

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

Course Guide



CHC33015 Certificate III in Individual Support

Turn your passion for care into a career with the St John CHC33015 Certificate III in Individual Support.

A qualification in Individual Support will teach you the skills to provide person-centred physical and social support, to people living in residential or aged-care, who need support due to ageing or disability.



Why choose St John to complete your Certificate III in Individual Support



Pathways

Participants may progress to higher level qualifications within and/or across the community sector. Further training pathways from this qualification include, but are not limited to,

- Certificate IV in Ageing Support
- Certificate IV in Disability
- Certificate IV in Mental Health, Certificate IV in leisure and health or Certificate IV in Alcohol and Other Drugs

Completion of this qualification enables participants receive a certificate outlining this nationally accredited qualification. This may then enable them to receive either Recognition of Prior Learning or Credit Transfer towards a relevant qualification.



Course handbook

The purpose of this handbook is to provide you with the detailed information about the course CHC33015 Certificate III in Individual Support.

Please refer to the participant handbook for further information

Entry Requirements

Academic requirements:

There are no pre-requisites for CHC33015 Certificate III in Individual Support.

Admission requirements:

- This course requires manual handling and lifting, as such, participants should consider these requirements before enrolling.
- Provide a valid Unique Student Identifier (USI)
- After booking into the course, you will be required to undertake a Language, Literacy and Numeracy (LLN) Assessment. The purpose of this evaluation is to ensure you have the language and literacy skills required to succeed in the course. It will also assist us to identify any language and literacy support that you will require during the course.
- Where a student has an identified need for assistance with language, literacy or numeracy, St John Ambulance Australia's trainers and assessors will endeavor to provide this assistance directly.
- You must have a laptop or tablet that can be used in class to access websites and to complete exercises.
- This qualification requires intermediate skills in word processing and using the Internet to search and locate information. All assessment documents are written in Microsoft Word or PDF.

Work placement requirements:

As per the qualification requirements, participant is required to undertake 120 hours of work placement as detailed in the Assessment Requirements of the units of competency.

Participants are required to undertake supervised practical placement in relevant aged and home care settings. Evidence provided by the supervisor will contribute to assessment of the participant's ability to work at this level. Prior to commencing work placement, participant will be required to provide the following:

- Current HLTAID011 Provide First Aid certificate
- Current National Police check (gained no earlier than 3 months prior to going on work placement)
- Proof of vaccination for Covid 19
- A Health Status check (immunisations status)

St John Ambulance Victoria have secured relationships with several aged care providers which will be utilised for work placement as well as an upcoming in-home care division of St John Ambulance. Placement will be arranged by the work placement coordinator. The work placement coordinator, or a member of the support team visits or calls each student on the job to provide support during the first week of placement. Regular contact is maintained with both the student and host employer in subsequent weeks through telephone contact and site visits.



Duration of the course:

This program is designed over a standard academic year comprising of 52 weeks. Participants will undertake face-to-face workshops and supported self-paced learning.

Course structure:

- Workshops – one day per week for 30 weeks
- Supported self-paced learning –15 hours per week during the 30 weeks
- Work placement- 10 hours per week for 12 weeks

For further information on the timetable please refer to the timetable section.

Module	Units of Competency
Support Independence and Well-being	HLTAAP001 Recognise healthy body systems CHCCCS023 Support independence and well-being CHCCCS015 Provide individualised support
Compliant Individual Support Practice	CHCLEG001 Work Legally and Ethically HLTWHS002 Follow Safe Work Practices for Direct Client Care HLTINF001 Comply with infection prevention and control policies and procedures
Work in Health and Community Services	CHCDIV001 Work with Diverse People CHCCOM005 Communicate and Work in Health or Community Services
Support and Empowerment of Older People	CHCCCS011 Meet personal support needs CHCAGE001 Facilitate the empowerment of older people CHCAGE005 Provide support to people living with dementia
Home and Community Support	CHCHCS001 Provide Home and Community Support Services CHCCCS025 Support Relationships with Carers and Families

Enrolment:

Enrolment can be done by contacting customer service on 03 8588 8398 during business hours, Monday - Friday, or by emailing advanced.training@stjohnvic.com.au

Upon payment you shall receive a confirmation letter which will include all the details of the course.



Fees and Charges:

The refund and fees policy informs you of your rights and obligations regarding participant fees, additional costs, and eligibility requirements for refunds.

