

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



QUALIFICATION OVERVIEW

1. QUALIFICATION SUMMARY

<u>National code/title:</u>	<ul style="list-style-type: none"> CHC33021 Certificate III in Individual Support
<u>Industry relevance:</u>	<ul style="list-style-type: none"> This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason. These individuals take responsibility for their own outputs within the scope of their job role and delegation. 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. Students will discuss options of specialising in aged care or disability care with the ACE Student Services team on enrolment.
<u>Entry requirements:</u>	<ul style="list-style-type: none"> Students will be required to complete and pay for a National Police Clearance prior to enrolment in this course. Evidence of COVID-19 double vaccination may be required for work placement, at the discretion of the placement facility. Please discuss with ACE Student Services for more information. As a duty of care to clients, the influenza vaccination is highly recommended, at the discretion of the placement facility. Please discuss with ACE Student Services for more information. Disability specialisation only – Students will need to obtain the following clearances: <ul style="list-style-type: none"> Working with Children Check (NSW) or Blue Card (QLD) Disability Worker Screening – obtained prior to work placement
<u>Recommended skills:</u>	<ul style="list-style-type: none"> Learners will be expected to read and understand simple legal and medical documents, interact effectively with colleagues and build relationships with people requiring care and their families.
<u>Required materials and Equipment</u>	<ul style="list-style-type: none"> 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 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.

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



2. QUALIFICATION COMPONENTS

To successfully complete the qualification, fifteen units of competency must be completed including 9 core, 3 electives and 3 specialisation electives.

Core units (9):

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

1. CHCCCS031	Provide individualised support
2. CHCCCS038	Facilitate the empowerment of people receiving support
3. CHCCCS040	Support independence and wellbeing
4. CHCCCS041	Recognise healthy body systems
5. CHCCOM005	Communicate and work in health or community services
6. CHCDIV001	Work with diverse people
7. CHCLEG001	Work legally and ethically
8. HLTINF006	Apply basic principles and practices of infection prevention and control
9. HLTWHS002	Follow safe work practices for direct client care

Elective units (3):

- These elective units have been selected by the ACE Community Colleges Community Care Training Coordinator, in consultation with industry:

1. CHCCCS033	Identify and respond to abuse
2. CHCCCS036	Support relationships with carer and family
3. CHCCCS044	Follow established person-centred behaviour supports

Specialisation elective units (3):

- Ageing specialisation only:

1. CHCAGE011	Provide support to people living with dementia
2. CHCAGE013	Work effectively in aged care
3. CHCPAL003	Deliver care services using palliative care

Specialisation elective units (3):

- Disability specialisation only:

1. CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
2. CHCDIS012	Support community participation and social inclusion
3. CHCDIS020	Work effectively in disability support

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



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. Assessment for units with practical components must be completed at a residential care facility.

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.

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.

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



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.
- Four mandatory, face to face induction sessions must be completed prior to continuing study. See 11. *Delivery Arrangements* for more information.

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.

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.

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT


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

<u>Programme:</u>	<ul style="list-style-type: none"> <u>Smart and Skilled</u> (NSW). Applicants eligible for enrolment under <i>Smart and Skilled</i> to note that this training is subsidised by the NSW government.
<u>Eligibility criteria:</u>	<ul style="list-style-type: none"> You must be at least 15 years old and no longer at school You must be living or working in NSW (or be an Aboriginal or Torres Strait Islander person living in specific NSW border areas) You must be an Australian citizen, permanent resident, humanitarian visa holder or New Zealand citizen
<u>Fees payable:</u>	<ul style="list-style-type: none"> \$1750 if you fulfil eligibility criteria \$1450 if you fulfil eligibility criteria and this will be your first post-secondary qualification \$240 if you fulfil eligibility criteria and receive an eligible benefit or are a dependent child, spouse or partner of a person receiving a specified Commonwealth Government welfare benefit or allowance \$0 (fee exempt) if you identify as Aboriginal or Torres Strait Islander or are receiving a Disability Support Pension or are a dependent child, spouse or partner of a person receiving a Disability Support Pension \$0 (fee exempt) if you fulfill eligibility criteria and are enrolled as a New Entrant Trainee
<u>Refunds</u>	<ul style="list-style-type: none"> Where subsidised training is not completed, a proportion of the student 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.
<u>Further details:</u>	<ul style="list-style-type: none"> Please note that fees may be further reduced for individual applicants in circumstances where credit transfers and RPL have been approved

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



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.

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/>

CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT



DELIVERY

11. DELIVERY ARRANGEMENTS

Connected Learning Program

Course Duration

Expected duration: 20 weeks

Nominal duration: 6 months

Connected Learning Program course structure:

Component	Weekly	Total Course
Mandatory	1 day per week x 4 weeks	24 hours
Face to face induction sessions	6 hours per day	
Classroom training	1 day per week x 15 weeks 6 hours per day	90 hours
Practical work placement	Recommended schedule: 1 day per week x 16 weeks 7.5 hours per day	120 hours
Trainer-directed home study	4 hours per unit	60 hours
Unstructured home study	2 hours per unit	30 hours
One-on-one training and assistance	Available at your request	Please schedule with your trainer

Mode of delivery

Stage 1: Induction sessions, on-campus.

Week 1 to Week 4.

Four mandatory, face to face induction sessions must be completed, 1 day per week over 4 weeks. Induction sessions will comprise of 3 units of competency and 1 simulation workshop. Students must attend each session as a requirement of the course. If any session is missed, students must catch up or reschedule to the following intake instead.

Stage 2: Theory, on-campus.

Week 5 to Week 19.

Face to face, classroom delivery + Canvas.

Face to face, classroom training will be delivered for each unit, 1 day per week over 15 weeks. Learning and assessment components are accessed via our eLearning platform Canvas.

Stage 2: Practical, onsite at a residential care facility.

Week 5 to Week 20.

It is recommended that the 120 hours work placement component of the programme will be completed 1 day per week over 16 weeks. Each work placement day will be supported by the trainer.

Students undertaking the disability specialisation must complete 40 hours placement at a residential care facility, then may complete up to 80 hours in a disability / community service setting.