



CHC33021

Certificate III in Individual Support



Qualification Summary

INDIVIDUAL SUPPORT

Individual support workers or personal support workers are vital for elderly and disability care. Individual support workers help in providing a comfortable, safe, emotionally and physically nurturing environment for people who are ill, elderly or bearing some physical and mental challenges.

Why study Individual Support?

- You can make a Positive Difference to others.
- You can build your communication skills by working closely with clients and co-workers.
- The industry is booming and in need of workers.

WHO SHOULD ENROL?

This course is suitable for anyone wishing to enter into a carer's role in Aged Care, Disability or Community Care.

- This course is the minimum requirement to working in the sectors.

CAREER OPPORTUNITIES

People who hold their Certificate III in Individual Support qualification assist with care, well-being and empowerment of the elderly and disabled within residential and home environments.

This course will equip you for roles such as:

- Senior Personal Care Assistant
- Care assistant
- Accommodation Support Worker
- Residential Support Worker
- Community Access Coordinator
- Community care worker
- Community House Worker
- Residential Care Worker
- Food Services Deliverer
- Transport Support Worker
- In Home Respite Worker
- Disability Service Officer
- Care Worker
- Client Assistant
- School Support Officer (Disability)
- Family Support Worker
- Care Service Employee
- Planned activity assistant
- Residential aide
- Field Officer (Community Services)
- Nurse's Aide
- Home care assistant

QUALIFICATION

This course is a Nationally Recognised Qualification.

AQF LEVEL

This is an AQF Level 3 course. AQF Criteria for this course is below.

- **Summary** - Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.
- **Knowledge** - Graduates at this level will have factual, technical, procedural and some theoretical knowledge of a specific area of work and learning.
- **Skills** - Graduates at this level will have a range of cognitive, technical and communication skills to select and apply a specialised range of methods, tools, materials, and information to:
 - complete routine activities
 - provide and transmit solutions to predictable and sometimes unpredictable problems.
- **Application of knowledge and skills** - Graduates at this level will apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known and stable contexts within established parameters.

Course Overview

COURSE OUTLINE

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.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

UNITS AND PLACEMENT REQUIREMENTS

To obtain a successful completion a total of **15 units** needs to be completed.

- Nine (9) core units and Six (6) elective units.

In addition to the completion of the units, you will be required to:

- Attend simulated training at one of our offices.
- Complete a minimum of 120 hours vocational placement within the workplace.

Due to qualification requirements, it is mandatory that you attend simulated practical days even if you are working in the industry. All simulations **MUST** be completed before completing the Vocational Placement Logbook.

If you are already employed and working in the role, evidence of employment along with a supervisor sign off will support the 120 hours.

The average completion for this qualification is 8-12 months.

ARE THERE ANY ENTRY REQUIREMENTS?

There are no formal entry requirements applicable to this qualification.

Employment status does not matter, nor is there a minimum education requirement, but students must meet the standard entry requirements for their chosen qualification.

REQUIREMENTS TO WORK IN THE INDUSTRY

Immunisation Record (Applicable to Some Employers)	You can access this off MyGov in a PDF format Need to have the most recent Flu Vaccine and COVID Vaccine x 3
BlueCard	As this links to your licence - you will need to apply for this online - select Aspire to Succeed as your employer. You will need to select Volunteer and require this to commence placement for your course. Paid cards are mandatory once you commence paid work under an employer - you will need to apply for your paid cards through your employer as you will need to link to their organisation.
Disability Screener and BlueCard	As this links to your licence - you will need to apply for this online - select Aspire to Succeed as your employer. You can select Volunteer - you will need the volunteer one to commence placement for your course. Paid cards are mandatory once you commence paid work under an employer - you will need to apply for your paid cards through your employer as you will need to link to their organisation.
	https://workerscreening.dsdsatsip.qld.gov.au/workers/you-start
NDIS Training Modules	You will need to complete these online and email through the certificates https://www.ndiscommission.gov.au/trainingcourse

UNITS

The following units are delivered for this course.

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

Electives - Ageing and Disability	
CHCAGE013	Work effectively in aged care
CHCAGE011	Provide support to people living with dementia
CHCPAL003	Deliver care services using a palliative approach
CHCDIS020	Work effectively in disability support
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
CHCDIS012	Support community participation and social inclusion

*** Ageing and Disability Speciality also available on request ***

Fees and Charges

WHAT IS THE COST?

Aspire to Succeed charges the following fees for this course:

- Full Fee - \$1500
- RPL (Recognised Prior Learning) - \$750
- All fees must be paid in full for the learner to receive their certificate.

WHEN DO THE FEES HAVE TO BE PAID?

You will be issued with an invoice for payment once your enrolment has been processed.

- Full Fee Payment – You can pay your fees in full
- Please use your invoice number and surname as reference for payments made.
- All fees must be paid in full prior to the learner receiving their certificate.

PAY BY INSTALMENTS

Aspire to Succeed understands that paying for course fees can be difficult for learners, especially for people on low incomes.

For interested learners who face financial barriers, payment instalments can be made assisting you to afford the course fees.

All learners have the opportunity to pay the course fees off over the duration of the course. At no time do we wish to disadvantage a learner from completing their studies and therefore, payment plans are available.

The fees for this course are payable via instalment. Refer to the payment plan agreement for payment structure.

WHAT IF I DON'T FINISH (REFUND POLICY)

The full refund policy is outlined in the Student Handbook.

Refunds are payable on a per unit basis.

- If you have commenced the unit/s, attended training, and been provided the learning and assessment materials – no refund will be provided for those units.
- If you have paid for the course in full – you will be entitled to a refund for any units not commenced.
- The enrolment fee is refundable if no training is commenced.

PLACEMENT POLO SHIRTS

While on placement you are required to wear a polo shirt with the Aspire to Succeed logo. Polo's can be purchased from the placement co-ordinator:

- \$25 each or.
- 2 shirts for \$40

RESOURCE PRINTING SERVICE

All students have access to their learning material via aXcelerate. We do offer a printing service – this service entails \$20 per unit. We strongly encourage students to access their resources electronically to ensure sustainability – consider our environment before requesting hard copy books.

Classroom students will be provided with a resource on the day of class delivery. If you require a replacement resource, the resource printing fee of \$20 will be applicable per unit to be replaced.

EXTENSIONS

To apply for an extension to your course, you will need to contact your trainer to request an extension. The following fees apply if you wish to extend your course:

- 1 Month - \$100
- 2 Months - \$190
- 3 Months - \$280

Enrolment

WHEN CAN YOU ENROL?

Aspire to Succeed accept on-going enrolments into this course. You can enrol into the course when you are ready to commence.

HOW TO ENROL?

You can enrol on our website www.aspiretosucceed.com.au or come into one of our offices.

CREDIT TRANSFERS

If you have completed training previously, this may be able to be used to credit towards some of your units. We will require a copy of your certificate or statement of attainment plus your USI transcript.

RECOGNISED PRIOR LEARNING (RPL)

All learners are provided with an opportunity for RPL (Recognised Prior Learning) upon commencement. We will work with you to determine if there are current skills that you can use for RPL (Recognised Prior Learning).

OUR TRAINERS

Our trainers are qualified educators who draw on years of experience from the community services industry.

They are passionate about the industry, engaging, approachable and have backgrounds relevant to the qualification. Our trainers are still actively working within the industry to ensure they maintain their skills and knowledge, so you get the most current industry skills.

IS THERE ACCESS TO THE TRAINERS?

All students have access to their trainer via face-to-face classroom sessions and Zoom sessions. Email and phone contact is available outside of the scheduled classroom training – during business hours. You will receive your trainer details via email after you have enrolled.

ADDITIONAL SUPPORT

We have additional support days available each week at each of our office locations. You can also book in 1-to-1 support with your trainer.

RESOURCES

All learners are provided with the resources to complete their course. These can be downloaded via the aXcelerate portal.

- Student Resources:
 - You can receive these in hard copy via our printing service – the fee is \$20 per unit.
 - You have access to electronic copies via aXcelerate (Learner Portal)
- Visuals – You are provided access to all visual materials relevant to your course via aXcelerate.
- Handouts – Any additional handouts are provided as required to support your training. These are available in your student portal.
- Assessment – All assessment materials are provided to you and will be in your student portal.
- Students attending face-to-face training will receive a copy of the resource applicable to the day.

ASSESSMENT

Each unit includes a competency-based assessment – both knowledge and application. Assessment work will be required to be completed in class and in your own time.

Assessments may include:

- Written assessments – questions, assignments, projects, or reports
- Class activities – discussions and group work
- Verbal presentations – applicable to specific units
- Practical activities and problem solving
- Simulation – applicable to specific units
- Workplace activities as part of your placement/employment

There are no exams, and you will receive individual feedback and comments on your work.

RESUBMISSION

Individual assistance is available to students having difficulty with an assessment and resubmission opportunities are provided. Resubmission of NYS (Not Yet Satisfactory) assessments are to be submitted within 7 days.

ASSESSMENT MARKING TIME

Assessments are marked in chronological order within 7 days of submission.

Course Delivery

WELLBEING AND INCLUSION

At Aspire to Succeed, we are committed to fostering a culturally safe and inclusive workplace where all staff, students, and stakeholders feel respected, valued, and supported.

We acknowledge and celebrate the diverse cultural backgrounds of our community, including First Nations peoples, and we actively work to eliminate barriers to participation and success.

We strive to create an environment where:

- Cultural identity is recognised and respected, and individuals feel safe to express who they are without fear of discrimination or judgment.
- Cultural safety is embedded into our policies, practices, and daily operations through continuous learning, reflection, and improvement.
- Staff are trained to understand, respect, and respond to cultural differences, ensuring equitable access to education and employment opportunities.
- Culturally respectful communication and practices are the norm, not the exception.
- Feedback is welcomed and valued, and we listen and respond with empathy and accountability to concerns about cultural safety.

We believe that cultural safety is essential to a fair, respectful, and high-quality training environment, and we are committed to upholding this standard in everything we do.

LENGTH OF THE COURSE

Your enrolment is for a 12-month period. Additional time is to be discussed with your trainer / director.

This course is full-time, and includes:

- ✓ 26 weeks (Full Time) or 52 weeks (Part-time) - 2 days per week, 192 classroom hours
- ✓ Simulated assessment days must be attended
- ✓ Minimum 120 workplace / vocational placement hours
- ✓ Reading of resources and materials (average of 15 hours per week)
- ✓ Completion of assessment work (average of 10 hours per week)
- ✓ Distance Delivery - Weekly Zoom classes

TRAINING LOCATIONS

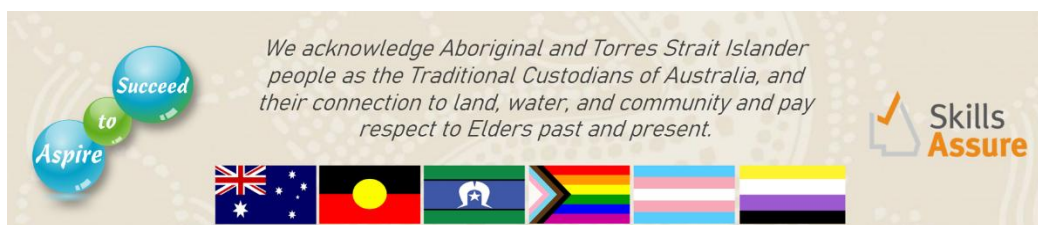
- **Caboolture** Face to Face Class is held on Monday and Tuesday or Thursday and Friday.
- **Kingaroy** ZOOM: Wednesday AM or Wednesday PM
- **Self-Directed (Distance)** This course is offered in a self-directed model for learners already working in the Care Industry. If you select self-directed you are still required to attend simulated training if this cannot be signed off by our assessor in your workplace.

Provided at each training location:

- Free tea, coffee, and water
- Bring your own lunch or visit local shops nearby.
- Free parking on-site

IMPORTANT INFORMATION FOR DISTANCE/ONLINE STUDENTS

- If you do choose the distance delivery model - you will need access to a laptop, internet, Microsoft Word (this excludes Open Office and Mac Pages) and PDF software.
- Mobile Phones and Tablets are not a recommended option to complete the assessments. If you elect to complete on a tablet or mobile phone, you will need to have Microsoft Word and PDF installed on the device. (this excludes Open Office and Mac Pages)
- You will have access to your learning and assessment materials electronically via our Student Management System (aXcelerate).
- Should you require hard copy books to complete your course - we do offer a printing service at a fee of \$20 per book.



