

**CHC33015 CERTIFICATE III IN INDIVIDUAL SUPPORT  
(AGEING, HOME AND COMMUNITY)**

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**COURSE OVERVIEW**

This course has been designed to provide learners with the necessary knowledge, skills and abilities required for the provision of assistance to the ill, elderly or disabled. Training will cover topics such as

- health monitoring
- personal care
- palliative care
- environmental and social support services and
- information and advocacy services.

This care can take place in a variety of settings, including hostels, group homes, residential settings or the community under direct or regular supervision within clearly defined organisational guidelines and service plans.

These workers carry out activities related to the maintenance of an individual's personal care and/or other activities of daily living. They report directly to a supervisor and are not responsible for other workers. Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

**OCCUPATIONAL NAMES MAY INCLUDE:**

- Assistant in Nursing
- Support Worker
- Carer
- Community Support Worker
- Accommodation Support Worker
- In Home Respite Worker
- Personal Care Assistant
- Personal Care Giver
- Personal Care Worker
- Home Care Assistant
- Nursing Assistant
- Community Care Worker

**SKILLS AND KNOWLEDGE**

At the completion of training, Learners will demonstrate competency following assessments in both the classroom and a workplace. The skills and knowledge gained throughout the training period will enable Learners to be immediately employable in the aged care industry.

The following skills will form the basis of the Learners competency:

- application of effective, relevant communication and interpersonal skills
- appropriate use of personal authority and influence
- ability to analyse and assess a range of situations
- use of relevant literacy skills to meet reporting requirements
- demonstration of the legal and organisational requirements relating to duty of care, confidentiality and ethical practices
- the use of principles and practices required for a client centered approach to care.

## THE QUALIFICATION

The Certificate III in Individual Support (Ageing, Home and Community) qualification must meet the following criteria and include:

7 core units + 4 specialisations + 2 electives for the Ageing qualification

7 core units + 4 specialisations + 2 electives for the Home and Community qualification

Code	Unit Name	C/S/E
CHCCCS015	Provide individualised support	Core
CHCCCS023	Support independence and well being	
CHCCOM005	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	
CHCAGE001	Facilitate the empowerment of older people	Ageing Specialisations
CHCCCS011	Meet personal support needs	
CHCAGE005	Provide support to people living with dementia	
HLTINF001	Comply with infection prevention and control policies and procedures	
CHCHCS001	Provide home and community support services	Ageing Electives
CHCCCS025	Support relationships with carers and families	
CHCAGE001	Facilitate the empowerment of older people	H&C Specialisations
CHCCCS011	Meet personal support needs	
CHCCCS025	Support relationships with carers and families	
CHCHCS001	Provide home and community support services	
HLTINF001	Comply with infection prevention and control policies and procedures	H&C Electives
CHCAGE005	Provide support to people living with dementia	

## COURSE DURATION

The allocated time to complete the qualification in line with volume of learning requirements, is as follows:

- students enrolled on a traineeship - 18 months
- other students - 24 months

### TRAINING DELIVERY

This qualification is completed through a mix of classroom training, self-paced learning and work placement.

Training takes place in our fully equipped training rooms in Kingsley and the course is delivered in half-day sessions. Half day sessions are delivered over 39 days, one half day (afternoon or morning) per week. This mode is intentionally flexible and particularly beneficial for TPG Training's main target group of learners (TPG Aged Care Staff) as it reduces the impact on the learners usual rostered hours.

### COURSE SCHEDULE

Day	Topics	Unit covered
1 & 2	Overview of the Aged Care Industry/Law and Ethics	CHCLEG001 Work legally and ethically
3 -6	Work Health and Safety Infection Control	HLTWHS002 Follow safe work practices for direct client care
7-8	Module 1 Review, simulations and practical activities	HLTINF001 - Comply with infection prevention and control policies and procedures
9-12	Communication and Individual Difference (Day 1)	CHCCOM005 Communicate and work in health or community services
13-14	Healthy Body	CHCDIV001 Work with diverse people
15	Review, simulations and practical activities	HLTAAP001 - Recognise healthy body systems
16-17	Understanding Personal Support	CHCCCS011 Meet personal support needs CHCCCS015 Provide individualised support CHCHCS001 Provide home and community support services
18	Practical Learning	
19-20	Deliver Client Services	
21-22	High Level Care	
23-24	Review, simulations and practical activities	
25-26	Dementia	CHCAGE005 Provide support to people living with dementia
27-30	Empowerment and working with Primary Carers	CHCAGE001 Facilitate the empowerment of older people
31-32	Module 4 review, simulations and practical activities	CHCCCS023 Support independence and well being CHCCCS025 Support relationships with carers and families
33-34	Infection Control	HLTINF001 Comply with infection control policies and procedures
35-39	Course review, simulations and practical activities - Practical. Wrap up, course feedback and self-evaluation and Pre-assessment Brief	All units

The Learner is also required to participate in 120 hours of work experience organised by training staff. TPG Training tries to organise a work placement near your home.

### **PRE-REQUISITES**

Due to the nature of some of the tasks that are expected to be undertaken, both in the classroom, and in the industry in general, prospective learners are expected to have a working knowledge of the English language. It is expected that all learners will have a minimum reading and writing skill at Year 10 education level and ACSF Level 2 in writing and numeracy.

For prospective learners from a Cultural or Linguistic Background (CALD) the following reading and writing pre-requisites apply:

- an IELTS score of at least five in each of the four components of the test, and/or
- a Certificate III in English.

