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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 III in
Individual
Support
(Ageing, Home
& Community)
CHC33015
2018**



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

COURSE SUMMARY

This qualification reflects the role of workers in the community and/or residential settings 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. eg. Personal Care Assistant/Worker, Community Support Worker, Disability support worker, Nursing Assistant, In-home Respite Giver etc

ENTRY REQUIREMENTS

There are no formal pre-requisites. To complete the course, prospective students will need reasonable literacy and numeracy skills and basic 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

Internal - Certificate IV in Disability, Certificate IV in Ageing Support

External - Nationally recognised training is available, at Certificate IV, Diploma and higher levels, through Registered Training Organisations. Studies may focus on Aged Care, Nursing, Disability Studies, Welfare etc.

Employment

People with Certificate III in Individual Support may work as a Carer, Care Assistant, Community Support Worker, Disability Support Worker, Personal Care Assistant, Nursing Assistant etc.

COURSE OUTLINE & CONTENT

Certificate III in Individual Support (Ageing, Home & Community) requires satisfactory completion of 7 core units and 6 elective units. Provide first aid is offered as an additional elective.

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
CHCAGE001	Facilitate the empowerment of older people
CHCAGE005	Provide support to people living with dementia
CHCCCS011	Meet personal support needs
CHCDIS007	Facilitate the empowerment of people with disability
CHCCCS025	Support relationships with carers and families
CHCHCS001	Provide home and community support services
HLTAID003	Provide first aid
HLTHPS006	Assist clients with medication

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

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 Program	\$1,230.00
Concession	\$246.00
Fee-for-Service students	\$5,200.00

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

Materials & General Service Fees

Materials \$369 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.