



This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centered 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-centered support.

ENTRY REQUIREMENTS

There are no pre-requisites for this qualification.

OCCUPATIONAL NAMES

Job roles and titles vary across different industry sectors.

Possible job titles relevant to this qualification include:

- Care Worker
- Community House Workers
- Client Assistant
- Home Care Assistant

EMPLOYMENT OPPORTUNITIES

Individuals with this qualification are able to perform roles, such as:

- Accommodation Support Worker
- Disability Services Worker
- Personal Care Giver
- Respite Care Worker

CAREER PATHWAY

A number of career pathways are available to you typically with further study, such as aged care Activity worker, care supervisor or disability officer.

SKILLS RECOGNITION

If you already have some training, work or life experience in individual support or age care, you may be eligible to have your existing skills and knowledge recognised and apply for advanced standing for one or more units. Processes for recognition include:

- Credit transfer
- Mutual recognition
- Recognition by assessment

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E. info@targettraining.com.au

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COURSE OUTCOMES

- Providing home and community support services
- Facilitating empowerment of the elderly
- Following safe work practices for direct client care
- Understanding healthy body systems
- Supporting people with dementia

Delivery Arrangements

The Certificate III program is typically delivered over a minimum 12 month period using a blend of on and off the job approaches. We combine group learning sessions with self-directed reading, summative assessment projects and research activities that combined we have allowed up to 770 hours for Certificate III level. The qualifications can be fast-tracked, depending on current competencies of learner as well as their available time in completing the requirements. For learners completing the qualification via classroom/off the job arrangements, we have set a minimum of 26 hours of face-to-face group training sessions for Certificate III level. In this way learners can learn from each other while being guided by the experienced facilitator.

Participants are provided with training manuals for each unit which include all materials participants require to be used in the learning environment as well as supporting resources on a per unit basis as needed. Practical activities are completed by participants in their workplace environment following classroom practice, and completion of these also contributes to formative assessment evidence.

Pathways

This qualification can be completed via any of these pathways as follows. We offer flexibility with this qualification.

RPL: If you have skills and experience to meet all the competencies of any unit/s, and can demonstrate/document that competency, then you may apply for RPL (recognise prior learning). Please contact our office for more details of this assessment-only process and an application form. Learners should allow 360 hours to complete the qualification in this format; however, this is assuming that they are able to provide sufficient and current evidence.

Group sessions: There may be a number of people in your organisation that can come together for a series of training sessions in your workplace, or an agreed alternate location. We have a 12 session ideal structure for Certificate III however the amount of time face-to-face can be discussed and agreed depending on the current competencies of the participants and viability of them coming together. This involves a combination of summative and formative assessments that include research, written tasks and demonstration activities. Some of the units can be integrated via both training delivery and assessment task requirements.

Flexible: It may not be possible or preferential to co-ordinate face-to-face sessions so we can also assist you through the qualification via post, email and phone support. Learners should allow up to 770 hours regardless.



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Course Structure

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. 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.



CORE UNITS

CHCCCS015	Provide individualised support
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

GROUP A ELECTIVE UNITS

CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people living with dementia
CHCCCS001	Meet personal support needs

OTHER ELECTIVE UNITS

CHCADV001	Facilitate the interests and rights of clients
CHCCCS009	Facilitate responsible behaviour
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCECD002	Deliver and monitor contracted employment services
CHCPRT003	Reflect on and improve own professional practice
HLTAID003	Provide first aid
BSBCUS301	Deliver and monitor a service to customers
BSBINM201	Process and maintain workplace information
BSBWOR204	Use business technology
BSBWOR301	Organise personal work priorities and development

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Learning Outcomes:

Core Unit:

CHCCCS015 Provide individualised support

1. Determine support needs
2. Provide support services
3. Monitor support activities

CHCCCS023 Support independence and well being

1. Recognise and support individual differences
2. Promote independence
3. Support physical wellbeing
4. Support social, emotional and psychological wellbeing

CHCCOM005 Communicate and work in health or community services

1. Communicate effectively with people
2. Collaborate with colleagues
3. Address constraints to communication
4. Report problems to supervisor
5. Complete workplace correspondence and documentation
6. Contribute to continuous improvement

CHCDIV001 Work with diverse people

1. Reflect on own perspectives
2. Appreciate diversity and inclusiveness, and their benefits
3. Communicate with people from diverse backgrounds and situations
4. Promote understanding across diverse groups

CHCLEG001 Work legally and ethically

1. Identify and respond to legal requirements
2. Identify and meet ethical responsibilities
3. Contribute to workplace improvements

HLTAAP001 Recognise healthy body systems

1. Work with information about the human body
2. Recognise and promote ways to support healthy functioning of the body

HLTWHS002 Follow safe work practices for direct client care

1. Follow safe work practices for direct client care
2. Follow safe work practices for manual handling
3. Follow safe work practices for infection control
4. Contribute to safe work practices in the workplace
5. Reflect on own safe work practices

Group A Elective Units:

CHCAGE001 Facilitate the empowerment of older people

1. Develop relationships with older people
2. Provide services to older people
3. Support the rights of older people
4. Promote health and re-ablement of older people

CHCAGE005 Provide support to people living with dementia

1. Prepare to provide support to those affected by dementia
2. Use appropriate communication strategies
3. Provide activities for maintenance of dignity, skills and health
4. Implement strategies which minimise the impact of behaviours of concern
5. Complete documentation
6. Implement self-care strategies



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CHCCCS001 Meet personal support needs

1. Determine the person's needs
2. Support the person in a holistic manner
3. Contribute to a coordinated service approach



Other Elective Units:

CHCADV001 Facilitate the interests and rights of clients

1. Facilitate the realisation of client interests, rights and needs
2. Advocate in accordance with client preferences and requests to optimise client outcomes
3. Provide ongoing support to clients
4. Support clients making a complaint
5. Review progress



CHCCCS009 Facilitate responsible behaviour

1. Observe individuals
2. Manage conflict
3. Respond to behaviours of concern
4. Complete reporting requirements

CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

1. Identify cultural safety issues in the workplace
2. Model cultural safety in own work
3. Develop strategies for improved cultural safety
4. Evaluate cultural safety strategies



CHCECD002 Deliver and monitor contracted employment services

1. Identify key requirements of government contract
2. Comply with contractual requirements
3. Monitor and improve contractual compliance

CHCPRT003 Reflect on and improve own professional practice

1. Implement principles of child protection
2. Apply agreed protocols and guidelines for collaborative practice
3. Work collaboratively with children and families from diverse backgrounds

HLTAID003 Provide first aid

1. Respond to an emergency situation
2. Apply appropriate first aid procedures
3. Communicate details of the incident
4. Evaluate the incident and own performance

BSBCUS301 Deliver and monitor a service to customers

1. Identify customer needs
2. Deliver a service to customers
3. Monitor and report on service delivery

BSBINM201 Process and maintain workplace information

1. Collect information
2. Process workplace information
3. Maintain information systems

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BSBWOR204 Use business technology

1. Select and use technology
2. Process and organise data
3. Maintain technology

BSBWOR301 Organise personal work priorities and development

1. Organise and complete own work schedule
2. Monitor own work performance
3. Co-ordinate personal skill development and learning



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