



COURSE OVERVIEW

CHC33021
Certificate III in
Individual Support
(Ageing and Disability)



ABOUT THE COURSE

Our nationally recognised CHC33021 Certificate III in Individual Support (Ageing and Disability) is the perfect qualification for people who have a passion for supporting the elderly, or those with a disability, to reach their full potential.

Start a career in the disability and/or aged care industry! Whether you imagine working in an Aged Care Facility, in Home and Community Care, within the NDIS workforce, or any other organisation that provides support and care to the disabled, this course is for you.

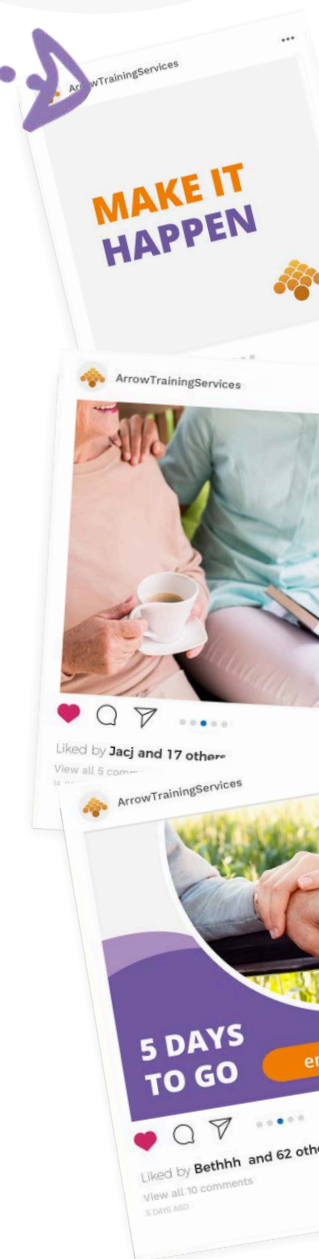
Upon completion, you will be job ready and equipped with the knowledge and skills to follow an individualised plan to provide person-centred support to people who require care. Learn about dementia, palliative care, safe working practices, the legalities and ethics of the industry, building relationships with families, co-ordinating services and empowering your clients.

This course includes practical placement component. We take care to match you with a facility that best suits your needs including location and upcoming vacancies to maximise the likelihood of an employment opportunity. Practical placement is a wonderful opportunity to showcase your skills to a prospective employer. We pride ourselves on providing a supportive learning environment to help our students to launch their new career successfully!

CAREER PATHWAYS

The following employment opportunities may be available following the successful completion of this course;

- Personal Care Assistant
- Disability Support Worker
- Aged Care Worker
- Home Care / Community Care Assistant
- Residential Support Worker
- Personal Care Giver



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COURSE SNAPSHOT



Become
a carer!

DURATION

This course will be approximately 12 months in duration depending on prior experience, Credit Transfers and the individual needs of learners.

DELIVERY MODE

This course is delivered via a combination of;

- Scheduled face-to-face training (9.00am - 5.00pm)
 - Wanneroo • 3 days per week (Wednesday - Friday) • 21 weeks + 120 hours placement
 - Armadale • 3 days per week (Tuesday - Thursday) • 21 weeks + 120 hours placement
- 16 hours per week of self-paced flexible learning including completion of assignments
- 1:1 coaching to provide all the support you need
- 120 hours of mandatory practical placement, depending on prior skills and knowledge.

Yes, we can organise placement for you! Please note COVID-19 vaccination is mandatory for Practical Placement.

ENTRY REQUIREMENTS

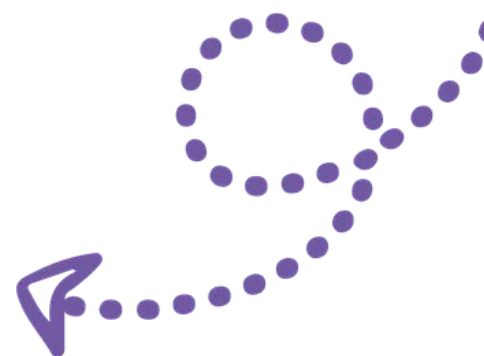
There are no prerequisites to gain entry into CHC33021 Certificate III in Individual Support (Ageing and Disability), however; please note you must:

- Undertake a Language, Literacy and Numeracy (LLN) assessment so that the appropriate academic support can be provided and/or sourced.
- Have a laptop computer and basic digital literacy
- Be physically fit to undertake practical placement
- Meet the National Police Check criteria (students must provide their own Police Check and NDIS clearance)
- Be fully COVID-19 vaccinated before attending placement.

