



**CHC COMMUNITY SERVICES**  
**QUALIFICATIONS**  
**2025**

**RTO 90232**



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# Qualifications Information

**CHC33021**

**Certificate III in Individual Support**

(Available specialisations: Ageing, Disability and  
Ageing & Disability)

**CHC43015**

**Certificate IV in Ageing Support**



## Welcome!

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a Registered Training Organisation (RTO) offering three aged care/disability qualifications, which are pathways to access vocational education training (VET) as well as aged care/disability skills for work.

The Community Services qualifications at HKCC are:

- *CHC33021 Certificate III in Individual Support (Available specialisations: Ageing, Disability, Ageing & Disability)*
- *CHC43015 Certificate IV in Ageing Support*



Also, HKCC offers training in foundation skills, computing and business for job ready skills and knowledge for employment and career development.

HKCC is a proud *High Performing Provider* as assessed by the Department of Education's Training Services NSW for adopting best practice based and measured on student outcomes in the following areas that are key to training delivery and assessment:

- Student-centred approach to the learning journey
- Expanding connection to industry and employer needs
- Providing high level individualised support for all students
- Capability building of staff and systems
- Using external sources to validate assessment practices.

HKCC is a charity and not-for-profit community college providing learning in small classes with a lot of individual attention and mentoring. The benefits obtained from engagement at HKCC are:

- Acquisition/development of vocational skills and knowledge
- Gaining a sense of belonging to a community
- Provision of pathways into further education and employment
- Opportunities to engage in lifelong learning
- Development of networking opportunities

- Increased creativity and mental agility
- Access to affordable education/training through subsidised initiatives.

## Pre-Course Interview

A pre-course interview is required to assess your suitability for the course. To arrange your interview, please call 9482 1189.

If candidates are eligible for subsidised training, they will need to

- Bring a valid photo ID (e.g., Driver's Licence or Passport).
- Provide a Medicare card, Centrelink card, or a referral letter from an employment provider, if applicable.
- Sign a consent form to allow HKCC to use and disclose personal information to the Department of Education and other government agencies.
- Provide your Unique Student Identifier (USI) or sign a formal permission form authorising HKCC to create or access a USI on your behalf.
- Complete a language, literacy, and numeracy (LLN) test.

## Cost

The course fee for an individual is dependent on their eligibility for subsidised training.

Subsidised places under the NSW Government's *Smart and Skilled* program are available. Adult Community Education (ACE) funding is available to eligible disadvantaged students with barriers to study. To check your eligibility, contact HKCC on **(02) 9482 1189** to arrange a pre-course interview. For more information on the NSW Government's Smart and Skilled program, visit <https://skills.education.nsw.gov.au/nsw-fee-free>.



### Full Course Fees (if not eligible for funding):

- **CHC33021 Certificate III in Individual Support:** \$4,500
- **CHC43015 Certificate IV in Ageing Support:** \$5,760

As per Clause 7.3 of *Standards for Registered Training Organisations 2015* (SRT0), HKCC **will not collect** from a prospective or current learner **prepay fees in excess of a total of \$1,500 (being the threshold prepaid fee amount).**

## Entry Requirements

Learners must provide evidence at an intermediate level (Year 10 equivalent) of English for this qualification.

If you have previously attained competency in any unit(s) from this qualification, HKCC accepts and provides credit for those units upon submission of appropriate evidence, such as the AQF certification documentation issued by the other Registered Training Organisation or AQF authorised issuing organisations, or authenticated VET transcripts issued by the Registrar. If you have previously attained a unit/s listed, please inform the enrolling officer.

## Police and NDIS Check

It is *mandatory* since 2007 for anyone wishing to work in the aged care and disability support sectors to undergo a police check. This is to ensure safety and quality of services following reports of abuse suffered by older and disabled persons. **The police check is the student's responsibility to organise and is essential prior to commencing the course.** You can find a link to obtaining this information at <https://portal.police.nsw.gov.au/s/policecheck-triage>.

