Student Handbook

STUDENT HANDBOOK

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1. Introduction

1.1 Welcome

Welcome to Chandler RTO (52733). We sincerely hope you will gain great benefit from the course in which you have enrolled.

This student handbook has been put together to ensure that you have access to all the information you will need. Please feel free to call our RTO Manager or Director if you have any queries regarding your course or the information provided to you.

We wish you a rewarding experience in your pursuit of lifelong learning through education & training. Our staff are readily available to support your continuing education and assist you to plan and develop your skills and knowledge.

Should you have any feedback to provide us, it can be done through our feedback forms, trainers, coordinator or any of the management team.

1.2 Our Mission

Chandler RTO will provide the quality employment-oriented training.

1.3 Key Contacts

Chief Executive Officer:	Pabitra Pandeya
Operations Director:	Shreejana Acharya
Phone:	03 8609 1393
Email:	info@chandler.edu.au
Head Office Address	Level 1, 14/785 Pascoe Vale Road, Glenroy VIC 3046
Postal Address	Level 1, 14/785 Pascoe Vale Road, Glenroy, VIC 3046
Website	www.chandler.edu.au
Delivery Location	4 Lytton Street, Glenroy VIC 3046

1.4 Purpose of Student Handbook

This handbook provides you with important information about the operations of Chandler RTO. Please make sure you read it and if you have any questions please speak to your trainer/assessor or contact admin at info@chandler.edu.au

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1.5 Competency Based training and Assessment

Competency based training is the recognised training method for vocational training in Australia. It emphasises what a person can do in the workplace and is measured by achieving the standards of knowledge and performance as described in a range of training packages.

Competence includes the capacity to:

- Perform specific tasks
- Manage a range of different circumstances
- Respond to emergencies, contingencies or interruptions
- Handle the responsibilities of the workplace.

It provides opportunities for each individual to develop their skills at their own pace, collaborate with others, collect evidence of learning, and become successful learners by achieving competency, standards of knowledge and to meet performance criteria's.

1.6 Registering body

Chandler RTO is registered with ASQA – The Australian Skills Quality Authority.

Our RTO ID is: 52733

You can contact ASQA via their website at https://www.asqa.gov.au/ if you have any questions about our registration or if you would like to know more about The Standards under which we operate.

2. Your Time with Chandler RTO

2.1 Your Rights and Responsibilities

You have the right to learn in an appropriate environment that is free from any form of harassment or discrimination:

- You have the right to expect a competent trainer who can assist you to achieve the expected course outcomes;
- You have the right to be reassessed if competency is not met in the first instance;
- It is your responsibility to notify Chandler RTO when enrolling if support is required e.g. help with literacy, transport, access to venue etc.;
- You are responsible for your personal possessions during class; and
- It is your responsibility to respect the rights of other participants, trainers and staff while attending a Chandler RTO course. Participants whose behaviour is deemed to be unacceptable will be asked to leave. A warning will be given first and further misconduct will lead to cancellation of the course. Fees will not be refunded in this instance.

Such behaviour may include that which:

- Puts others at risk;
- Is deemed to be disruptive; or
- Hampers others' learning.

2.2 Occupational Health & Safety (OH&S)

You are required to:

- Wear clothing and shoes appropriate to the course and, in some cases, follow the legal requirements of the workplace regarding protective clothing. You will be notified of such circumstances at enrolment;
- Ensure that safety directions are followed and are asked to think about their own actions so as not to endanger the safety of others;
- Listen carefully to the trainer when they are informing you of OH&S matters;
- Ensure the trainer is aware of issues relating to OH&S regulations or any practices you believe to be unsafe;
- Abide by OH&S rules; and
- Ensure you are aware of the location of escape plans, emergency assembly areas and emergency fire equipment.

2.3 Language, Literacy and Numeracy

Chandler RTO recognises that all vocational training includes language, literacy and numeracy tasks. Because of this, all Chandler RTO trainers and assessors provide:

- Materials, resources and assessment tools and tasks do not require you to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught;
- Clear models of the language, literacy or numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

If you require additional practice and training, Chandler RTO can arrange appropriate language, literacy and numeracy support. Please contact the RTO Manager to discuss any additional needs that you might have.

