

## CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING)



### QUALIFICATION OVERVIEW

#### 1. QUALIFICATION SUMMARY

- National code/title:
- CHC33015 – Certificate III in Individual Support (Ageing)
- Industry relevance:
- This course is from the most current nationally recognised training product available, reflecting the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.
- Entry requirements:
- Students will be required to complete and pay for a National Police Clearance prior to enrolment in this course.
- Recommended skills:
- Learners will be expected to read and understand simple legal and medical documents, interact effectively with colleagues and build relationships with elderly people and family members. Some life experience around the elderly would be an advantage.
- Required materials and Equipment
- Access to computer, laptop or device. Access to the internet.
  - For best performance, you should access Canvas (our eLearning platform) with a computer that supports the most recent browser versions. It is recommended to use a computer five years old or newer with at least 1GB of RAM. For more information on recommended settings, supported browsers and mobile specifications, please visit: <https://community.canvaslms.com/t5/Canvas-Basics-Guide/What-are-the-browser-and-computer-requirements-for-Canvas/ta-p/66>
  - As a duty of care to clients, the influenza vaccination is now mandatory for all students intending to complete practical placement in community care.
  - A fee of \$25 for the purchase of an ACE-branded t-shirt applies for this course. This is mandatory for all students undertaking any practical work placement.

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## 2. QUALIFICATION COMPONENTS

To successfully complete the qualification, thirteen units of competency must be completed including 7 core and 6 electives.

Core units (7):

- The core units of this qualification are compulsory for all learners:

1. CHCCCS015	Provide individualised support
2. CHCCCS023	Support independence and well-being
3. CHCCOM005	Communicate and work in health or community services
4. CHCDIV001	Work with diverse people
5. CHCLEG001	Work legally and ethically
6. HLTAAP001	Recognise healthy body systems
7. HLTWHS002	Follow safe work practices for direct client care

Elective units (6):

1. CHCAGE001	Facilitate the empowerment of older people
2. CHCAGE005	Provide support to people living with dementia
3. CHCCCS011	Meet personal support needs
4. CHCDIS003	Support community participation and social inclusion
5. HLTINF001	Comply with infection prevention and control policies and procedures
6. CHCCCS025	Support relationships with carers and families

## ASSESSMENT

### 3. ASSESSMENT REQUIREMENTS

Assessment tasks:

- Assessment is generally progressive with multiple assessment tasks to be completed for each unit of competency. Techniques may include direct performance observation, oral questioning, workbooks, practical tasks and simulations, interviews, third party reports and other techniques.

Task submission:

- Assessment tasks must be submitted by the due date unless an extension has been granted. Students are entitled to two re-submissions per item following an initially inadequate assessment.

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### 4. RECOGNITION AND CREDIT

RPL application:

- If you believe you are able meet course requirements through workplace and other evidence in your possession, then contact your local college for further information about the RPL process. Note that RPL applications must be made at the time of enrolment after which you will be contacted by one of our assessors to discuss your application.

Credit transfers:

- You may already have acquired some of the units of competency in this qualification from an earlier course or from another Registered Training Organisation, authorised issuing body or authenticated VET transcripts from the Registrar. If so, you can claim credit for these by providing original qualification transcripts or statements of attainment. These will be verified and copied as evidence of current competency. Note that you cannot receive credit for your whole programme of study.

## INDUCTION AND SUPPORT

### 5. INDUCTION AND SUPPORT

Pre-enrolment:

- By completing pre-enrolment assessment prior to enrolling in this qualification, you will be assisting us to evaluate your suitability for the course and to tailor support services to meet your individual needs. A Student Support Officer will review your pre-enrolment information and, if appropriate, contact you to discuss options to assist you to participate productively in the course.

Course induction:

- An induction session to be held at the outset of the course comprises an overview of the industry, including relevant legislation, and covers course content, delivery and assessment arrangements and course completion requirements. A general orientation to college facilities, rules and safety procedures is also provided
- Orientation to our online learning management system will also be provided by the trainer.

Individual support:

- Your trainer can provide email and telephone support throughout the course. All enrolled students also have access to a Student Support Officer who can provide advice and assistance or facilitate external support.

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### CERTIFICATION ARRANGEMENTS

#### 6. AWARDS ISSUANCE

- Course completion:
- A qualification testamur and transcript will be issued by ACE Community Colleges upon successful completion of course requirements, provided that all administrative requirements have been met and course fees are paid in full. In these circumstances, certificates will be issued within 30 days.
- Partial completion:
- Where a student does not complete all components, a statement of attainment listing units successfully achieved will be issued by ACE Community Colleges within 30 days of course completion as long as all outstanding fees have been paid.

### ENROLMENT INFORMATION

#### 7. ENROLMENT APPLICATION


- Application:
- Enrolment is contingent upon an application being accepted. Factors considered in the evaluation of enrolment applications include meeting programme entry requirements, eligibility for a training subsidy (where applicable), the outcome of screening processes (for example, police checks), past payment of fees and acceptance of the terms of enrolment.
- Unique student identifier (USI):
- It is a condition of enrolment in any nationally recognised training (accredited) programme that you supply us with your unique student identifier (USI). If you don't already have one you can apply for one online at [www.usi.gov.au](http://www.usi.gov.au).
- Confirmation:
- Enrolment is confirmed upon payment of a deposit against the course fee. ACE will collect no more than \$1500 of the total fee on initial enrolment.