If you are planning on working and/or completing your mandatory work placement within an NDIS-registered organisation, you will also need to complete an NDIS Worker Screening Check. More information on this check can be found on <https://www.service.nsw.gov.au/ndiswc>.

## Immunisation

Most workplaces in the health care sector, including aged and disability care, require their workers to have an **up-to-date Flu and COVID Vaccination and a GP certificate as evidence or added to a current vaccination record.** These requirements also apply to most mandatory work placement facilities. If you are not fully vaccinated or hold an exemption, please contact HKCC to discuss your options before enrolling.

## First Aid Course

Prior to your employment you should complete a first aid course. HKCC will be able to recommend First Aid training providers.

## Learning Material

Every learner will have access and will be directed to the learning management system (*Cloud Assess*) for training and assessment purposes. It is accessible at home and in class. Each student will have access to internet at HKCC. In class facilities include a white board and an overhead projector. HKCC has a digital library, which allows our students to borrow a tablet free of charge for the duration of three weeks.

Please note that your participation in class is vital. Every learner is encouraged to share their own knowledge, skills, and culture to enrich the course quality and facilitate learning.

## Learning Support

HKCC has **Student Support** available to assist you with any problems you may encounter

- Clarify your career goals
- Find an appropriate course that will help you fulfil your goals
- Develop study skills
- Improve reading, writing, speaking, listening and numerical skills
- Identify and overcome barriers to learning that may occur

- Referral to other services (e.g. Job service providers, legal, medical, welfare assistance)
- Assist individuals to enjoy the learning experience.

These services are usually provided on a one-to-one basis at the head office in Hornsby. Please call Customer Service to book a suitable time.



## Assessment

Every unit requires two types of assessment to achieve competency, knowledge, and practical assessments. The method of assessment may vary between units. One form of assessment is demonstration of the practical task in the workplace and the other forms of assessment are completed in class.

Learners will undertake most assessments in class via Cloud Assess, in the form of

- Written knowledge questions
- Verbal knowledge questions
- Role plays
- Observation of performance tasks
- Case Studies
- Projects/Journals
- Performance assessment: in workplace or simulation

Please note that if a student has been deemed Not Yet Competent, they will be given every opportunity to re-sit assessment/s.

**Students must complete work placement of 120 hours at a facility before receiving the qualification.**

## Access and Equity

To ensure equal access to training and assessment, we will discuss and implement reasonable adjustments for students experiencing barriers to learning and/or assessment. Please mention any potential barriers as early as possible, to allow sufficient time for implementation.

## Mandatory Work Placement

CHC qualifications require a mandatory 120 hours of work placement. If you like help to find a suitable placement, please speak with us so we can introduce you to one of our local providers.

Most shifts commence between 6.30am and 7.00am hours and finish at 2.30pm or 3.00pm.

You will be given a Logbook and Third Party Report to be completed by your supervisor. During your 120 hours of work placement, your HKCC Assessor will visit you and conduct performance assessments.

**Please Note:** If you are already working in an Aged Care/Disability residential facility or for a Homecare Aged/Disability provider, your work hours can count towards your placement (providing your employer agrees to notate and sign the required documentation).

## **Third Party Report, Logbook and Workplace Assessment**

You are required to complete 120 hours of work placement. The college has partnerships with local services and can introduce you for your placement. The Third Party Report is for your work supervisor to complete. Each time you complete a shift, your supervisor must sign the Logbook. It will take approximately 16 shifts to complete placement.

Your workplace assessor will schedule workplace visits to observe and assess you, discuss any training issues and view your logbook. It is your responsibility to ensure your supervisor is signing off on the shifts you complete and the Third Party Report in the workplace.

It is recommended the learner requests a review meeting with their supervisor after 6 shifts and 12 shifts to gain feedback. The workplace assessor will coordinate a meeting with the supervisor if required.