### **POLICE CLEARANCE**

People working in the Aged Care Industry are required to hold a satisfactory<sup>1</sup> police clearance. If the learner does not currently hold a police clearance, one must be provided (or a certified copy) prior to participating in a work placement.

The learner can apply for a Police Clearance either online or at a Post Office. There is a cost (which is not included in the cost course) for this.

If a prospective learner was a citizen or permanent resident of a country other than Australia after the age of 16, they are required to produce a Statutory Declaration advising of their places of residence prior to the commencement of training.

### **ASSESSMENTS**

A prospective learner is also expected to complete a number of assessments for each training module throughout the term of the course. The nature of the assessments is documented in the booklet associated with each module.

All units are assessed using competency-based methods. The learner will be assessed in at least two different ways (modes) for each unit of competency.

The modes of assessments may include:

- Oral questioning
- Written evidence (including written questions, formative assessments, assignments, projects, case studies and workplace portfolios)
- Simulations, Role-Plays and Demonstrations
- Direct observations in the workplace

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<sup>1</sup> Persons who are precluded from becoming a staff member or an unsupervised volunteer are those whose police certificate/check (or statutory declaration where applicable) record that they have been convicted of murder or sexual assault, or convicted of and sentenced to imprisonment for any other form of assault.

### **MAKE-UP CLASSES/STUDY GROUP**

If a learner misses a session, that session must be attended at a later date. Learners are welcome to re-attend (free of charge) any session that they feel may benefit them during the course qualification period.

TPG Training offers one-on-one support for learners at no extra cost. Please contact your trainer for further information relating to this support.

### **TIME COMMITMENT**

It is expected prospective learners will need to complete a minimum of eight hours a week of self-study time in addition to the weekly class contact time.

### **COMPLETION OF COURSE**

If for any reason a learner is unable to complete all training sessions within the course timeframe TPG Training will offer the learner the option of attending the missed sessions on the following course.

If the learner is not able to complete all units of competency (which is required to gain the qualification) you will be issued with a Statement of Attainment for each unit you have achieved competency in.

### **FEES AND CHARGES**

The following tuition fees are applicable and include a \$90 resource fee. A valid concession card must be presented to support the request for the concession fee. All concession cards must be valid for the period of training to receive the full concession rate.

Lower Fees, local skills, Traineeship	\$ 882.90
Lower Fees, local skills, Traineeship concession	\$ 261.60

The Lower Fees, local skills traineeship fees are applicable from 1 January 2021 and apply if you are eligible under the Western Australian State Government Lower Fees, local skills initiative

Tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and other resource fees.

A learner's enrolment is not complete until statutory and RTO based fees and charges have been paid, deferred or installment payment arrangements organised.

Police Clearance – The learner will need to pay for a Police Clearance, if not already held. This cost is not included in the above course costs.

### **PRIOR TO COMMENCEMENT**

All learners will be required to meet with the trainer and participate in an Induction Session during which time you will complete an Enrolment Form.

A deposit of \$100 (course fees) and a National Police Clearance or proof of application for a National Police Clearance must be provided prior to commencement of the course.

### **PRIOR TO THE COMMENCEMENT OF WORK PLACEMENT IN A RESIDENTIAL FACILITY**

Prior to the commencement of work placement, the learner must have

- completed all training and delivery sessions
- submitted all written assessments (except for the project)
- successfully completed all oral assessments
- successfully completed all simulation assessments
- a current Police Clearance (not less than six months old)
- paid the course fees in full.

### **RECOGNITION OF PRIOR LEARNING/NATIONAL RECOGNITION**

TPG Training acknowledges National Recognised Training Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) where applicable.

Learners may apply for the Recognition of Prior Learning (RPL) for any employment and or study related to units of competency stated in the Certificate schedule.

An Application for Recognition of Prior Learning Form is available from our training staff. There is a fee for processing RPL applications. Please discuss this with us prior to enrolling.

### **VENUE**

Training is delivered at the offices of TPG Training Pty Ltd., located at TPG Aged Care Offices at 121 Moolanda Boulevard, Kingsley. There is ample on-site parking and is close to bus/train services.

### **PRACTICAL DAYS**

Several sessions of the course have a practical component to them and these normally involve some lifting and physical activity. If you have an ailment, injury or condition that may prevent you from completing the practical tasks, please advise the trainer of your incapacity. *Closed in shoes are required for training on these days.*

### **WHAT TO WEAR - PARKING - MOBILE PHONES - MESSAGES**

- All learners are requested to dress in neat, comfortable, casual attire.
- Closed in shoes are required for Practical Training Days
- Mobile phones must be switched off while training is in progress
- Messages may be left for learners on: 9408 1100

## REFUNDS

Refunds shall only be made in relation to the Learner ceasing or withdrawing from the training program or where TPG Training cancels the program. Fees paid for training programs shall be refundable in the following circumstances:

- a cancellation by a Learner, in writing, received a minimum of ten working days prior to commencement shall lead to a full refund,
- a cancellation by a Learner, in writing, received a minimum of two working days prior to commencement shall lead to a full refund, less a 10% administration fee
- where a program is cancelled by TPG Training a full refund shall be provided

An administration fee of 10% of the fees paid will be charged if a cancellation is received between two and nine working days prior to commencement of the course (i.e. 10% of \$100 = \$10).

There is no refund for fees paid for training courses if a cancellation is received less than two working days prior to the commencement of the course. A minimum of four learners are required before a course can be scheduled.

Should you require further information, please contact our training staff by calling 9408 1100 or e-mailing [trainingenquiries@tpgtraining.com.au](mailto:trainingenquiries@tpgtraining.com.au)