- A. Payments:** Payments may be made by credit card (MasterCard or Visa), EzyPay or via Zip Money. A participant is not considered enrolled in a course and therefore not eligible for the issue of an award until the required fee is paid. All fees and charges are in Australian dollars. Credit card (Mastercard or Visa): Credit card payments are available by phone or via our online enrolment process.
- B. Deposits and pre-paid fees:** When you pay more than \$1500 in course fees before the course starts, SJAA will ensure that a bank guarantee is held for an amount no less than the total amount of prepaid fees in excess of \$1500 per participant. We will not issue you your testamur until the final balance payment has been received. If you fail to remit the balance payment on the due date:
- Your enrolment will be suspended until the balance is remitted. (This means that St John will not provide further training, assessment or support services to you until the balance is paid.)
 - Your enrolment period expiration date remains unaffected by the suspension.
- C. RPL:** If you are undertaking this course via Recognition of Prior Learning, it will attract a fee. If your application attracts a fee, you will be advised before the RPL process commences. During the duration of the course if you are unable to provide the required evidence for a specific unit in your qualification, you will be permitted to complete an assessment workbook for that particular unit.
- D. Discounts:** Promotional discounts are available from time to time but do not apply to purchases using payment plans including the Zip Money facility.
- E. Assessment submissions:** Any assessments which are submitted after 52 weeks will incur a fee of \$120 per unit to mark/assess.

Course Fees

Total course fee is \$2,295 and can be paid using the below payment methods.

Payment Methods		
EzyPay	Direct Instalments	Zip
<ul style="list-style-type: none">• Booking fee deposit: \$150.00• 11 fortnightly payments: \$195.00 	<ul style="list-style-type: none">• Booking fee deposit: \$150.00• Material Fees \$145.00• Installment 1: \$500.00• Installment 2: \$500.00• Installment 3: \$500.00• Installment 4: \$500.00	<p>More information on Zip can be found here: stjohnvic.com.au/zip.</p> 

Please note that this course is not eligible for government funded/subsidised places.



Refunds:

A participant or client requesting a refund must download, complete, and submit our enrolment cancellation and refund request form.

Withdrawal before course commencement:

- A full refund of the course fee (excluding deposit) will be given before course commencement.

Withdrawal after course commencement:

- No refund will be granted after a class has commenced unless the course is cancelled by us or due to illness or hardship. You are considered to have commenced the course once you have received the enrolment details with full access to the course materials.
- If you withdraw from the course due to illness or hardship, St John may, at its discretion, give you a refund of the course fees. The following conditions apply:
 - You must produce satisfactory evidence of the circumstances of your withdrawal e.g. medical certificates, etc.
 - You will forfeit \$250 as a non-refundable administration fee.
 - You must not have completed any assessment tasks or lessons associated with the course.
 - If you fail to attend the scheduled class, you will be deemed a “no show” and will not be assessed or entitled to a refund unless you have contacted us and supplied a medical certificate within 48 hrs of the scheduled course.

Rescheduling/Postponing the course

If you wish to transfer after enrolment from one course date to another, a \$50 administration fee will apply to reschedule.

Cancellation of the course by St John Ambulance Australia

- Should St John cancel a course for any reason, and you are already enrolled at the time the cancellation is announced, you will be entitled to a full refund of all fees paid (including the administrative fee).
- If St John cancels a course after the course has started, you will be entitled to a refund of fees paid less the cost of units already undertaken. If you have completed units assessed as “Competent”, you will be issued with a statement of attainment for those units completed.



Delivery mode

CHC33015 Certificate III in Individual Support uses face to face interactive workshops along with self-paced study. The workshops provide opportunities to apply skills and knowledge in a realistic simulated workplace environment involving interaction with others.

The blended delivery mode will include the following:

Facilitated/Face to Face Delivery: face to face classroom delivery where a trainer assists participants in the learning process

Simulated workplace: an approach using an environment that replicates conditions in a workplace, enabling competencies to be learned and practised safely and economically.

Work Placement: any structured workplace learning that is part of an accredited or registered vocational course or program.

Self-paced learning: learning undertaken at participant's own pace.

Credit Transfer:

If you have completed any of the units of competency, you are entitled to credit transfer. This means that you do not need to complete the unit of competency again, reducing the time it takes you to complete the qualification.

If you would like to apply for credit transfer, contact advanced.training@stjohnvic.com.au who can provide a form to complete. You will need to attach a copy of your qualification (including a list of the units of competency completed) to your application. We are required to contact the Registered Training Organisation who issued your certificate to confirm the authenticity of the certificate.

Recognition of Prior Learning:

If you believe you may have some or all of the knowledge and skills covered in the units of competency, you may apply for Recognition of Prior Learning.

If you would like to apply for Recognition of Prior Learning, contact advanced.training@stjohnvic.com.au who can provide advice and the RPL candidate guide for each unit for which you want to apply for RPL.



Completing assessments and marking criteria

All the Assessment Task Workbooks will be provided by your trainer in Microsoft Word format. You will need to complete your answers in the workbook and upload to Moodle. Your trainer will provide you with feedback in your workbook.

In the Assessment Task Workbook, each assessment task provides explicit instructions on how to complete the task. You should use these instructions along with the assessor comments and feedback section which includes performance criteria, knowledge evidence and performance evidence. Refer to this section to determine the criteria you are getting assessed against and that you have addressed all the marking criteria.

The Assessment Task Workbook has been designed specifically to be completed via LMS Moodle, electronically in Microsoft Word. This will ensure there is ample spacing for your responses to questions and tasks, as the document will adjust to accommodate the written responses. Your Assessment Task Workbook will be required to be uploaded/submitted on Moodle; your trainer will provide you with instructions during workshops on how to complete submissions. You will also be able to access your marked assessment and refer to the feedback provided by your assessors. The certificates will be issued within 30 days upon successful completion of all the units of competency.

Opportunities to resubmit

Should any of your submitted assessment tasks be found not yet competent, each participant will be provided one opportunity per assessment task to resubmit to ensure competence. Your trainer will be able to provide feedback on why your submission is not yet competent and advise how it can be improved in order to be found competent.

More information

For more information about completing a course with St John Ambulance Australia, including complaints, appeals and privacy.

1300 ST JOHN (1300 78 5646)

www.stjohn.org.au

TOID: 88041

Timetable

Students are required to complete self guided learning and workbooks outside of this face-to-face component.

CHC33015 - Certificate III in Individual Support (Ageing, Home and Community Care)	
Week 1	HLTAAP001 Recognise healthy body systems
Week 2	HLTAAP001 Recognise healthy body systems
Week 3	HLTAAP001 Recognise healthy body systems
Week 4	CHCCCS023 Support independence and well-being
Week 5	CHCCCS023 Support independence and well-being
Week 6	CHCCCS023 Support independence and well-being
Week 7	CHCCCS015 Provide individualised support
Week 8	CHCCCS015 Provide individualised support
Week 9	HLTINF001 Comply with infection prevention and control policies and procedures
Week 10	HLTINF001 Comply with infection prevention and control policies and procedures
Self-paced learning Week 11-14	
Week 15	CHCLEG001 Work Legally and Ethically
Week 16	CHCLEG001 Work Legally and Ethically
Week 17	HLTWHS002 Follow Safe Work Practices for Direct Client Care
Week 18	HLTWHS002 Follow Safe Work Practices for Direct Client Care
Week 19	CHCDIV001 Work with Diverse People
Week 20	CHCDIV001 Work with Diverse People

Timetable Continued

Week 21	CHCCOM005 Communicate and Work in Health or Community Services
Week 22	CHCCOM005 Communicate and Work in Health or Community Services
Week 23	CHCCCS011 Meet personal support needs
Week 24	CHCCCS011 Meet personal support needs
Self-paced learning Week 25-28	
Week 29	CHCAGE001 Facilitate the empowerment of older people
Week 30	CHCAGE001 Facilitate the empowerment of older people
Week 31	CHCAGE005 Provide support to people living with dementia
Week 32	CHCAGE005 Provide support to people living with dementia
Week 33	CHCAGE005 Provide support to people living with dementia
Week 34	CHCCCS025 Support Relationships with Carers and Families
Week 35	CHCCCS025 Support Relationships with Carers and Families
Week 36	CHCCCS025 Support Relationships with Carers and Families
Week 37	CHCHCS001 Provide Home and Community Support Services
Week 38	CHCHCS001 Provide Home and Community Support Services
Self-paced learning Week 39-40	
Week 40-52	Work Placement
Week 52	Submission of Work placement skills workbook and remaining assessments

Ready to enrol?

Email: advanced.training@stjohnvic.com.au

Have questions?

Contact: 03 8588 8398