COURSE INCLUSIONS

We provide you with;

- Comprehensive course materials and learning resources
- Live virtual classroom training delivered via Zoom
- Access to our online Learning Management System (LMS)
- Ongoing support from experienced trainers and Student Support staff
- One-on-one support sessions where required
- Placement coordination support – we organise your placement for you
- Two-day in-person workshop
- Personalised support throughout your learning journey
- Access to Student Support team for assistance



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COURSE SNAPSHOT



MORE ON PRACTICAL PLACEMENT

Practical placement is an important part of your course - 120 hours of practical placement is required to achieve your qualification. It is a great opportunity to put all your knowledge into action and showcase your skills to a prospective employer.

We arrange placement for you! We always aim to organise placement for you in a workplace that is aligned with your individual needs and aspirations, and if possible conveniently located.

During practical placement, students must wear professional attire in line with the requirements of their allocated facility. Requirements may vary between workplaces but typically include a black scrub top or polo shirt, appropriate work pants, and enclosed shoes. Students are responsible for supplying their own placement attire.

COVID

Please note that practical placement is a mandatory component of the course completion and may be impacted by COVID or other infectious outbreaks. Rest assured we will inform you of any changes to your placement and work with you to complete your mandatory placement.

NDIS CHECK

Some workplaces such as Disability Services require students to have an NDIS check to commence placement. In this case, we will assist the student to complete an NDIS check and all fees associated with the check will be paid for by the student.

POLICE CHECK

All students are required to arrange their own police check before commencing placement. We will provide links and guidance to help students complete the police check process when they are approaching their placement.

The cost of the police check is the responsibility of the student.

If the police check is clear, we will arrange placement for the student. If the police check reveals any findings, the student will need to secure their own placement. In these cases, we will provide support where possible; however, we are unable to arrange placement on behalf of students with findings on their police check.



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THE COURSE

To achieve this qualification, you need to successfully complete 15 units of study. This consists of 9 core units plus 6 elective units.

Session	Unit Code	Units of competency
Dementia	CHCAGE011	Provide support to people living with dementia
Aged Care	CHCAGE013	Work effectively in Aged Care
Individualised Support	CHCCCS031	Provide individualised support
Empower	CHCCCS038	Facilitate the empowerment of people receiving support
Independence & Wellbeing	CHCCCS040	Support independence and wellbeing
Healthy Bodies	CHCCCS041	Recognise healthy body systems
Communication	CHCCOM005	Communicate and work in health or community services
Skills Development	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
Community Participation	CHCDIS012	Support community participation and social inclusion
Disability	CHCDIS020	Work effectively in disability support
Diversity	CHCDIV001	Work with diverse people
Legal & Ethical	CHCLEG001	Work legally and ethically
Palliative Care	CHCPAL003	Deliver care services using a palliative approach
Infection Control	HLTINF006	Apply basic principles and practices of infection prevention and control
Workplace Health & Safety	HLTWHS002	Follow safe work practices for direct client care

Units are subject to change at any time at Arrow Training Services' discretion.



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A DETAILED OVERVIEW



01

CHCAGE011 - Provide support to people living with dementia

This unit describes the performance outcomes, skills and knowledge required to provide person-centred care and support to people living with dementia. It involves following an established individualised plan. This unit applies to workers in a residential or community context, including family homes.

02

CHCAGE013 - Work effectively in aged care

This unit describes the performance outcomes, skills and knowledge required to work effectively in an aged care work context. The unit covers meeting job requirements, complying with organisational requirements and working in an aged care sector context. This unit applies to individuals who work with older people in a range of community services and health contexts.

03

CHCCCS031 - Provide individualised support

This unit describes the performance outcomes, skills and knowledge required to organise, provide and monitor personal support services for a person within the limits established by an individualised plan. The individualised plan refers to the support or service provision plan developed for the person accessing the service and may have different names in different organisations. This unit applies to workers who provide care or support under direct, indirect or remote supervision.

04

CHCCCS038 - Facilitate the empowerment of people receiving support

This unit describes the performance outcomes, skills and knowledge required to facilitate the empowerment of people receiving support, and to deliver rights-based services using a person-centred approach. It should be carried out in conjunction with individualised plans. This unit applies to workers in varied care and support contexts.

05

CHCCCS040 - Support independence and wellbeing

This unit describes the skills and knowledge required to provide individualised services in ways that support independence, as well as physical and emotional wellbeing. This unit applies to workers in a range of community services contexts who provide frontline support services within the context of an established individualised plan.





A DETAILED OVERVIEW



06

CHCCCS041 - Recognise healthy body systems

This unit describes the performance outcomes, skills and knowledge required to work with basic information about healthy body systems and the impacts of ageing and disability. It includes recognising and reporting any changes in healthy bodies involving people who are ageing or living with disability. Any identified issues of concern to be reported to the supervisor or professional health staff. This unit applies to workers across a range of community services contexts.

07

CHCCOM005 - Communicate and work in health or community services

This unit describes the skills and knowledge required to communicate effectively with clients, colleagues, management and other industry providers. This unit applies to a range of health and community service contexts where workers may communicate face-to-face, in writing or using digital media and work with limited responsibility under direct or indirect supervision.

08

CHCDIS011 - Contribute to ongoing skills development using a strengths-based approach

This unit describes the performance outcomes, skills and knowledge required to assist with supporting the ongoing skill development of a person with disability. It involves following and contributing to an established individualised plan and using a positive, strengths-based approach. This unit applies to individuals who work with people with disability in a range of community services and health contexts. Work performed requires some discretion and judgement and may be carried out under regular direct or indirect supervision.

09

CHCDIS012 - Support community participation and social inclusion

This unit describes the performance outcomes, skills and knowledge required to assist with supporting people with disability in community participation and social inclusion using a person-centred approach. This involves enabling people to make choices to maximise their participation in various community settings, functions and activities to enhance psychosocial wellbeing and lifestyle in accordance with the person's needs and preferences. This unit applies to workers in varied disability services contexts. Work performed requires some discretion and judgement and may be carried out under regular direct, indirect or remote supervision.

10

CHCDIS020 - Work effectively in disability support

This unit describes the performance outcomes, skills and knowledge required to work effectively in a disability support work context. The unit covers meeting job requirements, complying with organisational requirements and working in a disability sector context. This unit applies to individuals who work with people with disability in a range of community services and health contexts. Work performed requires some discretion and judgement and will be carried out under regular direct or indirect supervision.





A DETAILED OVERVIEW



Learn More!

11

CHCDIV001 - Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people. This unit applies to all workers.

12

CHCLEG001 - Work legally and ethically

This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role. This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.

13

CHCPAL003 - Deliver care services using a palliative approach

This unit describes the performance outcomes, skills and knowledge required to provide care for people with life-limiting illness and those within the normal ageing process using a palliative approach, as well as end-of-life care. This unit applies to workers in a residential or community context. Work performed requires some discretion and judgement and is carried out under regular direct, indirect or remote supervision.

14

HLTINF006 - Apply basic principles and practices of infection prevention and control

This unit describes the performance outcomes, skills and knowledge required to apply basic infection prevention and control principles in work settings including implementing standard and transmission-based precautions and responding to risks. This unit applies to individuals working in a range of industry and work setting contexts.

15

HLTWHS002 - Follow safe work practices for direct client care

This unit describes the skills and knowledge required for a worker to participate in safe work practices to ensure their own health and safety, and that of others in work environments that involve caring directly for clients. It has a focus on maintaining safety of the worker, the people being supported and other community members. This unit applies to all workers who require knowledge of workplace health and safety (WHS) to carry out their own work, in both centre-based and home-based service provision.

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FEES & CHARGES



JOBS & SKILLS WA

Jobs & Skills WA will guarantee eligible students a subsidised training place in State priority courses. It's a new way to ensure more people are better equipped with the skills WA needs. Funding is available for CHC33021 Certificate III in Individual Support (Ageing & Disability) under the WA Participation - Work Readiness program.

WHO IS ELIGIBLE?

You are eligible for a guaranteed training place if you have left school and are:

- An Australian citizen; or
- A permanent visa holder; or
- holders of a sub-class 300, 309, 444, 445, 449, 461, 785, 786, 790, or 820 visa;
- secondary holders of a temporary visa of sub-class 188, 457, 482, 489, 491 or 494 visa;
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790; and
- holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.
- Western Australia is your primary place of residence and you are unemployed or under-employed working less than 20 hours per week.
- Must be at least 18 years old at course commencement date

If you are ineligible for subsidised training, you can complete the course as a Fee For Service student.

HOW MANY COURSES CAN AN ELIGIBLE INDIVIDUAL DO?

There are no restrictions on the number of qualifications that an individual student can undertake. However, approval must be sought for students engaging in more than one qualification at the same time prior to training taking place.