Reading Writing Hotline

Students who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506. The Reading Writing Hotline is Australia's national telephone referral service for adult literacy and numeracy. It is funded by the Australian Government Department of Education and Skills and Employment. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy. Students can also LLN support via https://www.readingwritinghotline.edu.au/

2.4 Student Welfare, Guidance and Support Services

All students of Chandler RTO are treated as individuals and are offered advice and support services which assist you in achieving your identified outcomes individually.

Chandler RTO does not offer formal welfare or guidance services, but every effort will be made to assist students as required.

2.5 Unique Student Identifier

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations;
- Will give you access to your training records and transcripts;
- Can be accessed online, anytime and anywhere;
- Is free and easy to create; and
- Stays with you for life.

Chandler RTO can be prevented by law from issuing you with your AQF documentation when you complete your course if you do not have a USI. If you have not yet obtained a USI you can apply for it directly at http://www.usi.gov.au/create-your-USI/ on your computer or mobile device.

If you would like Chandler RTO to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at http://www.usi.gov.au/Training-Organisations/Pages/Privacy-Notice.aspx. You must also provide some additional information so that we can apply for a USI on your behalf.

2.6 Third Party Involvement in Training

Chandler RTO does not deliver services on behalf of other companies, and other companies do not deliver services on behalf of Chandler RTO.

3. Training and Assessment

3.1 Training

Chandler RTO ensures that all resources meet the requirements of the relevant endorsed Training Package for the delivery, assessment and issuing of qualifications.

Chandler RTO affirms that it has in place and applies the following resources:

- Delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- Delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package documents and support materials, with necessary copyright authorisations.

Delivery strategies utilised by Chandler RTO are always selected to best achieve the required elements of competence while considering the learning style of the participant. The provision of training may include a flexible combination of self-study, classroom based, off and on-the-job delivery and assessment.

3.2 Assessment

Chandler RTO is committed to ensuring valid and reliable assessment of achievements against industry competency standards. All assessment undertaken by Chandler RTO remains consistent with the requirements of National Training Packages and the Principles of Assessment, meaning that it is:

Reliable

All assessment methods and procedures will ensure that units of competency are assessed consistently and that there is always consistency in the interpretation of evidence.

Flexible

Training and assessment may be offered in the workplace, in the classroom environment, in a combination of both or via recognition of prior learning. Chandler RTO will ensure that all assessment methods and practices allow for diversity regarding how, where and when competence has been acquired.

Fair

Assessment methods and procedures will not, under any circumstance, disadvantage any student.

Valid

Assessment activities will always meet the requirements as specified in the unit of competency. Sufficient evidence will always be collected and will be relevant to the standard being assessed.

Authentic

When evidence is gathered the assessor must be satisfied that evidence is the learner's own work. Assessor/Trainer has complete rights to request to prove your authenticity

Sufficient

The amount of evidence gathered should be as per the requirement of the knowledge and performance evidence gathered to satisfy the requirements that the learner is

competent in all aspects of the unit of competency. Applicable mainly to RPL outcomes.

Chandler RTO offers you a number of assessment pathways appropriate to the accredited outcome. Assessment conducted for the purposes of national recognition may lead to the issue of documentation, for example, a Statement of Attainment, under the Australian Qualifications Framework.

The assessment pathways offered by Chandler RTO are:

- Standard training and assessment process as part of a full course; and
- Recognition of prior learning.

Chandler RTO ensures that staff involved in assessment activities always meet the assessor requirements as set by the Standards for Registered Training Organisations (RTOs) 2015.

Assessment activities undertaken by Chandler RTO always follow the methodology outlined below:

1. Assessment procedures are fully explained to the person being assessed, along with the opportunities for recognition of prior learning or credit transfer;
2. The assessment requirements of the unit of competence is outlined, and any particular arrangements for the environment such as work placement are informed or arranged;
3. As assessments are undertaken, Chandler RTO assessors record individual assessment results;
4. Post-assessment guidance is always available to you for any feedback or guidance; and
5. A fair and impartial appeals process is always available.

