Starting Out Working in Aged Care & Disability Program

Successful completion includes the nationally accredited qualifications
CHC33015 Certificate III in Individual Support (Ageing, Home & Community)

Full Time Program

Information Pack
We build experts
We can help you get started by supporting you to get the skills, knowledge and qualifications that you need to start working in Aged Care or Disability Support.

Your development will be supported by our Whole Person Learning Model that understands that you’re unique and human - not robots!

There’s no tests or exams and you’ll benefit from learning in interactive face-to-face workshops (no online) and alongside others.

Sessions are scheduled 3 days each week and during school friendly hours across the program to help you manage your existing commitments.

We’ve included extra coaching days within the program to help you stay on track and to help ensure that you keep a healthy home/life/study balance.

Warner Institute will organise your supervised work placement to ensure that you get the real-world, hands-on experience that you need.

Skills First Program funding* is in place and the Program Tuition Fee is $193.05 for those who meet the eligibility criteria.*

There are no additional materials costs (all your materials are included) or Admin Fees and payment plans are available if you need one.

Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community).

* $193.05 is the applicable Skills First Program funded Concession Tuition Fee for those participants undertaking the nationally accredited qualification CHC33015 Certificate III in Individual Support. Participants must meet funding eligibility criteria. This training is delivered with Victorian and Commonwealth Government funding. People with disabilities are encouraged to apply.

"If you’re looking for an area where jobs are set to boom, become an aged or disabled carer. The Jobs Department expects there will be 40 per cent more people employed in this field in 2023 than there are right now."

The Age By Craig Butt, Richard Lama & Reginal Sengley, 29 January 2019
You can trust us

There are lots of reasons why it’s easy to trust us

we’ve been training people since 2005
At work I’m applying my “... knowledge and understanding of the aging process and illness and death and dying, palliative care”

“Thinking more about how I do things. For example, I used to bring in the washing and fold it, and now realise it is important to foster independence and allow them to fold (it) themselves so it doesn’t take away their independence”

“. . . opens your eyes, adapting a lot of the things we’re learning to my workplace”

“OH&S given me more of a reminder as to why those things are important.”

“. . . a lot of it was common sense, but it did give me a greater understanding of the reasons why we do what we do and supported my confidence in the way I have done things in the past.”

“. . . made me really think about myself and how I could improve and encouraged me to be much more assertive”

“Our commitment to the Disability, Aged Care and Home & Community Care sectors is to develop passionate, empowered, positive support workers who will confidently provide support to people with disability and those who are older . . . enabling them to live the life they choose with the independence they deserve.”

Jania Warner, Managing Director, Warner Institute
Our Whole Person Learning Model

We recognise that each participant is unique and human - not some widget in a training production line. Our Whole Person Delivery Model makes it easier for participants to transition their new learning to the workplace because they feel more confident about self.

Nurturing and support
You’ll have a dedicated Program Manager wholly support, coach and mentor you. They’ll also make themselves available between sessions if you get stuck. It’s learning built upon a safety-net of increased confidence and support.

Multi-learning methodology
Our workshop style sessions incorporate a range of activities relevant to your learning including, yoga, mindfulness and other exercises. We ensure that they’re fun. It’s learning by engagement - not by rote, or robots.

Consultative delivery
In each session, the content will be related back to specific issues that you are dealing with at work right now. Take-Away exercises will help ensure that what you’re learning in each session is immediately useful to you. It’s learning with real-world relevance.

Contextualised material
Content is condensed into blocks of like subject matter and that reflects the experience level of each group making the learning meaningful. It’s learning that makes a difference.
Whole Person Learning

Emotional intelligence
Engendering a greater sense of self awareness and an understanding of others enhances workplace communications and interactions.

Creative intelligence
Engaging creative power to stimulate innovation, problem solving, and ability to anticipate change and then move forward with it.

Intellectual intelligence
Building the capacity for the retention and adoption of new knowledge and skills back at work through a multi-learning style approach.