## **Recognition of Prior Learning (RPL)**

HKCC also recognises previously acquired knowledge and skills. This is referred to as Recognition of Prior Learning (RPL).

Learners must identify their intention to apply for RPL at enrolment or prior to the commencement of the course. If you have an outdated aged care qualification and are still working in the industry you can apply to have your skills and experience assessed. Evidence is required and the administrative cost for RPL is \$250 per Unit of Competency. You will require an appointment with the Care Coordinator at the college ([care@hkcc.nsw.edu.au](mailto:care@hkcc.nsw.edu.au)).

## **CHC33021 Certificate III in Individual Support**

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability, or some other reason.

These individuals take responsibility for their own output within the scope of their job role and delegation. 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.

The care industry is facing severe staff shortages. The demand for aged and disability carers is predicted to grow rapidly over the coming years, with an additional 54,700+ carers needed by 2025<sup>1</sup>. Following the Royal Commission into Aged Care, the Aged Care sector has responded by upskilling workers and encouraging the completion of the CHC33021 Certificate III in Individual Support.

HKCC has excellent relationships with local disability services and aged care facilities, providing work placement opportunities and subsequently employment opportunities to graduates. During industry consultations, employers have identified demand for employees with skills and abilities of the CHC33021 qualification.

There is strong demand for qualified health & care workers in Hornsby & Ku-ring-gai (biggest sector in the upper north shore of Sydney), which has an ageing population, as well as increasing number of people living with disability and mental health problems.

## Course Structure

Course days:	Refer to timetable
Work placement:	120 hours
Class session time:	9.30am – 3.00pm or 5.30 – 8.30pm
Tutorial:	Refer to timetable
Self-Study:	8 – 10 hours per week
Duration:	40 sessions



## Qualification Rules

Total number of units = **15**

- **9** core units plus
- **6** elective units – At least three units from the electives listed under Group A or B and the remaining units from Group A, B or C on [www.training.gov.au](http://www.training.gov.au).

### If you are choosing a specialisation:

All Group A electives must be selected for award of the *Certificate III in Individual Support (Ageing)*.

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

All Group A and all Group B electives must be selected for award of the *Certificate III in Individual Support (Ageing and Disability)*.

To achieve this qualification, the learner must have completed at least **120 hours of work experience** as per Assessment Requirements of the units of competency.

## The Units of Competency

Unit of Competency		Core/ Elective	Weeks
Code	Title		
CHCCCS031	Provide individualised support	C	2
CHCCCS038	Facilitate the empowerment of people receiving support	C	3
CHCCCS040*	Support independence and wellbeing	C	3
CHCCCS041	Recognise healthy body systems	C	2
CHCCOM005	Communicate and work in health or community services	C	2
CHCDIV001	Work with diverse people	C	2
CHCLEG001	Work legally and ethically	C	3
HLTINF006	Apply basic principles and practices of infection prevention and control	C	3
HLTWHS002	Follow safe work practices for direct client care	C	2
<b>Electives (6)</b>			
CHCAGE007	Recognise and report risk of falls	E	3
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	E	3
HLTHPS006	Assist clients with medication	E	3
<b>GROUP A – AGEING</b>			
CHCAGE011	Provide support to people living with dementia	E	3
CHCAGE013	Work effectively in aged care	E	3
CHCPAL003	Deliver care services using a palliative approach	E	3
<b>GROUP B – DISABILITY</b>			
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach	E	3
CHCDIS012	Support community participation and social inclusion	E	3
CHCDIS020	Work effectively in disability support	E	3

\* The 120 hours of mandatory work placement for this qualification are set out in this core unit.

## Costs

The cost for full-fee paying students is \$4,500, paid in three instalments (1<sup>st</sup> prior to commencing class, 2<sup>nd</sup> at completion of the fifth unit and 3<sup>rd</sup> at the time of completion). HKCC does not accept pre-payments of more than \$1,500.