Evidence gathering methods commonly utilised by Chandler RTO include, but are in no way limited to:

- Demonstration / Simulation
- Work Placement / Third Party Feedback;
- Oral / Written Tests;
- Portfolio;
- Training records;
- Practicals;
- Case Studies / Role-play; and

The above are addressed in the Record of Assessment before deeming a candidate competent.

3.3 Cheating and Plagiarism

The Cheating and Plagiarism Policy and Procedure applies to all assessment undertaken by Chandler RTO toward nationally recognised units of competency or qualifications. This includes predesigned assessment procedures and RPL assessments as well as including assessments undertaken by staff or who work on behalf of the RTO.

Definitions:

Cheating includes but is not limited to:

- Submission of work that is not the students' own for assignments or assessments
- Submission of work which has been stolen, purchased or borrowed.
- Submission or use of falsified data.
- Partnering in the preparation of an assignment, unless such partnering is specifically permitted or required by the assessor.
- Submission of the same work for credit in two distinct units of study.

Plagiarism means to take and use another person's ideas or work without acknowledgement. Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, or presenting substantial extracts from books, articles, internal reports, lecture notes, CD's or the internet, without clearly indicating their origin;
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work;
- Use of another person's ideas, work or research data without acknowledgement;
- Copying computer files without clearly indicating their origin.

Please refer to the *Cheating and Plagiarism policy* for further information.

3.4 Continuous Improvement:

Student Feedback

All students participating in Nationally Recognised qualifications are requested to complete a Chandler RTO internal survey. For students undertaking CHC33015 - Certificate III in Individual Support this is at the end of each cluster, and on completion of the course.

Training and Assessment delivered as 'stand-alone' units will include a survey at the conclusion of the training session.

Additionally, students complete the Quality Indicator Learner Engagement survey for each course upon completion of their training. (refer below)

Student responses are collated and forwarded to the RTO Manager for analysis and possible action. Where improvements are to be made, these will be assigned to the relevant staff member/s, recorded in the Continuous Improvement Register and relevant staff/students informed.

AQTF Quality Indicators

In line with the requirements of the VET Quality Framework, Chandler RTO collects and uses data from two Quality Indicators to gauge performance for each course. These two indicators are:

a) Learner Engagement

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b) Competency completion

Reports from the Quality Indicator feedback collection will be used by Chandler RTO to monitor and benchmark its performance annually. This allows identification of:

a) Areas that need improvement;
b) Areas where performance is getting weaker;
c) Improvement targets; and
d) Whether the improvement plan is working.
e) Updating resources if needed
f) Internal Survey

Where improvements are to be made, these will be assigned to the relevant staff member/s, recorded on the Continuous Improvement Register and relevant staff/students informed.

A formal report of Quality Indicator data will be forwarded to the Australian Skills Quality Authority (ASQA) by 30th June each calendar year. A formal report of Competency Completion Rates will be forwarded to the National Centre for Vocational Education Research by 28th February each calendar year.

Results of Quality Indicator data will be made available via the website.

4. Policies and Regulation

4.1 Application and Admission

You must be 18 years of age to enrol in a VET course of study with Chandler RTO..

You may be eligible for credit or recognition of prior learning towards the outcomes of your course. For more information, see the appropriate section of this handbook.

Any candidate interested in the course can fill and submit an Enrolment Form. You may also apply for admission to a course by completing the Chandler RTO Application Form directly.

You will be required to undertake pre-training review and LLN assessment to determine suitability of the course for you. If you are deemed as a suitable entrant to the course, you will be required to pay the fees for the course. If you have a requirement for individual support, it will be addressed prior to you being required to pay your fees. Once these steps have been completed satisfactorily, you will be admitted, and a confirmation will be provided.

You will be given specific course information either as pre-reading as part of pre enrolment process or at the first session of training once enrolled.

4.2 Access and Equity, Student Selection and Admission

If you meet the entry requirements as prescribed by the training program, the minimum age requirements, and the language, literacy and numeracy skills requirements you will be accepted into your chosen training program. Chandler RTO incorporates the principles of equity into all programs.

Chandler RTO's staff have been instructed in their responsibilities with regards to access and equity principles. You will have equitable access to all programs irrespective of your gender, culture, linguistic background, race, location, socio-economic background or disability. Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment. Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

4.3 Fees and Refunds

Students of Chandler RTO pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with the refund policy and procedure.

