



Course Guide

## CHC33015 Certificate III in Individual Support



Acacia Education & Training

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*Get the skills, knowledge and practical experience you need to start a career in the care sector with a CHC33015 Certificate III in Individual Support from Acacia Group Pty Ltd.*

## Course overview

This course is for people who follow an individualised plan to provide person-centred support to people who may require support due to ageing or disability. It will help learners develop the knowledge and skills to effectively work in a facility or home while taking responsibility of a patient.

The learning will be practical and hands on, giving learners useful workplace skills.

This course also provides essential cross-industry skills for all types of organisations. This is underpinned with the inclusion of training in soft skills such as communication, problem-solving and time-management skills.

Our industry professionals will cover topics such as:

- Work with diverse people
- Workplace effectiveness
- Communication in health or community services
- Recognise healthy body systems
- Work practices for direct client care

A very attractive feature of this qualification is the ability to choose your specialty to move into once you have completed the core units. You can choose the following:

- Aged Care
- Disability Care
- Home and Community care

This course will take learners from beginner to professional Support Worker in twelve (12) months. Students will get a solid education in the fundamentals of Individual Support, and will graduate job ready.

## Completion of the course

To achieve this qualification, students must complete at least 120 hours of work placement as detailed in the Assessment Requirements of the units of competency. Students must be able to attend all practical assessments on the assigned dates in order to successfully complete the course. Arrangements can be made to accommodate students under certain circumstances.

Upon successful completion of this course, students will receive the **nationally recognised qualification CHC33015 Certificate III in Individual Support** that can be used to gain work in a number of industry roles including: Care Assistant, Community Care Worker, Disability Support Worker or Residential Care Officer.

## Course duration

The duration for the course is up to twenty four (24) months. If you are completing the course via online correspondence, the time it will take you to complete is flexible and dependant on ability and time available.

## Potential career opportunities

Career opportunities within the Care Sector include, but are not limited to the following:

- Community Care Worker
- Personal Care Assistant
- Aged Care Worker
- In Home Respite Worker
- Nurses Aide
- Family Support Worker
- Disability Support Worker
- Transport Support Worker

## Course delivery

This course can be delivered in a flexible program of online, correspondence or classroom training and self-paced learning activities. Students have twenty four (24) months to complete the course. All delivery modes provide the students with support through their studies by a team of experienced Trainers and Assessors, who are on hand to answer any questions you have and provide feedback on your progress.

- **Online:** Students may choose to do their training via our student online learning platform [Acacia eCloud@](#) with full support from our experienced trainers. Where necessary, the trainer will meet with the student to perform practical and simulated assessments.
- **Correspondence:** Students may choose to receive their assessments as paper-based workbooks or fillable pdf's. They will complete the written assessments in their own time with full support from our experienced trainers. Where necessary, the trainer will meet with the student to perform practical and simulated assessments.
- **Classroom:** Training and assessment takes place in a classroom and involves discussions and group activities. Classroom based training also requires some self-directed learning, where further study and assessment activities are done by participants in their own time.

**Note:** *To be able to complete the course via online, correspondence or classroom based learning, students must be able to find their own 120hrs work placement with an approved care provider. Please see page 4 for further information on work placement.*

## Assessment overview

- **Assessment:** The methods in which students are assessed may include theory based assessments, case studies, projects, observations and work place observations.
- This qualification is ungraded. Successful students will receive a qualification which shows their level of achievement for each unit as Competent, unless Credit Transfer or Recognition of Prior Learning (RPL)\* is granted for any units, in which case that will be indicated instead.
- Every assessment must be completed to a satisfactory standard to demonstrate competency in each unit.
- If you do not complete an assessment to a satisfactory level, you will be given the opportunity to undertake a second assessment at another time.
- In order to satisfactorily complete this course students must attend all practical assessments on the allocated days outlined in the training plan. There may not be an opportunity to complete assessments outside of these dates. Additional fees may apply.

\* All students are eligible to apply for Recognition of Prior Learning (RPL). See section on Recognition of Prior Learning within this course brochure.