Spiritual intelligence
Tools to further build inner authentic strength and resilience through connection to values, talents and passion.
Learning Pathways

Certificate III
Introduction for new entrants

- Entry level skills specific to working in Aged Care and/or Disability

Certificate IV
PCA / Support Worker specialist

- Specialist skills specific to working in Aged Care and/or Disability in an environment supporting wellbeing, independence and social inclusion.

Essential technical & operational skills
Starting Out Working in Aged Care & Disability Program [Full-Time]
- incl. CHC33015 Certificate III in Individual Support (Ageing, Home & Community)

Starting Out Working in Aged Care & Disability Program (incl. meds) [Full-Time]
- incl. CHC33015 Certificate III in Individual Support (Ageing)

Skills, capability and leadership of self
Building Experts Working in Ageing Support & Disability Program
- incl. CHC43015 Certificate IV in Ageing Support & CHC43115 Certificate IV in Disability

Launching a Career Working in Ageing Support & Disability Program [Full-Time]
- incl. CHC43015 Certificate IV in Ageing Support & CHC43115 Certificate IV in Disability

Building Experts Working in Ageing Support Program
- incl. CHC43015 Certificate IV in Ageing Support

Launching a Career Working in Ageing Support Program [Full-Time]
- incl. CHC43015 Certificate IV in Ageing Support

Building Experts Working in Disability Program
- incl. CHC43115 Certificate IV in Disability

Launching a Career Working in Disability Program [Full-Time]
- incl. CHC43115 Certificate IV in Disability
This chart is provided as a helpful guide to stimulate discussion and begin the process of identifying the learning pathways and learning program(s) that might best fit your needs. It is not designed as a definitive or prescriptive tool. Other learning pathways exist. It should be supplemented with further informative discussion.
We build experts
Starting Out Working in Aged Care & Disability Program

It’s the PCA/Support worker that makes the difference to a person’s life, assisting them to live a ‘rich life’.

We’ll provide you with the skills and knowledge so that you commence a career working as a PCA/Support worker who’ll be equipped to more skilfully and confidently

- manage clients in a person centred way,
- connect and engage with clients with an insightful understanding of what they are experiencing,
- follow an individualised plan in a community and/or residential setting,
- foster your client’s independence and wellbeing,
- empower your clients to be more active participants in their community,
- learn to apply effective falls prevention strategies,
- better understand and deliver compassionate palliative care,
- understand the legislation and terminology that underpins all the good that you do,
- understand the most recent Aged Care Standards.

Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community).
Starting Out Working in Aged Care & Disability Program

The program takes participants through the development of invaluable theoretical and practical knowledge and skills required to work in support worker role and where they follow an individualised plan to provide person-centred support.

It includes an introduction to the concept of person centred approach, incorporating understanding and application of the Consumer Directed Approach and the Active Service Model, and specifically, following individualised plans to provide person-centred support. It focuses on developing self confidence to enable the application of practical skills by using creative lateral thinking and problem solving to support the achievement of a client focused outcome.

Participants are assessed as they go and complete workplace observation assessment as part of the program. All supervised practical placements are organised and scheduled by Warner Institute.

Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community)
Program content

Participants learn in face-to-face interactive workshops alongside others to engage and support them throughout the program. This will include a combination of classroom learning, simulation labs, self-directed learning and workplace observation assessment. Those not currently employed will undertake a supervised practical work placement. The community services practices that participants will be introduced to during the program, including the specific nationally accredited units, are listed below.

Achieving person centred personal support needs
- Wouldn’t it be great if you and your client, even the more complex, were breezing through everyday tasks rather than them being a chore. We’ll show you how, including oral health & footcare.
- HLTWHS002 Follow safe work practices for direct client care
- CHCCCS015 Provide individualised support
- CHCCCS011 Meet personal support needs

Understanding what a healthy body is
- When you know what constitutes a healthy body you will be able to identify early warning signs to report.
- HLTAP001 Recognise healthy body systems

Learning to apply First Aid Workshop (Additional)
- Gain the skills and knowledge required to provide a first aid response to a casualty
- HLTAID003 Provide First Aid

