Make a difference to someone’s life and start your new career …

Certificate III in Individual Support
(Ageing, Home and Community)
CHC33015

2019 Course Information

9433 3744
info.livinglearning@nillumbik.vic.gov.au
www.livinglearningnillumbik.vic.gov.au

Diamond Creek  Eltham  Panton Hill
119 Cowin Street  739 Main Road  18 Bishops Road

Nillumbik Shire Council trading as
Living & Learning Nillumbik
ABN 64 487 994 794
Registered Training Organisation No. 3989

Where people share, learn and connect.
Welcome to Living & Learning Nillumbik!

Taking on a course of study can be an exciting but also daunting experience. This course information book is designed to give you the information necessary to make an informed and considered decision when choosing where to undertake your training.

At Living & Learning Nillumbik we are genuinely committed to supporting our participants through all stages of the learning journey - from deciding where to do your training, the training itself and finally moving on to further study or employment.

There is a lot of information in this book and we hope you will find it useful. If you have a query or need clarification, please contact one of the Vocational Education and Training (VET) team members.

Good luck and we look forward to you joining our learning community.

Maggie Clarke
Coordinator Living & Learning Nillumbik

The VET Team
Stacie Synon – Course Coordinator
Cindy Geyer – VET Coordinator
Carolyn Padfield - Administration

Trainers - Certificate III in Individual Support
Stacie Synon
Cheryl Millman
What is the course about?

The Certificate III in Individual Support can be completed with a number of different specialisations – Ageing, Home and Community, and Disability. We have designed our course with a dual specialisation in Ageing and Home and Community to maximise employment opportunities for our graduates.

The **Certificate III in Individual Support (Ageing)** (formerly **Certificate III in Aged Care**) is the minimum qualification for people who are working or want to work as Personal Care Assistants in residential aged care facilities, hostels and nursing homes, home based care and community organisations. Demand for people with this qualification is very high, as the industry grows to service Australia’s rapidly ageing population.

The **Certificate III in Individual Support (Home and Community)** (formerly **Certificate III in Home and Community Care**) is the standard qualification for people wanting to work as Personal Care Assistants in the home and community care context, offering assistance to people who are aged and/or disabled or working in community organisations. Demand for people with this qualification is very high, as it serves an industry that is growing rapidly as the Australian population ages.

Entry requirements

Entry into this course is based on an assessment of your ability to understand and apply the content of the course. An interview and literacy / numeracy exercise is part of the selection process.

<table>
<thead>
<tr>
<th>Language, literacy and numeracy skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>As a guide, language, literacy and numeracy skills equivalent to year 9-10 of secondary school are required to undertake this course.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital literacy (computer) skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>You will need access to a computer and the internet outside of class time, and the ability to confidently:</td>
</tr>
<tr>
<td>- Use a search engine to search the internet</td>
</tr>
<tr>
<td>- Navigate websites and download documents</td>
</tr>
<tr>
<td>- Download and upload documents to our Learner Portal</td>
</tr>
<tr>
<td>- Manage files and folders on your computer</td>
</tr>
<tr>
<td>- Type and format documents in Microsoft Word.</td>
</tr>
</tbody>
</table>

Before you can start your practical placement you will need to undergo a Police Records Check.
What will I study?

The Certificate III in Individual Support (Ageing, Home and Community) is made up of 13 units, comprising:

- 7 core (or ‘compulsory’) units
- 6 elective units

Of the 6 electives, 5 are required for the dual specialisation. The one remaining elective is chosen by us from a range of electives specified in the training package.