Please note that eligible students may access Smart and Skilled funding to participate in this course. The amount a student can access will depend on eligibility and individual circumstances. Please ensure you have a clear indication of your individual student contribution fee from the enrolling officer. You can find more information on available funding in our Pre-Enrolment Information Guide or contact HKCC on 9482 1189, [care@hkcc.nsw.edu.au](mailto:care@hkcc.nsw.edu.au) to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website <https://education.nsw.gov.au/skills-nsw> or phone 13 28 11.

## Career Pathways

*CHC33021 Certificate III in Individual Support* is a nationally accredited course. This means that the course is taught and assessed to a national competency standard.

Occupational outcomes include:

- Community or Residential Care Worker
- Home Care Assistant
- Personal Care Assistant
- Disability Service Officer
- School Support Officer (Disability)
- Family Support Worker
- Home Respite Worker
- Planned Activity Assistant

As care work is a twenty-four-hour care occupation, shift work may vary and may include night work, weekends and public holidays, penalty salary rates are applied to these shifts. There are many opportunities available within the health care industry.

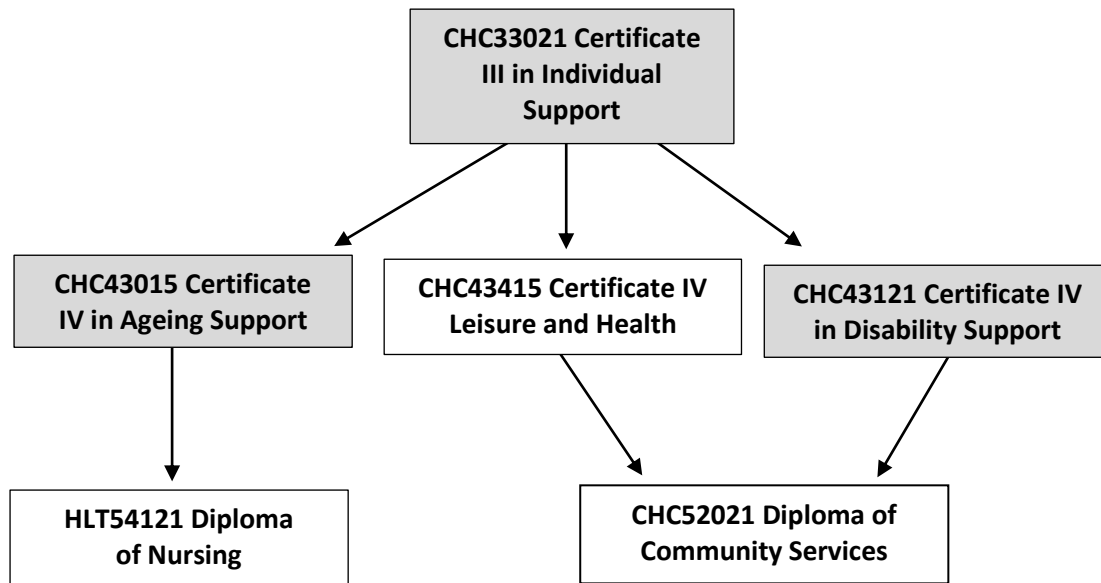
You may be working in the community, which requires you to visit elderly people in their homes or at residential care facilities. There is casual, part time, or full-time positions available.

Besides working in any facility there are also nursing agencies which seek qualified nursing staff for places where there is a staff shortage. The hours of work vary. Permanent shifts may offer the opportunity for stable hours while casual positions vary between different hours of the day.

## Vocational Pathways

Once you have completed your course *CHC33021 Certificate III in Individual Support* and gained employment there are many options available to continue studying. Units from the *CHC33021*

*Certificate III in Individual Support may be credit transferred when you enrol in a higher qualification, such as CHC43015 Certificate IV Ageing Support or CHC43121 Certificate IV Disability Support. Refer to career pathway below.*



## CHC43015 Certificate IV in Ageing Support

This qualification is best achieved if you are already working in the sector and have completed the CHC3321 Certificate III in Individual Support. It reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments. The assessment requirements of this unit are assessed in the workplace. Support workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

Administering assistance and care to older persons may occur in their home, in the community or at a residential care facility. There are many services available to suit an individual's needs and abilities.