Understanding the law in the Aged Care sector
- Understand the organisational and regulatory requirements which will allow you to ensure delivery of compliant, professional, safe and legally responsive work practices.
- CHCLEG001 Work legally and ethically
- CHCCHCS001 Provide home and community support services

Support people living with disability
- People with disabilities often feel shut out of the community. We’ll empower you to support your clients to break down the barriers to community participation.
- CHD15007 Facilitate the empowerment of people with a disability

Supporting positive ageing
- Apply the new standards & latest research and develop practical & creative approaches to support your clients to have a great day, applying dignity of risk principles.
- CHCCCS023 Support independence and wellbeing
- CHCAGE005 Provide support to people living with dementia
- CHCAGE001 Facilitate the empowerment of older people

Working with a team approach to achieve great outcomes
- Embrace diversity to bring out the strengths of the whole team of stakeholders to support your client.
- CHCCCS025 Support relationships with carers and families
- CHCCOM005 Communicate and work in health or community services
- CHCDIV001 Work with diverse people
- CHC15001 Work with diverse people

Coaching Days to support you.
- Included within the delivery of the program are 6 x Full Day Coaching Sessions. These are scheduled at regular points throughout the program. These Coaching Sessions have been created to support participants with individual coaching including simulated tasks, role-play assessments, subject matter revision, workplace assessment, review and any required catch-up.

Practical Experience Requirement
- To achieve the CHC33015 Certificate III in Individual Support (Ageing, Home & Community) qualification included within this program, participants are required to demonstrate a minimum of 120 hours practical experience within a workplace as detailed in the Assessment Requirements of the units of competency for Ageing, Home & Community. This is a mandatory requirement. If you are currently employed working in a direct support role with an approved service provider who delivers relevant support services to the elderly, then you will be able to demonstrate and be assessed on these specified tasks within your role. If you are not employed working within an appropriate role where you can demonstrate and be assessed on these tasks then Warner Institute will organise and schedule a supervised work placement at approved providers to facilitate this mandatory requirement.

* Participants must meet funding eligibility criteria. This training is delivered with Victorian and Commonwealth Government funding. People with disabilities are encouraged to apply.

^ The Workplace Project is not compulsory - please read "Your Program Content, Practical Experience Requirement & Workplace Project" section in this Info Pack for full explanation.

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Program Content Timeline (Weeks)
Starting Out Working in Aged Care & Disability Program
Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community)

1
Induction
Personal care
Healthy bodies
Rights, ethics & laws
Empowerment in disability
Positive Ageing
Practical experience requirement
Working as a team
Completion
First Aid Workshop

Induction Session
Attendance at this induction session is compulsory in order to commence the program

Delivering high quality personal support workshop

Know a healthy body workshop

Understanding the foundations of working in community services workshop

Supporting the empowerment of people living with disability

Supporting the independence & wellbeing of your older clients & those living with dementia

Participants must complete at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.
Where participants are unable to demonstrate the required tasks within their workplace as detailed in the Assessment Requirements of the units of competency they will undertake supervised practical placement(s)
These are scheduled at specific stages of the program.

Using a team approach to communicate & support clients workshop

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

Working as a team

Using a team approach to communicate & support clients workshop

Using a team approach to communicate & support clients workshop

First Aid Workshop

Undertake 2 x Day First Aid Workshop
This is provided at no charge as added value
Successful completion includes HLTAID003 Provide First Aid
This 2 day First Aid Workshop will be delivered by another RTO at approx. the mid-way through the Program and increases the total no. of sessions to 44

This timeline is provided to summarise the main ‘workshop’ components of the program and is therefore for illustrative purposes only.
Other subject matter is included within the program. Homework, self-study and independent research are required for successful completion of the program.
The actual scheduling may need to vary according to timetabling requirements specific to the delivery of an individual program e.g. specialist venue availability, end of year holidays, etc.
Additional Program Content (every session)
Starting Out Working in Aged Care & Disability Program
Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community)