To achieve the Certificate III in Individual Support (Ageing, Home and Community), you must complete the following 13 units:

Core Units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
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</thead>
<tbody>
<tr>
<td>CHCCCS015</td>
<td>Provide individualised support</td>
</tr>
<tr>
<td>CHCCCS023</td>
<td>Support independence and well being</td>
</tr>
<tr>
<td>CHCCOM005</td>
<td>Communicate and work in health or community services</td>
</tr>
<tr>
<td>CHCDIV001</td>
<td>Work with diverse people</td>
</tr>
<tr>
<td>CHCLEG001</td>
<td>Work legally and ethically</td>
</tr>
<tr>
<td>HLTWHS002</td>
<td>Follow safe work practices for direct client care</td>
</tr>
</tbody>
</table>

Elective Units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
<th>Ageing</th>
<th>Home &amp; Community</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAGE001</td>
<td>Facilitate the empowerment of older people</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>CHCAGE005</td>
<td>Provide support to people living with dementia</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>CHCCCS011</td>
<td>Meet personal support needs</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>CHCCCS025</td>
<td>Support relationships with carers and families</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>CHCHCS001</td>
<td>Provide home and community support services</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>HLTaida003</td>
<td>Provide first aid</td>
<td></td>
<td></td>
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</tbody>
</table>
How will I be assessed?

The course focuses on practical skills and knowledge. Assessment is about showing you have the knowledge and can apply it, and that you can competently do the tasks required by the workplace.

Assessment is done off-the-job (classroom) and on-the-job (Practical Placement/workplace). It covers both theory (e.g. written assignments) and practice (e.g. personal hygiene and support with meals).

What is “Practical Placement”?

Practical Placement, or “on-the-job” training, is an important part of the Certificate III in Individual Support. It gives you the opportunity to apply, in a real-life setting, the theoretical knowledge gained in the classroom. It also allows you to develop these skills and practical knowledge under the supervision of experienced practitioners.

All learners will need to undertake **140 hours** of practical placement, which includes residential care as well as care in the context of a lifestyle and activity program. If you are already working in the sector it may be possible to use your actual work and workplace as the placement.

Practical placement hours are 7am-3pm in Aged Care facilities, and usually 9am-4pm in a Lifestyle and Leisure Program or Planned Activity Group (PAG) setting.

Placement will begin after week 9, after completion of some key units, and is undertaken on weekdays outside class hours. Living & Learning Nillumbik has strong relationships with Aged Care and Home and Community Care services in the local area. We work with a number of organisations to support our student placements.

Over 95% of our students are offered work before completing their placements, and we have employers recruiting directly from us on a regular basis.

Course hours and homework

Classes are held two days per week during school terms.

You will also need to have two days per week available for practical placement from week nine of the course onwards. Learners with only one day available in addition to their class days can be accommodated, however it means the course will take approximately one month longer to complete.

This will be discussed in more detail at your pre-enrolment interview.

Details on regular class days / times are described in the Fee Schedule which is published on our website at [www.livinglearningnillumbik.vic.gov.au](http://www.livinglearningnillumbik.vic.gov.au).

You should expect to spend an average of **8 to 10 hours per week outside of class time for homework and assessment tasks.**
How big are the classes?

Living & Learning Nillumbik is committed to a holistic learning environment with an individual approach to learning. Our classes generally have no more than 16 people in them.

How much does it cost?

Current fees are listed on the course Fee Schedule, available on our website or by contacting us on 9433 3744. There is a tuition, materials and amenities component. Depending on your circumstances, the tuition fee may be government-subsidised (see eligibility table at the end of this document), concession, full fee or full-fee concession. The materials fee and amenities fee are the same for all students.

A deposit of 30% of your fees, plus textbook fee, is payable on enrolment. The balance of your fees is split into a number of instalments to be paid by set dates. The payment dates will be provided to you when enrolling.

Fees can be reduced in cases of hardship – for more information, please contact the VET Admin Officer on 9433 3747.

Tuition fee

The tuition fee covers the cost of training and assessment, including classes and other support provided by your trainers.

Amenities fee

The amenities fee covers things like access to training resources, support services and the cost of providing training facilities.

Materials and textbook fees

These cover materials that you will keep as your personal property, such as textbooks, handouts, training resources, and craft supplies (where applicable). It also covers excursions or field trips where there is a cost involved.