## Requirements

There are a number of statutory checks that may be required by workplaces, for this reason candidates must pass a **Police Check, Working with Children Check and a Vaccination Check** (where required). Students may also be required to sign a Code of Conduct and Confidentiality Agreement.

In addition, individual workplaces may impose additional requirements on students undertaking work placement. The student will be responsible for the costs associated with any such checks or requirements.

Whilst it is not a requirement to hold a current First Aid Certificate to undertake work placement in the industry, workplaces have the right to request this. Speak with an Acacia representative about obtaining a First Aid Certificate through Acacia Group.

Acacia is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

**Education:** There are no formal entry requirements for this qualification.

**Minimum age:** Applicants will need to be at least 16 years old. If under 18 years of age the enrolment form will need to be signed by a parent or guardian. (For smart and skilled funding students must no longer be enrolled in school, see Smart and Skilled eligibility criteria on page 6 of this brochure for more information).

**English:** This course involves reading and undertaking a range of written assessments, as well as engaging in group discussions. Furthermore, the delivery mode relies on the extensive use of written communication.

**Language, Literacy and Numeracy:** All applicants will be required to undertake a Language, Literacy and Numeracy assessment prior to entry into the course. The purpose of this assessment is to determine whether you may require additional support in order to complete the course successfully. This way, we can tell you prior to enrolment if we are able to provide the level of support you require or if you might need to seek support from external agencies. **Applicants will be given 45 minutes in which to complete the written parts of the assessment.**

**Pre-Training Review:** Applicants will be required to complete a Pre-Training Review. This involves a set of questions from our Student Support team during a brief over the phone interview. This provides Acacia with a clear understanding of the applicants suitability to the course. This also provides the student with the opportunity to ask any questions they may have regarding the course.

## Materials and equipment

If the student is completing the training in one of our classroom based sessions all necessary training and assessment materials and computer based equipment will be provided.

If the student is completing the training via correspondence or E-learning students will require access to a computer with internet and Microsoft Office (or equivalent), software installed and a printer. All other necessary training and assessment materials will be provided.

Students will require basic computing skills in order to complete the training.



## Work placement

Students are required to complete a minimum of 120 hours of work placement at an approved care facility. Work placement is the part of the course where students learn and are assessed in a place of work related to the course which has been approved by Acacia Group. Acacia may be able to arrange or assist the student in finding suitable work placement in their local area.

**Note:** *Many care facilities may request students have the flu shot before commencing work placement.*

**Support:** At the work placement the student will get practical, hands on experience under the guidelines of a supervisor. The supervisor will be someone with involvement in the industry, who can mentor the student during the placement. Your trainer will also visit you in the workplace during your work placement term and observe and assess you performing your daily tasks.

**Benefits:** By undertaking a work placement the student has the opportunity to put the knowledge learned during the course into practice. The student will also develop practical, on-the-job skills and could make contacts that help the student find a job once they graduate. Work placement is often the most rewarding part of the student's course. Working face-to-face with clients and colleagues in the chosen field make a huge difference to career confidence.

**Physical requirements:** Students will need to have a reasonable level of fitness, as the role may involve a variety of physical tasks, such as providing personal care and assisting clients with mobility and transfers, and considerable time standing and walking.

**Insurance:** Acacia provides insurance cover for the mandatory work placement the student undertakes as part of the course. This insurance coverage includes Public Liability Insurance as well as Student Personal Accident Insurance.

## USI (Unique Student Identifier)

All students studying nationally recognised qualifications are required to register for a USI before enrolment with a registered training organisation anywhere in Australia. It is free and easy to create one online at <https://www.usi.gov.au> Feel free to contact Acacia Group for any help with this process.

## Units of competency

To gain a full qualification in CHC33015 Certificate III in Individual Support, you will need to complete a total of thirteen (13) units; seven (7) core units and six (6) elective units. You may choose to specialise in Home and Community Care, Aged Care Services or Disability Care.