<table>
<thead>
<tr>
<th>Mindfulness</th>
<th>Yoga &amp; stretching</th>
<th>Meditation</th>
<th>Coaching</th>
<th>Take-aways</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mindfulness to refresh your mind &amp; support clear focussed thinking</td>
<td>Yoga &amp; stretching exercises to keep your body &amp; mind awake</td>
<td>Meditation to support clarity &amp; balance in times of stress</td>
<td>Coaching to support you if you get stuck &amp; help you to stay on track</td>
<td>Participants ‘Take-Away’ actions to work for improvements making learning useful</td>
<td>Your Program Manager is available to support you between sessions if you get stuck.</td>
</tr>
</tbody>
</table>

You can introduce these practices to your clients too!

The health benefits from practicing include increased blood flow to the brain and a strengthening of your core which will support your wellbeing back at work and at home.

You can introduce these practices to your clients too!

Regular meditation is proven to support better health and wellbeing.

These improvements will likely enrich your clients lives.

Your Partnership Manager is there for you too!

They want to see you succeed.

Mindfulness Yoga & stretching Meditation Coaching Take-aways Support
# Investment Summary

**Starting Out Working in Aged Care & Disability Program**

Successful completion includes the nationally accredited qualification CHC33015 Certificate III in Individual Support (Ageing, Home & Community)

<table>
<thead>
<tr>
<th></th>
<th>Tuition Fee (A)</th>
<th>Concession Tuition Fee (A) (B)</th>
<th>Study materials &amp; Administration Fees</th>
<th>Approximate value of Skills First Program funding provided to support this enrolment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skills First Program Funded Participant</td>
<td>$965.25</td>
<td>$193.05</td>
<td>$0</td>
<td>$6,077.50</td>
</tr>
<tr>
<td>Full Fee Participant</td>
<td>$4,200</td>
<td>-</td>
<td>$0</td>
<td>-</td>
</tr>
<tr>
<td>Recognition for Prior Learning (RPL) per nationally accredited unit</td>
<td>$350</td>
<td>-</td>
<td>$0</td>
<td>-</td>
</tr>
</tbody>
</table>

Please ensure that you read this fee information set out in the table above in partnership with the information set out on the next page.

These Tuition Fees as published are subject to change given individual circumstances at enrolment.

This training is delivered with Victorian and Commonwealth Government funding. People with disabilities encouraged to apply.

Nominal Hours = 715  Nominal Hourly Tuition Fee = $1.35, Nominal Hourly Concession Tuition Fee = $0.27

(W-Inst Note: The above fee information is based upon 715 x hrs for CHC33015 (Ageing, Home & Community) even though the total delivery of nationally accredited content for this program (excl. HLTAID003) totals 725 hrs. Additionally, the 18 x nominal hours attributable to HLTAID003 delivered as added value and by another RTO are also not included.)
**Additional Information**

Warner Institute payment terms apply. Warner Institute Refund Policy applies. Funding eligibility will be verified for each participant before finalising their enrolment.

A. Victorian Government Skills First Program: Must be up-skilling and an Australian Citizen, Permanent Resident, holder of a Permanent Visa, or a NZ citizen, not have completed or be enrolled in a total of 2 or more government funded training programs during this year and not have commenced or undertaken more than 2 government subsidised courses at this same qualification level, including this course, in their lifetime. Other criteria applies. Some exceptions to the Skills First Program eligibility criteria apply including, but not limited to;
- Latrobe Valley Initiative' Transition Program can access an exemption to the upskilling rules for one qualification.
- Victorian Government Back to Work Scheme can access an exemption to the upskilling and/or 'two in a lifetime' rules.
- Asylum Seeker, Refugee and/or Victim of Human Trafficking Scheme can access an exemption to the citizenship/residency requirements.

B. Concession Tuition Fees: Must be a holder of a current and valid Australian Government issued Health Care Card, Pensioner Concession Card or Veteran's Gold Card - also known as a Repatriation Health Card – and people who are dependant partners or children of the Health Care Card or Pensioner Concession Card, but not the Veteran's Card.

