



**Portland WorkSkills Inc.**  
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#### Refund Policy

##### **Government Funded Training Programs**

Refunds will be made in the following circumstances:

1. To learners who have overpaid the tuition/administration fee.
2. Where Portland WorkSkills cancels the course.
3. Where the learner's application for enrolment is declined by Portland WorkSkills, a refund of all fees will be made, within 30 days, without deduction.
4. When, the learner provides evidence of eligibility for a concession to reduce the amount already paid in tuition fees. Evidence to be provided prior to course commencement.
5. Where a learner withdraws, by written notice, from government-funded training or further education in a qualification at any time up until 4 weeks after the scheduled commencement date of classes, Portland WorkSkills will refund the tuition contribution paid in respect of the enrolment and any other fees and charges paid by or on behalf of the learner which have not been expended.
6. For the purposes of clause 5, if a learner withdraws from only part of an enrolment, Portland WorkSkills will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
7. If a learner has paid a fee for tuition which is no longer required because of recognition of prior learning, Portland WorkSkills will refund an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken. Please note that the RTO may charge a fee for the assessment of RPL.
8. Portland WorkSkills will refund the learner for the hours granted where a Credit Transfer has been granted and therefore reduce the number of nominal scheduled training hours.

##### **Fee-for-Service Training**

1. As above for clauses 1, 2 and 3.
2. Portland WorkSkills reserves the right to retain an administrative fee for learners who have enrolled in a course but failed to attend without notifying WorkSkills.
3. Course deposits on Fee for Service courses will not be refunded when a learner does not attend scheduled sessions.
4. Learners enrolling in Fee for Service courses are advised to consider carefully. Course costs are kept to a minimum for learners. Therefore, if a learner withdraws, in writing, from a Fee for Service course
  - an administrative fee will be retained by WorkSkills
  - a refund will only be provided if the course has not commenced
  - fees will not be refunded after the commencement of the course except those fees that have been charged for materials and/or General Service and the materials/General Service have not been provided as yet.



**Certificate IV in  
Ageing Support  
(CHC43015)**

**&**

**Certificate IV in  
Disability  
(CHC43115)**

**2018**



**This course is delivered to eligible  
individuals with funding support from the  
Victorian and Commonwealth governments.**

## COURSE SUMMARY

This course reflects the role of support workers who complete specialised tasks and functions in aged services and those working in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others.

## ENTRY REQUIREMENTS

To complete the course, prospective students will need reasonable literacy and numeracy skills. It is highly recommended that students have, or gain, intermediate computer skills.

Students with previous studies and/or experiences relevant to this qualification will be offered Credit Transfers (CT), Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC). People with disabilities are encouraged to participate.

## PATHWAYS

### Further Study

External only — Further studies may focus on Aged Care, Nursing, Disability Studies, Welfare etc. and are available at Diploma and higher levels, through RTOs.

### Employment

People with a Certificate IV in Ageing Support and/or Certificate IV in Disability may work as a Personal Care Worker, Support Worker, Care Supervisor, Team Leader or Coordinator.

## COURSE OUTLINE & CONTENT

CHCADV001	Facilitate the interests and rights of clients
CHCAGE001	Facilitate the empowerment of older people
CHCAGE003	Coordinate services for older people
CHCAGE004	Implement interventions with older people at risk
CHCAGE005	Provide support to people living with dementia
CHCCCS006	Facilitate individual service planning and delivery
CHCCCS011	Meet personal support needs
CHCCCS023	Support independence and well being
CHCCCS025	Support relationships with carers and families
CHCDIV001	Work with diverse people
CHCLEG003	Manage legal and ethical compliance
CHCPAL001	Deliver care services using a palliative approach
CHCPRP001	Develop and maintain networks and collaborative partnerships
HLTAAP001	Recognise healthy body systems
HLTWHS002	Follow safe work practices for direct client care
CHCAGE002	Implement falls prevention strategies
HLTAID003	Provide first aid
HLTHPS006	Assist clients with medication
CHCCCS015	Provide individualised support
CHCDIS002	Follow established person-centred behaviour supports
CHCDIS005	Develop and provide person-centred service responses
CHCDIS007	Facilitate the empowerment of people with disability
CHCDIS008	Facilitate community participation and social inclusion
CHCDIS009	Facilitate ongoing skills development using a person-centred approach
CHCDIS010	Provide person-centred services to people with disability with complex needs

NB. Credit Transfers will be granted for equivalent units completed as part of earlier studies.

## COURSE COSTS

Course fees vary depending on each individual's situation. Under the Victorian Skills First Program, a government contribution is available for tuition for eligible individuals. To be eligible for the Skills First Program you must:

- be an Australian citizen; **or**
  - a holder of a permanent visa; or
  - a New Zealand citizen
- and**
- be upskilling **OR**
  - be under 20 years of age as at 1 January 2018

To be eligible for concession you must meet the above criteria **and** have a valid concession card.

To find out more about your eligibility, contact WorkSkills on 5523 1645.

### Tuition Fees

Skills First eligible	up to \$2,550
Concession	up to \$510
Fee-for-Service students	up to \$11,900

Learners may apply for fee support through WorkSkills' Education, Training & General Support Fund.

### Materials & General Service Fees

Materials \$529 to cover learner guides, First Aid, handouts, nurse's pouch, badge, police check, etc. plus an General Service fee of \$60. A text book is an optional extra for \$90

**NB. Costs are indicative only and may be adjusted. Each student will be advised of actual costs at time of enrolment.**

### Enrolment Procedures

1. Pre-enrolment interview. Contact WorkSkills to arrange an appointment
2. Pre-training review.
3. Enrolment form and evidence of eligibility.
4. RPL and/or Credit Transfers identified.
5. Determination of fees as they apply to your enrolment.
6. Enrolment is confirmed on receipt of fees.
7. Classes are due to commence in early February 2018