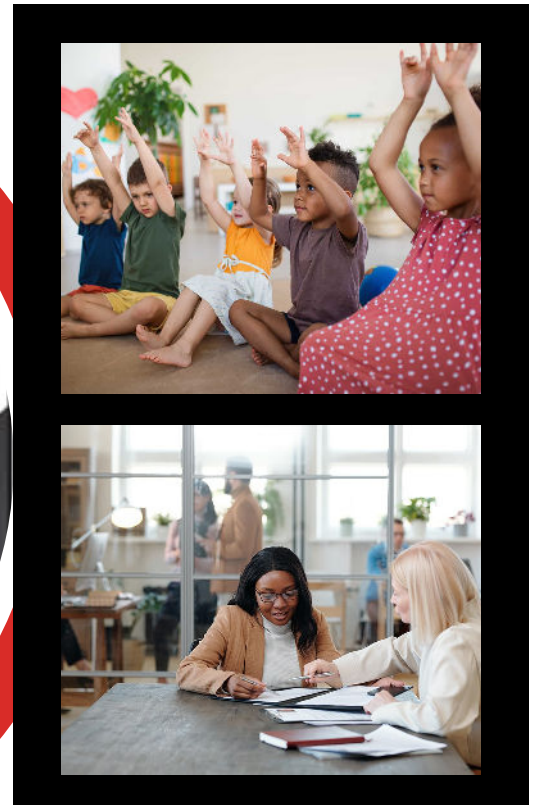


# Student Handbook

Early Childhood Education & Care



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[www.ctas.wa.edu.au](http://www.ctas.wa.edu.au)



[admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)



(08) 9350 9222



**CTAS Education acknowledges the Traditional Custodians of this land, the Whadjuk people of the Noongar Nation, their Elders past and present. We recognise the contributions of First Nations people to the education of all children and people.**

**CTAS Education  
have been  
collaborating with a  
local Perth, First  
Nations artist Brian  
Blatchford.**

*This artwork represents  
CTAS Education's commitment to  
reconciliation, and the acknowledgement  
of our First Nations peoples to the  
education of all children and people  
within Australia.*

*Brian's interpretation of our request to  
symbolise the links of learning between  
Educators and children is offered  
through: 'The circles represent the  
meeting places/education services,  
whilst the handprints show children and  
Educators learning together, side by  
side.'*

*We are proud to continue making steps  
towards reconciliation.*

#### **Handbook Disclaimer**

This handbook contains information that is correct at **04/02/2025** (v21) Changes to legislation and/or CTAS Education policy may impact on the currency of information included. CTAS Education reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from CTAS Education Head Office.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of CTAS Education. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. Any queries can be directed to [admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)

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# Welcome to **CTAS Education**

Congratulations on choosing CTAS Education to complete your Early Childhood Education and Care qualification with, we look forward to sharing our knowledge, skills and experience throughout your learning journey!

This Handbook is designed to provide you with essential information including enrolment, assessment, your rights and obligations as a learner, issuance of your Qualification and Support Services.

Every student is important and an individual in our eyes and are treated that way. All staff, at all levels, are approachable and can be contacted at any time to discuss any issues or questions you may have.

We hope that you enjoy your training experience with CTAS Education, and we welcome all feedback to help us improve in everything we do.



# About Us



At CTAS Education, we are passionate and committed Early Childhood professionals, who understand what it is like to work within the Early Childhood Education sector. We have been delivering training in Education and Care since 2007, sharing our knowledge and experience with the future generations of Educators. We are aware that Early Childhood Education is a “hands on” profession and we have ensured our training focuses on this where possible. We believe that it is more beneficial to teach students skills and knowledge, rather than “ticking and flicking”, so that we help create amazing and competent Early Childhood Educators who have the skills and knowledge to give children the care they deserve.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. CTAS Education is registered with the Training and Accreditation Council of WA and our provider code is **51849**.