Let us know at the time of enrolment if you are able to obtain the required course materials yourself, so we can make the appropriate adjustment to your course fees.
Eligibility for a government-subsidised place

Tuition subsidies are provided through Victorian and Commonwealth Government funding under the *Skills First* program for eligible learners.

You may be eligible for a government-subsidised training place in this course if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:

- under 20 years of age on 1 January of the year in which the course will commence
- 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than any qualifications you currently hold.

To determine your eligibility, refer to the chart at the back of this booklet, or go to: http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx

If you do not meet the above eligibility criteria, you may still be able to access a subsidised place through an ‘eligibility exemption’.

There is an application process for eligibility exemptions, and limited places are available. Applications will be considered using the following criteria:

- The course will improve the employability and qualify the learner for a job in an industry where there is a skills shortage.

- A government-subsidised place will support learners in one or more of the following circumstances:
  - Re-skilling after an extended period away from the workforce
  - Unable to gain employment with existing qualifications
  - Seeking a change of career/industry
  - Personal or health reasons for needing training or re-training

Priority will be given to learners experiencing financial hardship.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for this course. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.
How many subsidised courses am I eligible for?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses on a government-subsidised place at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

Under exceptional circumstances students may apply for an exemption to the rule allowing only two commencements at the same level, enabling them to enrol in a further qualification at the same level. For further information on applying for an exemption to the ‘two commencements’ rule, go to the Department of Education and Training website: www.education.vic.gov.au

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

Eligibility for concessions

Concessions on tuition fees are available for courses up to Certificate IV level for people who meet the eligibility criteria for a government-subsidised training place and who are:

- Commonwealth Health Care Card holders, and their dependant children and dependant spouses
- Pensioner Concession Card holders, and their dependant children and dependant spouses
- Veteran's Gold Card holders (but not their dependants)

Concession tuition fees are 20% of the fee for a standard government-subsidised place.

Living & Learning Nillumbik also offers a reduction on the Full Fee for learners who hold one of the above concession cards but are not eligible for a government-subsidised training place.

Indigenous students

Under the Indigenous Completions Initiative, Indigenous students who meet the eligibility criteria for a government-subsidised place pay only the concession tuition fee for training at any level, including at Diploma level and above.

Need more information?

See the Department of Education and Training website for more information on eligibility for government-subsidised training places and concessions: www.education.vic.gov.au
Are there any other costs?

Our Schedule of fees and charges lists other types of costs that can be incurred in connection with your course, where applicable, including:

- Recognition of prior learning
- Late assessment and re-assessment
- Replacement certificate / statement of attainment
- Transfer of enrolment / deferment
- Withdrawals

The Schedule of fees and charges is published on the Fee Policy page of our website:

There is also a fee for the police check required before you are able to go out on placement. See www.police.vic.gov.au for the current fee for a police records check for volunteer workers.

When returning to study, you should also allow for everyday costs such as stationery, printing, photocopying, computer and internet access, and transport to and from your classes as well as the service/s where you will be doing your practical placement. You may also need to purchase certain types of footwear/clothing if you don’t already have items suitable for your placement workplace.

Fees, charges and refunds policy

Our Fees, Charges and Refunds Policy describes how tuition fees and other fees and charges are calculated, and sets out our terms and conditions on payment of fees, withdrawals and refunds. The policy is available on the Fee Policy page of our website and will be discussed prior to enrolment.

Financial assistance

You may be eligible for financial assistance to support your return to study. To determine your eligibility, visit the website/s below or contact each service directly.

<table>
<thead>
<tr>
<th>Centrelink Youth Allowance</th>
<th>13 2490</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABSTUDY</td>
<td>1800 132 317</td>
</tr>
</tbody>
</table>
| Family Assistance Office  | 13 6150 | www.humanservices.gov.au
Recognition of Prior Learning (RPL)

You may be eligible for RPL if you have sufficient life or work experience to meet the requirements of one or more whole units of competency within this qualification.

Applications for RPL must be made prior to the commencement of the course – please speak to the course coordinator if you wish to apply. There is a fee for consideration of RPL applications.