## Course Structure

Course days:	Refer to timetable.
Duration:	Refer to timetable
Work placement:	120 hours
Class session time:	5:30-8:30pm
Tutorial:	Refer timetable
Self-Study:	8 – 10 hours per week

## Entry Requirements

See above on pages 5-8: Pre-Course Interview, Cost, Entry Requirements, Police and NDIS Check, Immunisations, First Aid Course, Learning Material, Learning Support, Assessment, Work Placement, Third Party Report, Logbook and Workplace Assessment and Recognition of Prior Learning.

## What you will learn

During the *CHC43015 Certificate IV Ageing Support* course you will learn how to effectively attend to an elderly person's needs and or coordinate services to meet their needs. The care you will offer is holistic which not only covers the physical but also emotional and psychological well-being, in a community or residential care setting. You will also learn how to communicate and engage family members, significant others, allied health professionals and community services.

This includes learning about the following aspects:

- Attending to personal care, maintaining good hygiene
- The ageing process and changes: physical, emotional
- Common diseases and infections
- Communication skills, listening, sharing information, documenting.
- Working individually and as part of a team
- Supporting the older persons to maintain their independence.
- Problem solving and finding solutions at work.
- Planning, organising, managing time and prioritising.
- Collecting and sharing information using privacy principles
- Developing community service partnerships
- Advocating or encouraging self-advocacy for older persons
- Referring people to other community services
- Monitoring resident condition for changes
- Implementing strategies to support independence and maintain wellbeing.
- Legislation in aged care and advocacy
- Implementing strategies for people with dementia

- Maintaining safety at work and identifying risks
- Contributing to organisational policies and procedures
- Ensuring legal and ethical compliance
- Assisting clients with medication
- Providing loss and grief support to bereaved persons.

## Qualification Rules

Total number of units = **18**

- **15** core units plus
- **3** elective units – As listed on [www.training.gov.au](http://www.training.gov.au).

To achieve this qualification, the learner must have completed at least **120 hours of work experience** as per Assessment Requirements of the units of competency.

## The Units of Competency

Unit of Competency		Core/ Elective	Weeks
Code	Title		
CHCADV001	Facilitate the interests and rights of clients	C	3
CHCAGE003	Coordinate services for older people	C	3
CHCAGE004	Implement interventions with older people at risk	C	3
CHCCCS006	Facilitate individual service planning and delivery	C	3
CHCLEG003	Manage legal and ethical compliance	C	4
CHCPRP001	Develop and maintain networks and collaborative partnerships	C	3
CHCAGE001	Facilitate the empowerment of older people	C	3
HLTWHS002	Follow safe work practices for direct client care	C	2
CHCAGE005	Provide support to people living with dementia	C	3
CHCCCS011	Meet personal support needs	C	3
CHCCCS023*	Support independence and wellbeing	C	3
CHCDIV001	Work with diverse people	C	2
CHCCCS025	Support relationships with carers and families	C	2

<b>CHCPAL001</b>	Deliver care services using a palliative approach	<b>C</b>	<b>3</b>
<b>HLTAAP001</b>	Recognise healthy body systems	<b>C</b>	<b>2</b>
<b>CHCCCS017</b>	Provide loss and grief support	<b>E</b>	<b>3</b>
<b>CHCDIV002</b>	Promote Aboriginal and/or Torres Strait Islander cultural safety	<b>E</b>	<b>3</b>
<b>HLTHPS006</b>	Assist clients with medication	<b>E</b>	<b>4</b>

\* The 120 hours of mandatory work placement for this qualification are set out in this core unit.