The Qualifications/Units of Competencies that we deliver are:

- **CHC30121 Certificate III in Early Childhood Education and Care**
- **CHC50121 Diploma of Early Childhood Education and Care**
- **HLTAID009 Provide Cardiopulmonary resuscitation**
- **HLTAID012 Provide an emergency first aid response in an education and care setting**

CTAS Education is dedicated to following the provisions in the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.tac.wa.gov.au](http://www.tac.wa.gov.au) which is the website for the regulator of Western Australia’s vocational education and training (VET) sector.

# Vision & Mission

## Our Vision

*Our vision is to be the pre-eminent training provider for the Education and Care sector.*

## Our Mission

*Our mission is to inspire and empower Early Childhood educators by sharing our knowledge, skills and expertise through high quality personalised training.*

# Enrolment

The enrolment process may vary depending on the course you are enrolling in; our Enrolment Officer will guide you through the relevant process.

During this process you will be required to complete an enrolment form and a Language, Literacy, Numeracy and Digital Literacy (LLND) skills test. The LLND Skills Test is industry specific and will assist in determining whether there are any areas that you may require extra support in.

An Indicative Quote will be provided outlining any fees and charges related to your prospective course, including payment and refund term where applicable.

Note: Enrolment will not be finalised until a payment option has been confirmed for fee paying students. [Fees-and-Charges-v2-012025.pdf](#)

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## ➤ Entry Requirements

To confirm any pre-requisites that are required for entry into your chosen Qualification, please contact [enrolments@ctas.wa.edu.au](mailto:enrolments@ctas.wa.edu.au)

In addition to any prerequisites, you must:

- Be a minimum of 15 years old
- Be employed in an approved education and care service
- Have suitable Language, Literacy, Numeracy and Digital Skills for your chosen Qualification
- Have internet access and a suitable device to access the Learning Management System (LMS).

If you do not meet any of the above, please contact CTAS Education to discuss your options.

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## ➤ Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider since the system was implemented on 1st January 2015.

As an RTO, CTAS Education cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit <https://www.usi.gov.au/students/get-a-usi> for more information, and instructions on how to apply.

However, if you have been granted an exemption under the Student Identifiers Act 2014, CTAS Education will issue relevant training records as per Qualification Issuance Policy and Procedure, however the results will not be reported to AVETMISS nor appear on the USI register.

## ➤ Credit Transfer & Recognition of Prior Learning (RPL)

Credit Transfer CTAS Education recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a copy of your official documentation (certificates and/or statements).

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has because of previous study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will be required to provide relevant evidence, upon which your Assessor can base their judgement.

Recognition of Current Competencies is a recognition process like RPL. It applies if a student has “...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”.

Please contact CTAS Education Enrolments Officer [enrolments@ctas.wa.edu.au](mailto:enrolments@ctas.wa.edu.au) for further information.

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## ➤ Course Duration

The duration of your course will depend on multiple factors; including your own efforts and commitment to submitting assessments regularly and on time, your preparation for training visits, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.

[Volume of Learning Policy V3 082023.pdf](#)

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# Training & Assessment

Once the enrolment documentation has been completed and your Training Plan signed, your enrolment will be confirmed and a Trainer and Assessor will be assigned to support, mentor and guide you through the course. You will also receive an email with your login details to the Learning Management System.

An initial site visit will be arranged at a convenient time with your Trainer and Assessor to complete your 'Induction' and commence training. Trainers will visit you at your place of employment every 6-8 weeks, which can include face-to-face training, practical observation assessments, support, mentoring and guidance.

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## ➤ Assessment Methods

The typical assessments used in these qualifications are:

**Knowledge Assessments:** This is the theory component that assesses whether you remember and understand.

**Workplace Assessments:** This is a combination of theory and practical skills that assess whether you can practically apply the knowledge you have learnt.

**Practical Observation Assessments:** This is based on your practical skills that your Trainer/Assessor will observe you do in your workplace/regulated early education and care service.

A due date for each Assessment will be discussed with your Trainer to ensure adequate and ongoing progress throughout your Qualification.

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## ➤ Accessing Learning Resources & Assessments

You will be able to access and submit your assessments via your login for the Learning Management System (LMS). The learning resources and eBooks required for the course will be accessible on your LMS Dashboard.