Credit Transfer

Applications for Credit Transfer must be made prior to the commencement of the course to ensure you only attend the relevant classes, and tuition fees are not charged for the unit/s you have previously attained. Please speak to the course coordinator if you wish to apply.

National Recognition

Living & Learning Nillumbik recognises AQF (Australian Qualification Framework) Certificates and Statements of Attainment issued by other Registered Training Organisations in Australia.

If you have previously completed unit/s that are the same as the core units or electives currently specified as part of this qualification, you may be eligible for credit for those units through National Recognition.

To be granted National Recognition you need to show us the original Certificate or Statement of Attainment (or a certified copy - which means it has been certified by a Justice of the Peace as being a true copy of the original document).

There is no fee for applications for credit via National Recognition.

Other forms of Credit Transfer

You may also be eligible for credit towards your qualification if you have completed prior studies that covered the same content (skills and knowledge) as one or more whole units in this qualification. This may include:

- An older version of one of the units in this qualification
- A component of a different qualification or course of study, including courses outside the VET sector, such as higher education / tertiary courses.

There is a fee for consideration of applications for credit other than National Recognition.
Why study at Living & Learning Nillumbik?

Community focus

We have a long history of delivering quality training to the Nillumbik community and beyond, and are proud of the services we offer and the part we play in our community. The training we deliver is underpinned by a philosophy that supports the needs and circumstances of individuals.

Living & Learning Nillumbik is a unique combination of a neighbourhood house and an adult community education centre, operating in partnership with Nillumbik Shire Council. We are a community-based organisation with centres at Eltham, Panton Hill and Diamond Creek.

We work creatively with individuals, community groups and governments to provide programs responding to the personal, professional, social and learning needs of our diverse community.

Living & Learning Nillumbik manages the Registered Training Organisation status of the Nillumbik Shire Council, which enables us to offer nationally recognised training within a strong community context.

Our learning environments

All three Living & Learning Nillumbik centres have comfortable and relaxed training rooms with audio visual and training resources. You will be warmly welcomed by friendly and supportive staff and trainers. The Certificate III in Individual Support classes are held at our Eltham centre, at 739 Main Road.
Our trainers

Our trainers at Living & Learning Nillumbik continue to work in their industry and have substantial training experience. They choose to work with us because they are committed to the principles of adult community education and value the environment that this represents.

Learning support

Living & Learning Nillumbik is committed to providing a positive, inclusive and supportive learning environment for everybody. People will not be discriminated against on the basis of age, gender, location, culture, or disability in access to our programs and services, and we encourage participation by individuals with a disability.

Our course delivery has enough flexibility built in so that your learning needs, as well as changes in personal circumstances, can be considered. The pre-enrolment interview is important in assisting us to determine if you have any learning needs or require additional learning support. We will, within our capabilities, make every reasonable effort to support learners with special needs.

Family friendly

We have registered childcare playhouses which provide quality occasional care. Please ask about availability and operating hours when enrolling.

Our classes are held from 9am to 3pm. Allowances can be made for learners who need to drop off and pick up children before and after school. Please discuss this with the course coordinator at your interview.

Commitment to quality and continuous improvement

Living & Learning Nillumbik is committed to continuously improving its delivery of training and assessment and all aspects of the services we provide. We regularly ask learners for their feedback, both formal and informal, and are always interested in ideas that can help us do our job better.

A thorough orientation to the course is held on the first day which will cover all aspects of the course content and being a learner with Living & Learning Nillumbik. We then conduct a mid-course evaluation survey to see if there are ways we can improve our services to you while you are still studying with us.

At the end of the course you have the opportunity to complete a final evaluation survey which we send to the state and federal government as part of the National Quality Indicator data collection. The Quality Indicators are designed to give an overall picture of the training we deliver, how many students study with us, and what our students and employers think about our services. It’s an anonymous survey, and the data helps us to identify areas for improvement.
Frequently Asked Questions

Do I have to pay all my fees at once?