Under the Indigenous Completions Initiative, individuals who self-identify as being of Aboriginal or Torres Strait Islander descent must be charged the Concession Tuition Fee even if they do not hold any of the previously mentioned valid Australian Government issued concession cards.

**IMPORTANT:** The Concession Tuition Fee can only be accessed where the Participant is personally responsible for the payment of the Tuition Fee. It cannot be accessed where the employer, Job Active provider or another third party is responsible for payment.
Coaching Days to support you

Included within the program delivery are 6 x Full Day Coaching Sessions. These are scheduled at regular points throughout the program. These Coaching Sessions have been created to support participants with individual coaching including simulated tasks, role-play assessments, subject matter revision, workplace assessment, review and any required catch-up.
Packaging rules, electives, homework and clustered assessment

This program has been developed in continuous consultation with the Community Services Sector. It has been developed to support employees who are in a direct support role and who work as part of a team. The packaging rules for this qualification is:

- CHC33015 Certificate III in Individual Support
- 7 Core Units + 6 Elective Units
- Total number of accredited units = 13

You will undertake a total of 13 nationally accredited units in this learning program. The selection of elective units included are based upon industry feedback and are considered necessary to your effective development within the sector. Homework, self-study and independent research are required for successful completion of the program. Nationally accredited units are combined (clustered) into blocks of similar subject matter and their content is delivered and assessed together. Learners will only receive competency in any unit within the cluster when they have been assessed as competent for all elements within the cluster.

First Aid Workshop

The inclusion of the nationally accredited unit, HLTAID003 Provide First Aid, within this learning program is in response to many of our Placement Partners requiring it be successfully completed before accepting a participant on a supervised practical placement within their organisation. Based upon this sector feedback, Warner Institute supports the inclusion of this unit within the program as important knowledge and skills for you to attain. This unit will be delivered by another Registered Training Provider who will enrol, deliver and assess your performance for this nationally accredited unit. They will provide you with a separate Statement of Attainment upon successful completion of this unit issued under their RTO. This unit will not appear on your Warner Institute Statement of Results/Statement of Attainment and is provided as a value added extra to the participant at no additional cost.

Credit Transfers

Where you have applied for Credit Transfer(s), and these have been confirmed and approved by Warner Institute, you will be provided with a revised Program Pack (Timetable). Where the program commences before your application is approved by Warner Institute, you will be required to attend all sessions of the program until the approval is granted. All such approvals will be provided in writing. Your Tuition Fee will be adjusted if your participation is being funded under the Skills First Program. There is no reduction in the Tuition Fee for Credit Transfers for Full Fee Participants.

National Criminal History (Police) Checks

As part of the Australian Government’s ongoing commitment to protect the health, safety and wellbeing of vulnerable aged care recipients, you will be required to provide a current and clear National Criminal History Check where you are undertaking any supervised practical work placement(s) as part of your program. Your host work placement provider may also require you to sign a Statutory Declaration confirming that you have no international criminal convictions. A current National Criminal History Check must provided to Warner Institute before your enrolment can be finalised. If you are informed that you are required to undertake supervised practical work placement(s) as part of your program, and do not hold a current National Criminal History Check, you may apply to Warner Institute to obtain one on your behalf.

Restrictions on catch-up sessions for First Aid Workshops

Due to the restrictions on the availability of the specialist venues and the subject matter experts who present the First Aid workshops, the technical nature of the subject matter and also the progressive nature of these assessment clusters, there are no catch-up sessions available. If you do not attend your scheduled workshop sessions for the First Aid workshop, then your participation will not be rescheduled unless an availability exists on a future date in an alternative program as determined by Warner Institute. This First Aid workshop and its nationally accredited unit is offered as an optional extra to your nationally accredited program and its completion is not essential to successfully attain your nationally accredited qualification. Warner Institute is not obligated to offer you a alternative sessions to undertake this First Aid workshop and its nationally accredited unit and nor is any compensation due if you do not attend your scheduled session.