If you cancel your course enrolment less than 4 weeks prior to commencement Chandler RTO is not required to provide you with a refund. If you cancel your course more than 2 weeks prior to commencement you will be fully refunded.

In the unlikely event that Chandler RTO is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. Alternatively, enrolment in another suitable course by Chandler RTO may be offered at no extra cost.

The fees which you are required to pay are described in the course brochure which you will receive prior to enrolment.

Chandler RTO do not collect fees of more than $1,500 in advance.

Please refer to our *Fees Charges and Refund Policy* for further information.

4.4 Complaints and Appeals

Having an effective complaints and appeals process assists Chandler RTO to comply with the conditions of registration as well as giving you faith in the RTO and the quality of its operations.

To ensure complaints and appeals are addressed efficiently and effectively a Complaints and Appeals Procedure has been developed. This is available to you and can be obtained by contacting Chandler RTO or via our website https://chandler.edu.au/

In short, you may lodge a complaint about any part of the RTO's operations, including the actions of staff or other students, by writing it in an email and addressing it to Basanta@chandler.edu.au. You will receive confirmation that your complaint has been received, and this will begin the complaint resolution procedure, which in most cases will be concluded within 21 days. We highly recommend that you direct your complaint to the person concerned or student administration as a first step to resolve your grievances informally, before lodging a formal complaint in writing.

A fair and impartial appeals process is also available to you if you dispute your assessment results. If you wish to appeal your assessment result, you should first discuss the issue with the assessor. Assessors have the ability to undertake further assessment in many circumstances. If this does not resolve the issue to your satisfaction, you should write your appeal in an email and address it to ceo@chandler.edu.au . You will receive confirmation that your appeal has been received, and this will begin the appeal resolution procedure, which in most cases will be concluded within 21 days.

If the resolution of your complaint or appeal is going to require more than 30 days, you will be notified in writing, including why it will take that length of time, and you will be kept regularly updated as to the progress of your case.

Where the internal process has failed to resolve the complaint or appeal, you will be able to take your case to an independent mediator we recommend the Resolution Institute (www.resolution.institute). You are responsible for all associated costs, except where we make a decision to refer the matter to the Resolution Institute in which we will cooperate in full with the independent mediator's decision and will immediately implement their decisions or recommendations and/or take preventative or corrective action required by the decision or recommendation.

4.5 Legislation

Information about current legislative and regulatory requirements impacting on you as a participant in training can be found as follows:

- Standards for Registered Training Organisations (RTOs) 2015 provides for the administration of a vocational education and training system;
- The Occupational Health and Safety Act 2004 (Vic) provides for duties and obligations related to workplace health and safety.
- The Equal Opportunity Act 2010 (Vic): provides for prohibition of discrimination and other specified conduct and provides for the investigation into complaints in relation to discrimination as well as covering workplace harassment, bullying or victimization; and
- The Privacy Act 1988 (Cth) relates to the collection, use and storage of personal data and is available at http://www.privacy.gov.au.

4.6 Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of prior learning (RPL) & credit transfer are both available to you.

RPL is the process of gathering evidence of your previous experience, skills and knowledge and then mapping them to the requirements of a unit or units of competency.

If you apply for RPL you will be required to work with your assessor to provide evidence of your existing skills and knowledge. This may include providing work references, undertaking verbal or written assessments and undertaking practical skills demonstrations; however, it will not involve undertaking training. Think of it a little like going straight to the exam without taking the course.

If you have completed any previous accredited training, you may be eligible for credit transfer. Credit transfer is the process of recognising when you have already completed parts of this course with another provider. If you receive credit transfer, you will not be required to study the units of competency which have been transferred.

If you would like to access either of these procedures, please indicate this on your application form. You will then be contacted to discuss the procedure.

4.7 Disciplinary Procedures

All Chandler RTO students are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. Any breaches of discipline will result in the student being given a verbal warning. Further breaches will result in the student having to show cause as to why they should not be excluded from further participation in the program.

Please refer to the *Student Code of Conduct* for further information.