#### 8. FEES AND SUBSIDIES

- Full fee:
- \$3500
- Additional charges:
- A fee of \$25 for the purchase of an ACE-branded t-shirt applies for this course. This is mandatory for all students undertaking any practical work placement.
- Subsidies available:
- Yes – see box below for details

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<p><u>Programme:</u></p>	 <p><b>Skills Assure</b> Proud to be a Queensland Government subsidised training provider</p> <ul style="list-style-type: none"> <li>We are a <i>Skills Assure</i> Supplier</li> <li><a href="#">Certificate 3 Guarantee</a> (QLD). Applicants eligible for enrolment under <i>Certificate 3 Guarantee</i> to note that this training is funded by the Queensland Government.</li> </ul>
<p><u>Eligibility criteria:</u></p>	<ul style="list-style-type: none"> <li>You must be at least 15 years old and no longer at school (excepting VET in Schools students)</li> <li>Resident in Queensland</li> <li>Australian or New Zealand citizen or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency</li> <li>Must not have or be enrolled in a Certificate III or higher-level qualification (excluding qualifications completed at school and foundations skills training)</li> </ul>
<p><u>Restrictions:</u></p>	<ul style="list-style-type: none"> <li>By completing this qualification you will no longer be eligible for further subsidised training under the Certificate 3 Guarantee programme</li> </ul>
<p><u>Fees payable:</u></p>	<ul style="list-style-type: none"> <li>\$156 student co-contribution fee (\$12 per unit)</li> <li>\$130 concession card holder co-contribution fee (\$10 per unit)</li> <li>No fee applies to credit transfer applications for approved units of competency</li> </ul>
<p><u>Refunds:</u></p>	<ul style="list-style-type: none"> <li>Where subsidised training is not completed, a proportion of the co-contribution fee – corresponding to the number of unfinished units – will be refunded upon written request. No refund is payable on units of competency successfully completed. Refund requests will generally be processed within 28 days.</li> </ul>

About fees:

- The course fees specified above are fully inclusive of all textbooks, learning materials, tuition costs and support services for the advertised duration of the course. Excluded is the mandatory fee for ACE-branded t-shirt applicable for work placement, which students are required to contribute to at a cost of \$25.

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### CANCELLATIONS AND REFUNDS

#### 9. CANCELLATIONS AND REFUNDS

Course cancellation:

- Students are entitled to a full refund, without deduction, if a course is cancelled by us for any reason prior to its commencement.
- If ACE Community Colleges, closes or ceases to deliver any part of the course in which you are enrolled we will work with you to refund the part of the course yet to be delivered, transfer you to another similar course acceptable to you at no cost, find options for your transfer to another provider.

Student withdrawal:

- Fees paid will be refunded where written notice of withdrawal is provided at least five working days prior to course commencement. Note that \$50 will be deducted from the refund amount to cover administration costs.
- Students wishing to cancel fewer than five working days prior to their course commencing, or at any time after commencement, are not entitled to a refund although a partial refund may be paid at the discretion of the local college manager where exceptional circumstances can be demonstrated. All such requests must be in writing.

Changes:

- If there are any changes to your enrolment or to the information under which you were enrolled that affect you, we will advise you as soon as possible. This includes changes to the ownership of the College, or to any training delivery arrangement such as a third-party or other services.

### FURTHER INFORMATION

#### 10. ACE STUDENT HANDBOOK

Student handbook:

- Our *Student Handbook* is available to all prospective students and may be obtained at or prior to enrolment from any of our colleges or downloaded from our website. The *Student Handbook* reflects our policies and contains information on the enrolment process, skills recognition, participation in training and assessment, support services, fees and refunds, rules and regulations and a range of general information.
- While our Student Handbook also contains the specific details of the our complaints and appeals process, it can also be accessed on our website at <https://www.acecolleges.edu.au/students/>

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## DELIVERY

### 11. DELIVERY ARRANGEMENTS

This course structure has been developed in response to the novel coronavirus pandemic (2020) to ensure learners fulfil their course objectives by completing the components that do not require them to be physically present at a training or workplace location at this time.

ACE Community Colleges has received confirmation from local employers that normal work placement arrangements will resume once the pandemic has passed, and that students enrolled in this programme will be accommodated, enabling all learners to meet mandatory requirements – although students may need to be fully vaccinated against COVID-19 prior to commencing work placement. ACE Community Colleges will continue to consult with industry partners and individual students to ensure that students are able to complete the programme within a reasonable period of time once working arrangements begin to normalise.

#### Connected Learning Program

#### Course Duration

Maximum duration: 26 weeks

Connected Learning Program course structure:

Component	Weekly	Total Course
Online workshops	Approximately 2 hour duration	52 hours
One-on-one training and assistance	45 min session scheduled with the trainer	19.5 hours
Trainer-directed home study	12 hours per unit	156 hours
Research	4 hours per unit	52 hours
Workshops two (mandatory)	6 hours per workshop	12 hours

Workshops are on campus:

Workshop 1. WHS

Workshop 2. Personal Care

#### Mode of delivery

Stage 1: Course work (delivery online) and workshops

Simulation requirements will be met in the online learning environment by using live video. Face to face workshops will be mandatory to complete the unit.

Stage 2: Practical

The 120 hours work placement component of the programme can be done throughout the course or at the end of all theory.