

# CHC33021 Certificate III in Individual Support

## Play a vital role in helping to meet the needs of our ageing population

The CHC33021 Certificate III in Individual Support will provide you with the skills to follow an individualised plan to provide person-centred care to people who may require support due to ageing. Learn the concepts and practices required to provide this care and support and follow organisational procedures including completing workplace documents in an aged care residential setting.



### Program features

- Arranged work experience
- Nationally Recognised Training
- Includes HLTAID0011 Provide First Aid
- Industry-experienced Trainers and Assessors

### Entry requirements

- Current National Police Check#
- Must be over the age of 18 years of age
- Unique Student Identifier (USI)
- Complete a language, literacy, numeracy and digital literacy quiz.

### Work experience requirements

- Students must provide & wear industry appropriate clothing and footwear whilst on work experience.

### Course details

| Course Type  | Classroom   | Traineeship<br>(on-the-job training)  |
|--|---|---|
| <b>Duration</b><br>(see over for more information) | 34 weeks, 2 days per week (classroom). Includes 4 weeks of work experience.<br>Total Commitment = 1155 hours (includes classes, work-experience, self-directed learning and assessment completion). | Full time: 12 months or until the relevant competencies achieved <sup>1</sup><br>Total commitment = 2074 hours (includes working hours, workplace release time for off the job training, self-directed learning and assessment completion). |
| <b>Fees*</b><br>(see over for more information)    | \$1,450 first qualification fee*<br>\$240 concession*<br>Fee for service - \$3,500  | Smart and Skilled eligible student,<br>\$0 – traineeship traineeship**.<br>Fee for Service - \$3,500  |
| <b>Location</b>                                    | Ground Floor, 331 High Street Penrith NSW 2750 and a host employer for work experience.   | Employer or host employer.  |

*Fee-free Scholarships & Fee Exemptions may be available for eligible students under the Smart and Skilled Program\**

\*\* Fee Free Traineeships Initiative from 1 January 2020 to 31 December 2023 call **1300 722 104** or visit

<https://smartandskilled.nsw.gov.au/for-employers/employing-apprentices-trainees>

#NSW Police Check for the purposes of Aged Care. Students may be required to pay additional costs, including but not limited to National Police Check, Uniforms for Work Experience and Travel to and from Work Experience Venue. Please refer to Benchmark College's Fee Schedule.

To find out more about this course, call us 1800 286 916 or visit [www.benchmark.edu.au](http://www.benchmark.edu.au)

## Pre-enrolment information

Benchmark College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory. We encourage students to visit the student section of our website <https://www.benchmark.edu.au> to view all relevant policies and procedures.

## The course

The CHC33021 Certificate III in Individual Support qualification provides students with the skills, knowledge and qualification required to work in a regulated aged care residence. The qualification has 15 units of competency – 9 core and 6 electives.

Each unit covers the skills and knowledge required to work in the industry. Students will learn how to:

- Safely provide direct client care and personal support in their homes or residential care
- Understand the theory of person-centred support, strengths-based approach
- Develop rewarding and positive relationships with clients, carers and their families
- Understand the legislative and regulatory frameworks that govern the industry and ensure you work legally and ethically
- Perform the principles of First Aid – *HLTAID0011 Provide first aid* - requires a physical capability of performing uninterrupted CPR for at least 2 minutes on an adult/child resuscitation manikin placed on the floor.

All learning and assessment resources are provided by Benchmark College. To complete the self-directed learning and assessment component, access to the internet and a computer is also required.

## Course content

### Core Units

|           |  |
|-----------|--|
| CHCCCS031 | Provide individualised support   |
| CHCCCS040 | Support independence and well being                                      |
| CHCCOM005 | Communicate and work in health or community services                     |
| CHCDIV001 | Work with diverse people   |
| CHCLEG001 | Work legally and ethically   |
| CHCCCS041 | Recognise healthy body systems   |
| HLTWHS002 | Follow safe work practices for client direct care                        |
| CHCCCS038 | Facilitate the empowerment of people receiving support                   |
| HLTINF006 | Apply basic principles and practices of infection prevention and control |

### Elective Units

|           |   |
|-----------|---|
| CHCAGE013 | Work effectively in aged care   |
| CHCAGE011 | Provide support to people living with dementia                            |
| CHCCCS011 | Meet personal support needs   |
| CHCPAL003 | Deliver care services using a palliative approach                         |
| CHCDIS012 | Contribute to ongoing skills development using a strengths-based approach |
| CHCCCS025 | Support community participation and social inclusion                      |
| HLTAID011 | Provide First Aid   |

## Government funding\*

This training is subsidised by the NSW Government. Benchmark Resources P/L trading as Benchmark College is an approved Smart and Skilled Training provider. To be eligible to receive funding, the following eligibility criteria must be met:

- be an Australian citizen, an Australian permanent resident, a humanitarian visa holder or a New Zealand citizen and;
- be aged 15 years or older and;
- have left school and;
- live or work in New South Wales

\* **Further eligibility criteria may apply.** For more information on NSW Government funding (including concessions and fee-free scholarships), and to check eligibility, please visit <https://smartandskilled.nsw.gov.au> or call **1300 722 104**.

