



Communicating Quality Ratings Program

A FREE PROFESSIONAL LEARNING OPPORTUNITY
APRIL TO JUNE 2021

LEARN SKILFUL WAYS TO COMMUNICATE QUALITY - CONVEYING THE VALUE OF QUALITY RATINGS TO PARENTS & FAMILIES

As services we spend a lot of time preparing for our assessment and rating.

We wait anxiously for the results and often celebrate these results as a team.

But what do these ratings really mean to families?

This session makes the invisible visible when communicating the quality rating of your service.

Are you curious about how families determine quality?

Ever wanted to know how to complete your own action research?

With exciting new and interactive tools, be an innovator and break down the barriers for families to fully understand the quality that has been rated at your service.

- Quality practices are key to supporting children to develop and thrive and are the primary concern of parents and families when choosing early childhood education and care.
- Your Quality Rating, your expertise and your positive impact on a family's child is vital and reassuring information for parents and families.
- The Department of Education has funded a professional learning program for early education teams to assist them in having confident conversations with parents and families about the meaning of their Quality Ratings.
- CELA has been selected as the peak body to deliver the program nationally.
- Quality Ratings are a visible sign of the work that goes into quality early childhood education and to achieving highest standards of service across our sector.
- Families may see your Quality Rating and not fully understand what it means, how ratings are assessed, how significant this measure is to them and their child, and that it also underpins a focus on continuous improvement.
- They may not know about the crucial, but often invisible behind the scenes work elements occurring in the interests of their child, aspects such as programming and leadership.
- Being able to talk confidently about the system of Quality Ratings across our sector, and about your own rating, is a valuable opportunity to build stronger relationships with parents and families.
- Conveying the importance of Quality Ratings can help convey your own commitment to delivering highest possible service standards in the interests of their child.

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PART	1 INTERACTIVE ONLINE TRAINING SESSION	2 PEER NETWORKING	3 MENTORING
TIMING	10 DATE OPTIONS: 7 APRIL TO 29 APRIL	12 APRIL TO 30 JUNE	12 APRIL TO 30 JUNE
Content	<ul style="list-style-type: none"> Learn everything you need, to communicate Quality Ratings skilfully and effectively to parents and families Learn a technique called Participatory Research. Fast and easy to adopt, you will learn to integrate Participatory Research methods into your existing day to find out what your families already know about Quality Ratings and where the gaps are, so you can plan how you will communicate to your community of parents. This information forms the structure of the second section. You will identify the ways you communicate with parents/families and could communicate with them. You will create a plan for your service and start developing your communication tool kit using resources and tools to support you. You will also be provided with tools to check in on whether your communication has changed levels of understanding. You will develop messages and work through how to speak, write and show quality in early education services. You will work through how to weave it into your daily activity. 	<ul style="list-style-type: none"> We will connect you with your colleagues in an online network of peers. You can share your experiences, tips, and ideas in private and with confidence. One of our team will manage the groups and be there to help. 	<p>After you have completed the online session, for those who choose to, you can have a mentor to work with, to troubleshoot specific issues and fine tune your skills.</p>
Tools/ support	<ul style="list-style-type: none"> Planning template Take home adaptable resources and tools package 	Online forum	1-1
Presenter	<ul style="list-style-type: none"> Kerrie Maguire, CELA trainer, effective communications and team building expert. 		



To find out more visit www.cela.org.au/communicating-quality-ratings



The Communicating Quality Ratings Program is supported by the NSW Department of Education