4.8 Privacy and Access to Records

Chandler RTO, as a part of the Chandler Services Group, adheres to a strict privacy policy. You can access Privacy and Personal information policy and Procedure or by visiting .

Your records are available to you on request. Your records are not available to other people unless you request, in writing, that Chandler RTO to allow such access.

4.9 Certification

Chandler RTO has an obligation, under its conditions of registration to comply with the Standards for Registered Training Organisations (RTOs) 2015 and to issue AQF certification documentation to you when you have completed your course, been deemed competent through the assessment process, provided your USI, and finalised all course fees. Certification provided will be updated to USI registry annually.

To redeem a lost certificate, any candidate can contact by writing an email to Chandler RTO for reissuing a hard copy for $50.

4.10 Extensions to Due Dates

You have the right to request an extension to the due date for any assessment. You should do this via email to the RTO Manager. They will consider your request, which will only be approved if it does not:

- Unfairly advantage you
- Unfairly disadvantage any other student
- Reinforce poor decision making, for example if you just can't be bothered completing your assessment or if you have scheduled a holiday during your study period
- Place you in jeopardy regarding your overall completion of the course.

If you have additional evidence that your request is genuine, for example a doctor's certificate, you should provide it along with your request. (Not Applicable as of now)

4.11 Satisfactory Course Progress

You will be provided with a course timetable which includes due dates for assessment. Your progress through this course will be monitored, and you are required to maintain satisfactory progress.

To maintain satisfactory progress, you must:

- Complete all assessment tasks satisfactorily by their due date; and
- Never have assessment tasks outstanding for two units of competency at the same time.

If you are late completing an assessment task you will be contacted by your Trainer for a progress discussion. During this discussion you will have the opportunity to explain why you are late with your work, and your Trainer will determine whether additional support is required. If it is, the process of developing an agreed support plan will begin.

If you have assessment tasks outstanding for two units of competency at the same time you will be contacted by the RTO Manager. You will not be able to commence the next unit of competency until you satisfactorily complete the assessment for the outstanding units. This may result in your timetable changing and you having to take subsequent units with a later class group.

The RTO Manager will also undertake reviews of your progress at pre-determined points. For details of when these points are, refer to the Student Guide for your course.

5. The Training products on scope

5.1 HLTAID009 Provide cardiopulmonary resuscitation

HLTAID009 Provide cardiopulmonary resuscitation is delivered over a day, with pre-reading and a written assessment. It does not have any entry requirements beyond the minimum age and language, literacy and numeracy requirements.

This course may be delivered on-site at a workplace or may be delivered at Chandler RTO's training facility.

To enrol in this course, you are either required to fill the online expression of interest form if you have access to a computer and an internet connection or you can contact our office to make an appointment and make a booking as per class schedule.

HLTAID009 Provide cardiopulmonary resuscitation contains both written and practical assessment, including performing CPR on a manikin. To successfully complete the course and be assessed as being competent you must have the physical capability to undertake this task.

The cost of the course is $50.00, with no GST applied. There are no additional fees of any sort, including for reassessment, reissuance of certificates, or application.

5.2 HLTAID010 Provide basic emergency life support

HLTAID010 - Provide basic emergency life support is delivered in a single session along with Provide First Aid with pre-reading and a written assessment. It does not have any entry requirements beyond the minimum age and language, literacy and numeracy requirements. It is conducted along with HLTAID011 - Provide First Aid

This course may be delivered on-site at a workplace or may be delivered at one of Chandler RTO's training facilities.

5.3 HLTAID011 - Provide First Aid

HLTAID011 - Provide First Aid is delivered over one training day, with pre-reading and written assessment. It does not have any entry requirements beyond the minimum age and language, literacy and numeracy requirements.

This course may be delivered on-site at a workplace or may be delivered at one of Chandler RTO's training facilities.

To enrol in this course, you are either required to fill the online expression of interest form if you have access to a computer and an internet connection or you can contact our office to make an appointment and make a booking as per class schedule

HLTAID011 - Provide First Aid contains both written and practical assessment, including performing CPR on a manikin. To successfully complete the course and be Assessed as being competent you must have the physical capability to undertake this task.

are no additional fees of any sort, including for reassessment, reissuance of certificates, or application.

