CHC33015

Certificate III in Individual Support

QLD Funded – Certificate 3 Guarantee
What is the Certificate 3 Guarantee Program?
The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

The program also supports school students to access training and Queensland’s Year 12 graduates to transition to employment by providing free training in high priority qualifications.

Are you eligible to participate?
This program is open to:
- Any Queensland resident aged 15 years or over
- No longer at school
- An 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.
- Employment status does not matter, nor is there a minimum education requirement, but students must meet the standard entry requirements for their chosen qualification. It is preferred that a learner enrolling into a Certificate IV level have experience within the sector

Prospective students must not:
- Have or be enrolled in a certificate III or higher-level qualification (not including qualifications completed at school and foundations skills training)

What training is available?
High-priority qualifications are those qualifications which develop the skills most needed by the economy. They are determined based on information about skill shortages, advice from industry, and the importance of the qualification in gaining an employment outcome.

Aspire to Succeed is a preferred supplier under the program for this qualification:
- CHC33015 – Certificate III in Individual Support

How can you participate?
It is important that you take the time to carefully consider your training options and compare different providers and their fees before committing to a course of study.

The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee program and provides information about what they cover, the careers they can lead to and the training providers approved to deliver them.

Access to the Program
As you can only access Certificate 3 Guarantee subsidy once, it is important you choose the right course for you to take full advantage of this opportunity.

The Queensland Skills Gateway displays the courses available under the Certificate 3 Guarantee program and also provides information about what they cover, the careers they can lead to, and the training providers approved to deliver them.

Learner Surveys
Within 3 months of completion or withdrawal from the course it is a requirement for each learner to complete and submit a 'Training and Employment Survey'.

The results of these surveys are provided to the QLD Training Department on a quarterly basis. You will be provided with the form either face to face or through the post, dependent on the circumstance at the time.
Do you contribute to training costs?
Given the increased benefits that you can gain from certificate III level training, you are required to contribute to the cost of your training through a co-contribution fee, payable to the training provider.

The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose.

The fee may be paid on your behalf by an employer or another third party but cannot be paid or waived by the training provider or any organisation related to the training provider.

What is the Cost?
Aspire to Succeed charges the following fees for this course:

- Full Fee - $100
- Concession Fee - $50

When do the fees have to be paid?
The fees for this course are payable upon enrolment. You will be issued with an invoice for payment once your enrolment has been processed.

Not eligible?
Refer to the Course Outline for Full Fee-Paying Students.

Financial Assistance
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.

Pay by Instalments
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.

A fee will be required to be paid upon enrolment. This is refundable should you not commence the course.

What if I don’t finish (refund Policy)
The full refund policy is outlined in the Learner 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, but not commenced units – you will be entitled to a refund for any units not commenced.

The enrolment fee is refundable if no training is commenced.
Qualification Summary

**Individual Support**
The Aged care, and community services sector is experiencing strong growth and over the next five years over 50,000 job openings are expected. This is due to an increased demand for carers across aged care, disability and home care.

This course will give you the skills you need to provide individual care to people in aged care, disability or home and community care settings.

Our course is designed to provide learners with a range knowledge and skills application, ensuring you are ready and able to complete the tasks at the required level in the workplace.

**Who should Enrol?**
This course is suitable for anyone wishing to enter into Aged Care, Disability or Home and Community Care as a carer.

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:

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

**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 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.

**Course Outline**
To obtain a successful completion a total of 13 units need to be completed.

- Seven (7) core units and Six (6) elective units.

In addition to the completion of the units a minimum of 120 hours vocational placement is required to be completed within the workplace. If you are already employed and working in the role, evidence of employment along with a supervisor sign off will support the assessment process.

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.

**Units**
The following units are delivered for this course.

**Core Units**
- CHCCCS015 Provide individualised support
- CHCCCS023 Support independence and well being
- CHCCCM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- CHCLEG001 Work legally and ethically
- HLTAAP001 Recognise healthy body systems
- HLTWHS002 Follow safe work practices for direct client care

**Electives – All Students**
- CHCCCS011 Meet personal support needs
- HLTINFO01 Comply with infection prevention and control policies and procedures

**One of the following is to be selected**

**Electives – Aged Care**
- CHCAGE001 Facilitate the empowerment of older people
- CHCAGE002 Implement falls prevention strategies
- CHCAGE005 Provide support to people living with dementia
- CHCPAL001 Deliver care services using a palliative approach

**Electives – Disability**
- CHCDIS001 Contribute to ongoing skills development using a strengths-based approach
- CHCDIS002 Follow established person-centred behaviour supports
- CHCDIS003 Support community participation and social inclusion
- CHCDIS007 Facilitate the empowerment of people with disability

**Electives – Home and Community**
- CHCAGE001 Facilitate the empowerment of older people
- CHCCCS025 Support relationships with carers and families
- CHCDIS007 Facilitate the empowerment of people with disability
- CHCHCS001 Provide home and community support services
Enrolment

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

If you have completed training previously, this may be able to be used to credit towards some of your units. We will help you with this.

When can you Enrol?
Aspire to Succeed accept on-going enrolments into this course. Classes held in Caboolture have a maximum of 12 participants.

Our Trainers
Our trainers are qualified educators who draw on years of experience in the community industry and have up to date knowledge of Current industry practice.