*If you require learning resources and/or Assessments in an alternative format, please discuss this with your Trainer at your initial visit or contact CTAS Education on 9350 9222. 9*

## ➤ Assessment Feedback & Resubmissions

If you receive notification that your assessment submission has been deemed **‘Not Satisfactory’**, you will be released an additional attempt with feedback from your Assessor to support you in achieving a Satisfactory outcome. This may involve revising highlighted theory questions, providing additional or more relevant information within your answers, or demonstrating an observable practice again.

At the Assessor’s discretion, you may be required to undertake further training before resubmitting an assessment. If you are unclear on any of the feedback, please ask your Trainer/Assessor to provide clarification.

To be deemed **‘Competent’** against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit. If you disagree with an Assessment Outcome you have the right to appeal the decision. You have the opportunity to do this at the end of each assessment on the LMS, or alternatively please contact your assigned Trainer/Assessor.

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## ➤ Artificial Intelligence (AI)

The use of artificial intelligence technologies is strongly discouraged. All required information for your enrolled course is provided within the learning materials, assessments and in your workplace/regulated early education and care service. Our Trainer/Assessors screen submitted assessments for the use of AI when marking assessments.

If the use of AI has been found within your assessment/s further action will be taken.

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## ➤ Plagiarism

All work that you submit must be your own, Plagiarism is taking someone else’s work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by CTAS Education. You will be required to sign both a Plagiarism and Authenticity Declaration on your Assessments.

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

## ➤ Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

CTAS Education expects that students correctly reference their written assessments to avoid allegations of plagiarism.

More information on referencing can be found at:

APA: <http://libguides.jcu.edu.au/apa>

Harvard: <http://libguides.library.usyd.edu.au/c.php?g=508212&p=3476130>

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## ➤ Course Progression

You will be able to monitor your progress through the Units of Competencies that make up your Qualification on your LMS Dashboard as well as see the Units that you have received Credit Transfer and/or RPL for (where applicable).

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## ➤ Contacting your Trainer/Assessor

Your assigned Trainer/Assessor will be your first point of contact but may not be able to take your call immediately if they are with other students. Please leave a message and they will call you back as soon as possible.

You can also contact your trainer by email or direct messaging on the Learning Management System (LMS).

# Student Support

Our **Student Services Team** are located at our Head Office in Welshpool and can help with:

- Course Information
- Enrolment
- Contract advice on suspension, completion or terminations.
- Invoicing, Payment Methods and Receipts
- Student Smart Riders
- General Enquiries

Department	Phone Number	Email
Accounts	9350 9222	accounts@ctas.wa.edu.au
Admin	9350 9222	admin@ctas.wa.edu.au
Enrolments	9350 9222	enrolments@ctas.wa.edu.au
LMS Support	0477 226 661	lmssupport@ctas.wa.edu.au

## ➤ Student Wellbeing

CTAS Education are committed to supporting all our students throughout their learning journey and there are a wide range of services available either within CTAS Education or externally

## ➤ Learning Support

If you require additional support in understanding how to complete your assessments, please communicate with your Trainer/Assessor either at your scheduled site visit or via phone/email correspondence.

Our Trainers have regular **'Support Sessions'** available if you require additional support and guidance. A designated time slot will be booked for additional one on one training and support at your request.

If you do not feel comfortable speaking with your Trainer/Assessor or if the matter concerns them, please contact our Wellbeing Officer on 9350 9222. Our Wellbeing Officer can also help you with contacting external support services.

## ➤ **Apprentice Connect Australia Provider (ACAP)**

If you are enrolled in a Traineeship, you can access free support services from your Apprenticeship Connect Australia Provider. ACAP's offer students and employers these services throughout the course of the traineeship from pre-commencement to completion. They will also work closely with CTAS Education to ensure that every student is supported.

An ACAP mentor will offer confidential support and guidance over a wide range of Workplace, Training or Personal challenges. Please contact the appropriate provider to discuss.

## ➤ **Mental Health Support**

For severe or urgent support please go directly to the emergency department at your local hospital or call emergency services: **000**

Or contact a crisis counselling service such as:

- Lifeline Australia 13 11 14 (24hrs)
- Mental Health Emergency Response Line:
- Metro 1300 555 788 (24hrs)
- Peel 1800 676 822 (24hrs)
- Rurallink 1800 552 002 (4.30pm – 8.30am weekdays, 24 hrs at Weekend)
- Beyond Blue 1300 22 4636
- Suicide Callback 133 659 467
- Kids Helpline 1800 55 1800
- 13 Yarn 13 92 76
- 1800Respect 1800 737 732

For ongoing Mental Health Support please talk to your doctor or healthcare professional regarding a mental health treatment plan.

Online resources are also available:

- SaneForum: [www.sane.org](http://www.sane.org)
- Think Mental Health: [www.thinkmentalhealthwa.com.au](http://www.thinkmentalhealthwa.com.au)
- WA Youth Directory Home: [WA Youth Service Directory](#)

## ➤ **Literacy & EAL Support**

- Read Write Now 1800 018 802
- Reading Writing Hotline 1300 655 506
- Translation & Interpreting 1300 655 820
- DSF Literacy Clinics DSF: [DSF Literacy Clinics](#)

*Please note that fees may be charged by external services.*

# Additional Information

## ➤ Legislation

As an RTO, CTAS Education is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications and courses. This includes:

- The Standards for Registered Training Organisations (RTOs) 2015
- Vocational Education and Training (General) Regulations 2009

Additionally, CTAS Education abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Workplace Health and Safety

## ➤ Privacy Notice

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We will not give out your information to any person or agency without your permission unless we are required to do so by law.

## ➤ Access to Your Records

If you wish to access your student information file, please email [admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au) If your records have been archived there may be a small fee and take up to 7 days for your file to reach CTAS Education's Head Office. You will be advised if any fees that are applicable when you request your file.

## ➤ Qualification Issuance

Once you have successfully been assessed as meeting all the criteria for your nationally recognised Qualification and all fees paid you will within thirty (30) days be issued with your Certificate and Academic Transcript listing the units that have been either deemed competent, credit transferred or RPL'd.

If you withdraw from your Qualification before completing all requirements, a Statement of Attainment will be issued for the units that have been deemed competent, credit transferred or RPL'd.

Certificates, Academic Transcripts and Statements of Attainments will be issued electronically.

## ➤ Re-Issuing Qualifications

An administration fee of \$20.00, may be charged for a re-issuance of a **digital** Certificate, Academic Transcript or Statement of Attainment. An administration fee of \$50.00 applies for CTAS Education to re-issue a hardcopy of your Certificate, Academic Transcript or Statement of Attainment.

## ➤ Complaints & Appeals

At certain points in your training journey, you may be requested to complete a brief feedback questionnaire, this allows CTAS Education to continuously improve our Services. We welcome feedback at any time but will specifically ask for it at the completion of your study via an online completion survey. The AQTF require the learner and the employer to complete a satisfaction survey which will be issued during the completion process. On the rare occasion that you may not find your training satisfactory you can lodge a formal complaint by:

- **Phone:** Call CTAS Head Office on 9350 9222
- **Email:** Send an email outlining your Complaint to:
- **Writing:** Either post or hand deliver your complaint to 8 Babel Road, Welshpool, WA 6106

If you are under 18 years of age your parent/guardian can lodge a complaint on your behalf.

All complaints are taken seriously and will be responded to in accordance with our Complaints and Appeals Policy.

If you are unhappy with the outcome decision made on your complaint you can appeal the decision and request a review.

# Contact Information



**Phone Number**  
(08) 9350 9222



**Website**  
[www.ctas.wa.edu.au](http://www.ctas.wa.edu.au)



**Email**  
[admin@ctas.wa.edu.au](mailto:admin@ctas.wa.edu.au)



**Address**  
8a Babel Rd, Welshpool WA 6106  
PO BOX 353 Cannington WA 6987