ATTENDANCE

Due to the intensive nature of this course, attendance at all zoom sessions is recommended. Every class will focus on the application assessment of the unit. If a class is missed, students will be responsible for arranging to cover what was missed in their own time.

SIMULATED TRAINING/ASSESSMENT

You are required to demonstrate your skills in a simulated environment prior to being signed off in the workplace. This will be completed at your chosen training site. If you are working in industry - you could ask your employer to support signing off on your simulated tasks within the workplace - we will need an employer declaration signed upon enrolment.

WORK PLACEMENTS

Placements can be completed at a wide range of Community Service organisations.

You will be required to work a **minimum of 120 vocational placement hours** which is approximately 16 x eight-hour shifts or the equivalent.

Vocational placement is unpaid.

If you are already working in the sector, you can choose to complete your placement at your existing workplace.

If not, or if you would prefer to broaden your experience, we can assist you to select and secure an appropriate placement. We have regular providers that we work with for student's placement. Should you not be able to attend one of those sites, we will request your assistance to locate placement that suits your individual needs.

When on placement you will be required to **start from 6:00am - 6:30am in the morning** - this is the same time as all other workers. If you are not able to commence at this time, you will not be able to meet the requirements of this course.

Your placement must be completed within six months of the conclusion of your classes and last submitted assessment work.

We are only able to support student's interstate that have access to a workplace and already employed in the industry.

Aspire to Succeed - RTO 32555

ABOUT US

Aspire to Succeed is a Private RTO, our head office is based in Caboolture QLD. We have been registered and delivering quality based courses since 2012.

Our focus and commitment are to ensure all students have a positive training experience, while enjoying the learning experience. We ensure students are 'Industry Ready', providing a mix of knowledge and application of skills assessments throughout the duration of the courses.

OUR COMMITMENT

Aspire to Succeed is dedicated and passionate in all areas of its operations. We are committed to making a difference to the student's life, both work related and professionally through quality and inspirational training methods.

We are committed to improving your workplace skills, assisting you to be able to perform your role and future roles to a high level of competence.

We will endeavour to work with all students to achieve their learning goals and ensure a positive and motivational learning experience. No one will be disadvantaged, and all students will be supported throughout their time with us.

BENEFITS

When considering where to study, consider these benefits of Aspire to Succeeds course:

- Community specialty
- Specialist focus, equipping you for best practice contemporary
- Engaging trainers with strong and current industry experience
- Free work placement support and career advice
- Up to date, industry relevant resources
- Personalised assessment feedback with extra help and re-assessments as needed
- Resources are available via the learner aXcelerate portal
- Access to additional student support weekly

LOST CERTIFICATES OR STATEMENTS OF ATTAINMENT

Should you misplace your certificate or statement of attainment at any time, we can reissue you with a new copy. There is no fee to re-issue a Certificate or Statement of Attainment. A written request will be required to re-issue the Certificate or Statement of Attainment - this can be via email.

CODE OF PRACTICE

In general, Training Providers provide a value-for-money range of quality training products and services to their clients.

However, in a business environment which is ever increasingly competitive, it is important for training providers to align to best-practice and be able to demonstrate that they provide the client with top quality and cost-effective training products and services.

At Aspire to Succeed we pride ourselves in offering a quality service, at a competitive price. Should you not be happy or satisfied with the service provided, we would like your feedback through our feedback forms, complaints, or appeals process. This is outlined in greater detail in your student handbook.

CONTACT US

For further information or an enrolment pack, you can contact us through any of the following methods at the following sites:

CABOOLTURE OFFICE

Email: ats@aspiretosucceed.com.au

Website: www.aspiretosucceed.com.au

Phone: (07) 5497 4009

Address: 79 King Street, CABOOLTURE QLD 4510

KINGARROY OFFICE

Email: kingarroy@aspiretosucceed.com.au

Website: www.aspiretosucceed.com.au

Phone: (07) 4183 6043

Address: 9B Toomey Street, KINGARROY QLD 4610