UNIT CODE	UNIT NAME
<b>Core Units</b>	<b>All 7 core units must be selected</b>
CHCCCS015	Provide individualised support
CHCCC023	Support independence and wellbeing
CHCCOM005	Communicate and work in health and 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 can include any six (6) units from the CHC training package, however if you would like to specialise in a sector, you can do so by completing the following units under each sector.

### Ageing Electives

HLTINF001	Comply with infection prevention and control policies and procedures
CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people with dementia
CHCCCS011	Meet personal support needs

### Disability Electives

HLTINF001	Comply with infection prevention and control policies and procedures
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

### Home & Community Electives

**Note: to gain specialisation in Home and Community, CHCCCS011 needs to be selected as well as CHCAGE001 OR CHCDIS007**

CHCCCS025	Support relationships with carers and families
CHCHCS001	Provide home and community support services

### Other Electives

CHCPAL001	Deliver care services using a palliative approach
HLTAID011	Provide first aid

## Fees

Students may be eligible for subsidised training through the NSW government's Smart and Skilled program, of which Acacia Group is an authorised provider.

*\* For those candidates who are not eligible for Smart and Skilled funding, please contact Acacia for an obligation free quote.*

Fees for students eligible for Smart and Skilled subsidised training are:

- First Qualification: \$1,320
- Second Qualification: \$1,580
- Traineeship: \$0
- Concession: \$240
- Exemption: \$0

Eligibility for a government subsidised fee, and for concessions, exemptions and scholarships, are all calculated and confirmed during the enrolment process.

### Basic Eligibility

To be eligible to receive subsidised training through Smart and Skilled, applicants must be:

- 15 years old or over and no longer at school,
- Living or working in NSW,
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

Individuals are eligible for one Smart and Skilled scholarship per financial year. Aboriginal and Torres Strait Islanders who are eligible, are exempt from fees for any Smart and Skilled course.

Please contact Acacia if you would like more information, such as eligibility for fee concession or exemption, or go to [www.smartandskilled.nsw.gov.au/are-you-eligible](http://www.smartandskilled.nsw.gov.au/are-you-eligible), click on the "Check your eligibility" button and follow the prompts.

For more information on the Smart and Skilled fee administration policy please follow the link below:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/fee\\_administration\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf)

## Traineeships

CHC33015 Certificate III in Individual Support is available with Acacia as a Traineeship in the state of NSW. Please contact Acacia Education & Training for a copy of our **Traineeship Guide**.

If you would like to read more information on Traineeships go to [https://www.training.nsw.gov.au/apprenticeships\\_traineeships/index.html](https://www.training.nsw.gov.au/apprenticeships_traineeships/index.html)



## RPL (Recognition of Prior Learning)

Acacia understand that you may already have many skills and areas of expertise that you have obtained in different ways and these are recognised through our Recognition of Prior Learning (RPL) process.

All students are entitled to apply for recognition in the course or qualification in which they are enrolled. This application should be made as soon as possible after enrolment. The aim of getting recognition is to avoid the completion of unnecessary learning activities in which a learner is already competent, by the provider assessing and acknowledging the skills and knowledge the student has acquired through formal and informal learning.

Students enrolled in a course subsidised by Smart and Skilled can apply for recognition in that qualification at no additional charge, and may be eligible for a reduced student fee based on recognition granted.

## Student support

### Academic support

Students have access to trainer support throughout the duration of their course, whether they are studying in classroom based sessions, correspondence or online. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, skype or phone, the student will be provided with these contact details on course commencement.

### Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted via email or phone. Please see contact details further below.

## Plagiarism

It is essential that the work students are assessed on is their own. Penalties will be imposed for students found cheating or plagiarising in an assessment. It must be clearly acknowledged if quoting or using other people's work.

## Contact

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in. Please feel free to contact our Administrative Support team on:

P: 02 4751 2300

E: [info@acaciaeducation.edu.au](mailto:info@acaciaeducation.edu.au)

W: [www.acaciaeducation.edu.au](http://www.acaciaeducation.edu.au)

Business days: Monday to Friday

Business hours: 9:00am to 5:00pm