Passionate about the industry, our engaging and approachable trainers have backgrounds relevant to the qualification and are still actively working within the Industry to ensure they maintain their skills and knowledge.

Is there access to the Trainers?
All Learners have access to their trainer via email and mobile phone for ease of contact outside of scheduled classroom training. You will receive your trainer details via mail after you have enrolled.

Resources each learner receives
All learners are provided with the resources to complete their course. The resources you that will be provided are listed below:

- Learner Resources – You receive these in hard copy – they are yours to keep.
- Visuals – You are provided to access all visual materials relevant to your course via weblinks.
- Handouts – Any additional handouts are provided as required to support your training.
- Assessment – All assessment materials are provided to you.

There are no additional fees for the resources.

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

Assessments may include:
- Written assessments – questions, assignments, projects or reports
- Class activities - discussions and group work
- Verbal presentations
- Practical activities and problem solving
- Workplace activities as part of your placement

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

Individual assistance is available to students having difficulty with an assessment and resubmission opportunities may be negotiated if an initial submission is not marked as competent.
Course Delivery

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:
- 102 classroom hours (17 days)
- Minimum 120 workplace / vocational placement hours

Venue
Set training schedules are run from our Caboolture office. Face to Face classes are run as per the schedule, with attendance recommended.

Caboolture
135 King Street CABOOLTURE QLD 4510

- Free tea, coffee and water
- Bring your own lunch, or visit local shops nearby
- Ten minutes’ walk from Caboolture Station
- Free parking on-site

This course is also offered in a self-directed model for learners already working in the Community Services Industry.

Attendance
Due to the intensive nature of this course, attendance at all sessions is recommended. Every class day will include delivery of the unit, classroom discussions and activities, some assessment.

If a class is missed, students will be responsible for arranging to cover what was missed in their own time.

Work Placements
Placements can be completed at a wide range of community services organisations to suit your career interests.

You will be required to work a minimum of 120 vocational placement hours which is approximately 15 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 learner’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 6-6.30am 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.
Caboolture 2019 Training Schedule

We take enrolments for these courses based on the intake date. You will attend classes weekly for a 17 week period and then complete the 120 hours placement.

The following course dates are for 2019:
- Group 1 – Commence Monday 04th February
- Group 2 – Commence Thursday 07 March
- Group 3 – Commence Friday 03 May
- Group 4 – Commence Monday 15 July
- Group 5 – Commence Thursday 01 August

If you are already working in the industry – you can commence at any time.

Below is a standard delivery schedule for Certificate III in Individual Support (Ageing)

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCLEG001</td>
<td>Work legally and ethically</td>
</tr>
<tr>
<td>CHCCOM005</td>
<td>Communicate and work in health and community services</td>
</tr>
<tr>
<td>CHCLEG001</td>
<td>Day 2</td>
</tr>
<tr>
<td>CHCCOM005</td>
<td>Follow safety procedures for direct care work</td>
</tr>
<tr>
<td>HLTWHS002</td>
<td>Comply with infection control policies and procedures</td>
</tr>
<tr>
<td>HLTINF001</td>
<td>Using Hoists, slide sheets, manual handling, repositioning and transfers</td>
</tr>
<tr>
<td>HLTWHS002</td>
<td>PRACTICAL - Day 2</td>
</tr>
<tr>
<td>HLTINF001</td>
<td>Recognise healthy body systems</td>
</tr>
<tr>
<td>HLTAAP001</td>
<td>PRACTICAL – Blood pressure, Urinalysis, Diabetes, Thermometer</td>
</tr>
<tr>
<td>CHCCCS011</td>
<td>Meet personal support needs</td>
</tr>
<tr>
<td>CHCC015</td>
<td>Provide individualised support</td>
</tr>
<tr>
<td>CHCCCS011</td>
<td>PRACTICAL – Feeding, Bathing, Brushing Teeth, Eye Care</td>
</tr>
<tr>
<td>CHCC015</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>CHCAGE001</td>
<td>Facilitate the empowerment of older people</td>
</tr>
<tr>
<td>CHCAGE002</td>
<td>Risk of falls</td>
</tr>
<tr>
<td>CHCPAL001</td>
<td>Deliver care services using a palliative approach</td>
</tr>
<tr>
<td>CHCAGE005</td>
<td>Provide support to people living with dementia</td>
</tr>
<tr>
<td>CHCAGE005</td>
<td>Day 2</td>
</tr>
<tr>
<td>CHCCCS023</td>
<td>Support Independence and wellbeing</td>
</tr>
<tr>
<td>Prac</td>
<td>120 hours with focus on personal care – log book to be completed</td>
</tr>
</tbody>
</table>
Aspire to Succeed – RTO 32555

About Us
Aspire to Succeed is a Private RTO, based in Caboolture QLD. We have been registered and delivering quality based courses in QLD and WA since 2012.

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

Our Guarantee
Aspire to Succeed is dedicated and passionate in all areas of its operations. We are committed to making a difference to the learner’s life, both works 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 learners to achieve the end results and ensure a positive and motivational learning experience. No one will be disadvantaged and all learners will be supported unconditionally throughout.

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
- Aspire to Succeed has been found compliant at all Audits undertaken – both State and National levels

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.

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:

- admin@aspiretosucceed.com.au
- www.aspiretosucceed.com.au
- 07 5497 4009
- 135 King Street Caboolture QLD 4510