No. Fees are paid in instalments at set times throughout the course. Payments in smaller instalments (e.g. fortnightly payments) can also be accommodated. A minimum 30% deposit, plus textbook fee, is required at enrolment.

I’d rather get my fees out of the way - can I pay in full up front?

We are not permitted to accept payment of more than $1000 from you prior to the course commencing. An exception is where an employer or agency is paying your course fee.

Once the course has commenced we can accept additional payments, but there is still a limit on how much we can accept from you ‘in advance’. Our set instalment dates are designed to ensure we meet our obligations in this regard.

What do Course Fees cover?

Course fees cover tuition, materials, excursions (where applicable) and amenities. You will need to purchase your own incidental stationery items such as a folder, notepaper, pens, etc.

Is my Seniors Card a valid concession card?

No.

Can I get a refund if I cancel my place?

Please refer to the Fees, Charges and Refunds Policy, which is available on the Fee Policy page of our website or from any of our three offices.

Testimonials

"Whilst on my practical placement there were two staff members of the nursing home that have been there for a long time said that Living and Learning Nillumbik have the best students out of all the students they take on.

They said our training is just fantastic and covers so much. The nursing home I did my placement at was a pleasure to work at and they just think the standard of training you provide is outstanding.

I also applied for a job with a local council for HACC work and when I was in the interview process I was asked some scenarios in the HACC field and when I answered them they had replied ‘gee you can tell you have been trained by Living & Learning as you have covered it all’ so I just thought this is great feed back." - Kristen
How Do I Enrol?

Step 1: Interview
Contact us to arrange a time for a pre-enrolment interview. The interview involves an informal discussion with the course coordinator, and a short written language, literacy and numeracy exercise. It will take around 45 minutes, and we have a range of days and times available. There is no obligation to enrol if you are offered a place, so the interview is a great chance to ask lots of questions and find out if this is the course for you.

Step 2: Enrol and pay your deposit
If you are offered a place, complete all the required documentation and pay your deposit. (Enrolments can only be confirmed once the deposit is paid).

For more information
Contact the Living & Learning Nillumbik office on 9433 3744.

Or call in at
Living & Learning Nillumbik
739 Main Road, Eltham

Living & Learning Nillumbik is committed to providing a positive, inclusive and supportive learning environment for everybody. People will not be discriminated against on the basis of age, gender, location, culture, or disability in access to our programs and services, and we encourage participation by individuals with a disability.
Government-subsidised training – are you eligible?
How to determine if you are eligible for a government-subsidised training place

- Do you meet the Australian citizen/residency requirements?
  - Yes
    - Have you previously commenced two government-subsidised courses* at the same level as the one you wish to enrol in?
      - No
        - You must pay full fee-for-service
      - Yes
        - You can only commence a maximum of two government-subsidised courses at the same qualification level in your lifetime.
  - No
    - You must pay full fee-for-service

- Will you be enrolled in two other government-subsidised courses anytime in the year you would be undertaking this course?
  - No
    - You can only be enrolled in a maximum of two government-subsidised courses in the same year.
  - Yes
    - You must pay full fee-for-service

- Are you under 20 years of age on 1st of January of the year training commences?
  - No
    - You must pay full fee-for-service
  - Yes
    - You are eligible for a government subsidised training place

- Are you up-skilling?**
  - No
    - You must pay full fee-for-service
  - Yes
    - You can only commence a maximum of two government-subsidised courses at the same qualification level in your lifetime.

For more information go to: http://www.skills.vic.gov.au/victorianskillsgateway/Students/Pages/vtg-eligibility-indicator.aspx

* ‘Government-subsidised’ means courses subsidised under the Victorian Training Guarantee or Skills First program.
** “Up-skilling” means enrolling in a course at a higher level than your existing highest qualification. The following qualifications are not taken into account when determining eligibility: VCE, VCAL, International Baccalaureate Diploma and senior secondary certificates from elsewhere in Australia; completed Foundation Skills courses; any VET certificates completed as part of a senior secondary qualification; courses with the title ‘Course in …’; and overseas qualifications not formally deemed equivalent.