## How the course works

### Workplace-based

Students enrolling in this program must be working full-time or part-time in a regulated aged care facility. For those in a full-time traineeship, a minimum of 30 hours or more per week (averaged over a 4-week period) is required to be worked. A trainer and assessor visits the student in the workplace over the course of their traineeship. In addition to the face-to-face learning support, students' progress and learning support needs will be monitored via telephone/email contact in between workplace visits.

Practical and work-related activities designed to allow each student the opportunity to apply their learning in a real work environment are undertaken. These activities will vary, e.g. research an organisational policy and procedure, watch a colleague complete a particular task or gain experience in undertaking a particular activity. This is recorded by students and supervisors in the Daily Learning Journal. Students/trainees complete work-based activities for units relevant to this qualification. The trainer/assessor checks the Daily Learning Journal at the end of each cluster with the workplace supervisor and student and signs off to verify the on-the-job training.

Students also attend group training for first aid. Workplace based students undertake classroom training for this unit.

### Classroom

Students enrolling in this program are required to attend class 2 days per week from 9:00am – 4:00pm. The remaining 3 days are dedicated to self-directed learning and assessments.

During this program, students will receive instructor led training and includes a range of interactive activities designed to build student's knowledge and develop skills identified in each unit. Students will also get the opportunity to practice and apply their learning by completing role plays and scenarios, such as calming a client and moving a client, in a safe and simulated work environment.

### Work Experience

In addition to classes, students are also required to attend 4 weeks of work experience with a host employer to meet the requirements of the Training package.

Work Experience provides students with an opportunity to:

- Practice newly learnt skills and apply theory learnt in the classroom in the workplace.
- Build the skills that are required of the training package.
- Increase confidence and show individuals they are ready for work.

Work experienced is organised in 2 different blocks. Each block contains 10-days of work experience – Monday to Friday – 38 hours per week a total of 152 hours. Start and finish times may vary depending on the aged care facility.

Benchmark College will organise work experience for classroom-based students and will provide voluntary workers insurance and support in the workplace. Students will be visited by a Trainer and Assessor during their work experience. Students on work experience to be given a range of activities to guide their learning and practice the skills required to become work ready.

Students must provide and wear industry appropriate clothing whilst on work experience, e.g. black polo shirt, black or navy long pants and black enclosed shoes with a non-slip sole. Travel to and from the host employer is the student's responsibility.

### Self-directed learning and assessment activities – All students

Self-directed learning activities may vary from reading a textbook to online research. Workplace-based/ traineeship students can expect to dedicate approximately 7 hours per week or approximately 14 hours per week for classroom students.

To ensure that students are safe and work ready, they will need to complete a range of assessments that include written questions, analysing case studies, role plays, provide and completing workplace tasks. Trainers and Assessors will also observe students perform a range of skills in the classroom and in the workplace, and on work experience for classroom-based students.

## Course pre-requisites and suitability

This course is designed for students who want to enter the Aged Care industry.

The course has no pre-requisite requirements, although students must have a Unique Student Identifier, clear a National Policy Check (for the purposes of Aged Care) and pass our language literacy, numeracy and digital quiz.

## Can I get credit for previous study?

If students have previously completed a Nationally Recognised Qualification or Course please talk to our Recruitment or Administration team and by completing the relevant Verification and Consent Form and providing a transcript of what you have attained. We will see if any units listed in the transcript can be credited towards your chosen qualification.

## Fees and charges

The classroom-based course is \$1,450 (first qualification fee) if eligible for and accessing a government subsidised place. Students eligible for a concession are required to pay \$240. Traineeship fees are capped at \$1,000. Fee free traineeships are available to eligible NSW Trainees whose training is funded under Smart and Skilled and commence training on or after 1 January 2020.

This fee covers enrolment, tuition and learning resources. Fees must be paid in accordance with the **Fee Schedule**. To review our terms and conditions check out our **Fees and Charges Policy and Procedure** and our **Refund Policy and Procedure** available at <https://www.benchmark.edu.au/policies---procedures>

Note: This Training is subsidised by the NSW Government. For more information on NSW Government funding (including concessions and fee-free scholarships), and to check eligibility, please visit <https://smartandskilled.nsw.gov.au> or call 1300 722 104.

## Funding

Holding a previous qualification does not affect your eligibility to undertake training up to Certificate III level under Smart and Skilled, however it does affect the student fee. For more information, go to <https://smartandskilled.nsw.gov.au> or call 1300 722 104.

## Where can I find more information?

It is important to us that prospective students have all the information needed to ensure this is the right course for them and we are the right Registered Training Organisation. Visit our Website and read our Student Handbook for all the information needed to make that all-important decision.

Benchmark College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly and non-discriminatory. We encourage students to visit the student section of our website [www.benchmark.edu.au](http://www.benchmark.edu.au) to view all relevant policies and procedures.

## Ready to enrol?

Contact Benchmark College to get an Application Form and hear about the next steps in the process.

Still have questions? Contact one of our friendly staff members by phone on 1800 286 916 or email [info@benchmark.edu.au](mailto:info@benchmark.edu.au) - we are waiting to hear from you!