5.4 CHC33015 Certificate III Individual Support (Ageing)

CHC33015 Certificate III Individual Support is a qualification delivered in a blended form that includes face to face training and assessment, online learning and assessment, practical learning and assessment and self-study.

Qualification Description:

This qualification, as published on training.gov.au, contains the following descriptor:

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.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 13

- 7 core units
- 6 elective units, consisting of:
- at least 4 units from the electives listed below, at least 2 units must be from those units listed under Groups A, B or C
- up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome

Any combination of electives that meets the rules above can be selected for the award of the *Certificate III in Individual Support.* Where appropriate, electives may be packaged to provide a qualification with a specialisation

Packaging for each specialisation:
All Group A electives must be selected for award of the Certificate III in Individual Support (Ageing).
At least four units from Group C electives must be selected for award of the Certificate III in Individual Support (Ageing).

All electives chosen must contribute to a valid, industry-supported vocational outcome.

The units that make up this qualification are:

Unit Code	Unit Name
Unit Codes	**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
	Elective Units
CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people living with dementia
CHCCCS011	Meet personal support needs
CHCPAL001	Deliver care services using a palliative approach
HLTINF001	Comply with infection prevention and control policies and procedures
HLTAID011	Provide first aid

Course Duration

This qualification will be delivered over 24 weeks to 52 weeks. A mandatory work placement of at least 120 hours to be completed. Students course duration will vary depending upon their pre-existing knowledge, prior skills and experiences.

Delivery Method

This course will be delivered using a blended methodology. The delivery strategy used in this methodology is a combination of virtual real-time training, distance learning, online modules supported by trainer contact, self-study, face to face, simulation and practical at college premises. Majority of the training to be delivered will be divided between a classroom or workplace environment and an online environment.

Assessment Method

A variety of assessment methods will be used to determine competency in the assessment tasks, including Written Questions, Case Studies, Role Plays, Work Placement – Projects, Journals, and Observations, Practical Exercises / Simulations and Third Party.

For further information refer to the CHC33015 Certificate III Individual Support Unit Student Guide.

5.5 CHC33015 Certificate III Individual Support (Disability)

CHC33015 Certificate III Individual Support is a qualification delivered in a blended form that includes face to face training and assessment, online learning and assessment, practical learning and assessment and self-study.

Qualification Description:

This qualification, as published on training.gov.au, contains the following descriptor:

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.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

Packaging Rules

Total number of units = 13

- 7 core units
- 6 elective units, consisting of:
- at least 4 units from the electives listed below, at least 2 units must be from those units listed under Group B
- up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome

Any combination of electives that meets the rules above can be selected for the award of the *Certificate III in Individual Support.* Where appropriate, electives may be packaged to provide a qualification with a specialisation

Packaging for Disability specialisation:
All Group B electives must be selected for award of the Certificate III in Individual Support (Disability).

All electives chosen must contribute to a valid, industry-supported vocational outcome.

The units that make up this qualification are:

Unit Code	Unit Name
Unit Codes	**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
	Elective Units
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
HLTINF001	Comply with infection prevention and control policies and procedures
HLTAID011	Provide first aid

Course Duration

This qualification will be delivered over 24 weeks to 52 weeks. A mandatory work placement of at least 120 hours to be completed. Students course duration will vary depending upon their pre-existing knowledge, prior skills and experiences.

Delivery Method

This course will be delivered using a blended methodology. The delivery strategy used in this methodology is a combination of virtual real-time training, distance learning, online modules supported by trainer contact, self-study, face to face, simulation and practical at college premises. Majority of the training to be delivered will be divided between a classroom or workplace environment and an online environment.

Assessment Method

A variety of assessment methods will be used to determine competency in the assessment tasks, including Written Questions, Case Studies, Role Plays, Work Placement – Projects, Journals, and Observations, Practical Exercises / Simulations and Third Party.

For further information refer to the CHC33015 Certificate III Individual Support Unit Student Guide.

Personal Support Services

There are a range of Personal Support Services available in your area.

If you require support with your studies or you need any other assistance, please call us and we will do our best to refer you to the most appropriate services in your area.

NOTES: