



FREQUENTLY ASKED QUESTIONS

CHC30221 Certificate III in School Based Education Support



NATIONALLY RECOGNISED
TRAINING

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Frequently Asked Questions

Do I have to be working in a school to do this course?

For the Face-to-Face option – many of the assessments required for this course (and this option) has stipulated a work placement requirement as dictated by the training package. This can be done at any time during your enrolment.

Does the workplace need to be full time?

This requirement is set at 100 hours of placement. This is roughly equivalent to 16 full days in a registered school, but by agreement, you can extend this time beyond the minimum. The placement must involve children aged five or older.

Can you help me find a workplace?

The work placement can only be completed at any school listed on the ACARA (Australian Curriculum, Assessment and Reporting Authority) register of schools is acceptable for placement.

This includes standard public schools, independent and private schools, faith-based schools as well as alternative schools. ACARA - My School website.

You will need to organise your own workplace. The best way to do this is to introduce yourself to a number of employers (better if they are close by or easy for you to get to).

Tell them of your ambitions and that you will be undertaking a course in emotional intelligence. This work may be paid or unpaid (voluntary).

You can also reach out to friends and family who are working to ask if their workplace will help.

Tips:

- Say– “Good morning/afternoon, My name is (say your full name), I was wanting to speak to the most appropriate person as I’m looking for paid or unpaid work placement as I’m currently studying Develop and Use Emotional Intelligence and the course requires, I spend some time working in a real work place.
- Take in and show them your cover letter and a copy of your CV
- Presentation is key – a lot of workplaces use this as a way to find new staff
- Follow up – it shows your keen!

Note: *While it is preferable to get a workplace if you are not working early, please speak to your trainer or one of our customer service staff who can advise as to the best time to complete the required assessment (in line with course requirements)*

Will employers be willing to allow me to do my assessment in their workplace?

We are sure that they will assist you if this is possible. The training company has the required insurances to ensure that you are covered during your work placement. We can provide your host employer with the required documentation.

How long will it take to do the course?

This depends on how quickly you would like to complete the course and how quickly you can meet the course requirements. The time listed on our website is a good estimate, however it may be done more quickly.

What does the course involve?

Once you have enrolled into the course you will receive clear instructions detailing what you need to do. In summary once you have read the learning material (online or in your book) for the unit, then:

- You will be required to answer a set of questions relating to the information in your learning materials.
- You will then have to complete a set of tasks in order to demonstrate that you have the skills covered in your learning materials.
- If you are undertaking your course online - You will also be required to get the support of a technical expert (usually a supervisor in the workplace) who will sign off on a checklist, confirming that you have the required skills and that they have observed you on the job.
- Once you have completed the required assessments - these are submitted to your trainer (uploaded online).
- Your work will be marked, and you will then receive a phone call from your assessor to discuss your submissions. If you have met the requirements, then you will have attained the unit.

Is there any government funding for this course?

No. If you are receiving Centrelink Payments, then you may be able to apply for assistance from Centrelink - Please contact Centrelink to find out if you are eligible for any assistance.

What help and support will I get during my study?

You will have unlimited email support, as well as limited phone support during your study. You may arrange for additional support however the program has been designed to ensure you have the required support.

Your trainer will visit you in your work placement to assist with further learning and to conduct assessments.

Can I fail?

The course is competency based, meaning that you will need to demonstrate competency (skills and knowledge over time at the required level). Due to the good design of this course, if you follow the instructions, you will be able to demonstrate competency. When your trainer marks your work, they will contact you and inform you if you have met the requirements.

If you have not met the requirements, your trainer will attempt to do this over the phone.

If however, despite your trainers best attempts you still have not been able to demonstrate competency, you may be required to submit further evidence (redo some questions or tasks for example), There is a reassessment fee should this occur. Please refer to the brochure for your course. Please do remember however, that your trainer is there for your support and in most cases, you will not need to resubmit evidence