PROOF OF ELIGIBILITY

For proof of eligibility you will need to provide prior to the commencement of training, evidence of citizenship or residency. Evidence could include:

- An Australian birth certificate; or
- A current Australian passport; or
- A current New Zealand passport; or
- A Naturalisation certificate; or
- A green Medicare card



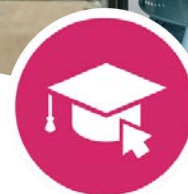
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FEES & CHARGES



UNDER JOBS & SKILLS WA:

- There is no upper age limit
- There are no restrictions based on your previous level of awarded qualification; however, you will need to meet any course entry requirements

HOW DO I QUALIFY FOR CONCESSION?

Eligibility for the concession rate on course fees is determined at the time of enrolment. The following students are entitled to the concession rate on course fees.

- Persons and dependants of persons holding:
 - a Pensioner Concession card;
 - a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - a Health Care Card
- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
 - Workforce Australia; or
 - Parent Pathways
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- Persons and dependants of persons in receipt of the Youth Allowance
- Persons and dependants of persons who are inmates of a custodial institution
- Secondary school-aged persons, not enrolled at school

Course	Funding	Fee Type	Amount
CHC33021 Certificate III in Individual Support	Participation - Work Readiness	Concession	\$0.00
		Non-Concession	\$0.00
		FFS	\$3,990.00



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FEES & CHARGES



PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- Pay the full amount of fees and charges;
- Pay fee by instalment;

Make application on the grounds of severe financial hardship for fees and charges to be waived.

Students who fail to take up one of the above options will not be enrolled into the course.

INSTALMENT PAYMENTS

Arrow Training Services can offer you a payment option that allows you to pay your tuition fee in instalments.

Students are given a minimum of eight weeks from the commencement of training to finalise payment when paying by instalment.

NOTE: Students, who fall behind in their payments, will not be enrolled into additional units unless appropriate arrangements have been agreed to by both the student and Arrow Training Services to pay the amount outstanding.

FEE WAIVER

Arrow Training Services may waive all fees and charges for students that they assess as being in severe financial hardship. Whether a student is in severe financial hardship is to be determined on a case by case basis by Arrow Training Services.

To apply for a fee waiver, please contact our office for further information. Students will be advised of the decision outcome.

Fee waivers that meet the eligibility criteria are only valid for the calendar year.



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FEES & CHARGES



REFUND POLICY

Students must advise in writing of their intention to withdraw from training. This is necessary to ensure they are eligible for refunds. Requests for refunds must be lodged within two weeks of the official withdrawal date.

FULL REFUNDS

Students who withdraw are entitled to a full refund of the applicable course fee, resources fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached

The Manager can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by Arrow Training Services.

PART REFUNDS

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee for the unit, and:

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

PRO-RATA REFUNDS

Arrow Training Services can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of Arrow Training Services

In all cases, relevant documentary evidence (for example, medical certificate) is required.



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OUR PROMISE

Arrow Training Services?

We are passionate about preparing students to undertake employment in individual support venue!

We will deliver training which assists you to develop the necessary skills, knowledge and attitude so you can respond confidently to many challenging and diverse individual support environments. We have a dedicated Placement Coordinator who will organise your practical placement.

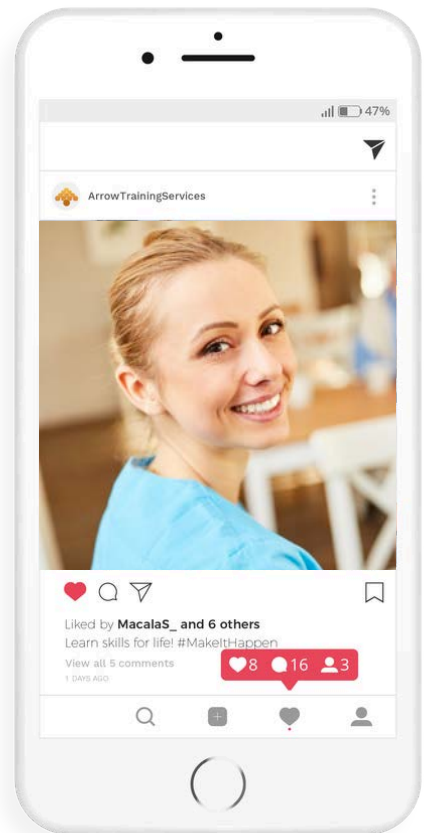
Arrow Training Services is a well-known and respected registered training organisation with a reputation of producing qualified graduates who are prepared and suited to provide support to people who require care. Completion of this course does not guarantee an employment outcome.



Contact us!

1300 737 977

Follow us!



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