## Cost

The cost for full-fee paying students is \$5,760, paid in three instalments (1<sup>st</sup> prior to commencing class, 2<sup>nd</sup> at completion of the fifth unit and 3<sup>rd</sup> at the time of completion). HKCC does not accept pre-payments more than \$1,500.

Please note that eligible students may access Smart and Skilled funding to participate in this course. The amount a student can access will depend on eligibility and individual circumstances. Please ensure you have a clear indication of your individual student contribution fee from the HKCC enrolling officer. You can find more information on available funding in our Pre-Enrolment Information Guide or contact HKCC on 9482 1189, [care@hkcc.nsw.edu.au](mailto:care@hkcc.nsw.edu.au) to arrange a pre-course interview.

For more information on Smart and Skilled please visit the website <https://education.nsw.gov.au/skills-nsw> or phone 13 28 11.

## Distance Learning Information

*Distance learning* is an umbrella term that covers ways in which training can be provided remotely to a student, without face-to-face contact. The most common and widely recognised example of this is 'online learning', though distance learning can also include 'e-learning' and 'blended learning'.<sup>1</sup>

HKCC is committed to supporting learners if they choose to study online with the appreciation of training package requirements especially limitations around training and assessment. Meaning that parts of the training or assessment are not possible to be completed via distance delivery. Learning

<sup>1</sup> As per ASQA 2020, Online learning is where training is delivered primarily via the internet videoconferencing. Online learning commonly uses learning management system (LMS) where a trainer can upload documents to the system and make them available to remote learners. Online learning can be *synchronous* or *asynchronous*. Synchronous occurs where the students and trainer participate at the same time but in different locations. Asynchronous is where students and trainers are not necessarily expected to participate in sessions at the same time. *Blended* (or hybrid) learning means a combination of both digital learning and in-class F2F learning. *E-learning* is broad in scope and includes both online learning and aspects of blended learning; covers all forms of digital teaching and learning, both on campus and remotely. *Traditional distance learning* includes providing hard-copy workbooks supplemented with email or telephone contact with a trainer.

by distance mode at HKCC is mostly by real-time spontaneous group video conferencing mimicking a classroom environment.

It is important for learners to ensure their learning and access to technology do not hinder their chances of achieving study success whilst on the online mode. In other words, the learner's learning style, internet, personal computer, specific and digital literacy skills should contribute to the completion of their course.

If there is a need for the class to continue by distance learning only, each student will be advised of the changes. If the changes are not suitable for the learner, or if the delivery of training has ceased, the enrolled student is entitled to a refund. For further information on returning funds, see HKCC's refund policy.

The required minimum resources to learn by distance are as follows.

- **Suitable digital device(s)** for online learning, e.g. PC or laptop. HKCC recommends learners have access to a minimum of **two devices**, as students will be required to regularly switch between documents (such as the Learner Guide or Practice Tasks) while still following the trainer on the video conferencing platform.
- Ability to open and edit MS Word documents
- Broadband internet connection with a minimum 1.5mbps of bandwidth
- Speakers and microphone
- Webcam
- Windows 8.1 or later or Mac OS X 10.11 El Capitan or later
- Windows or MAC system with:
  - Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent) processor
  - 4GB RAM
  - Microsoft Teams or Zoom (depending on class) installed.
  - Latest Microsoft Edge or Google Chrome web browsers.

### Important Note:

Studying online with access to only a mobile phone will be extremely difficult due to the technical and interactive nature of the course. We strongly encourage students to use, at a minimum, a PC or laptop to ensure the best learning experience. If you do not have access to a suitable device, please talk to us prior to enrolling, so we can explore support options available to you.

Students are provided with an electronic copy of all learning materials, including the Learner Guide for each unit. Documents are in Pdf and/or Word format.

Most HKCC assessments are posted on *Cloud Assess*. All learners will be trained on how to use the online training and assessment management system with the aim of submitting assessments, accessing training materials and other resources. Some assessment answers are entered directly into Cloud Assess while others must be uploaded. Also, *Cloud Assess* has video tutorials for new users as well as 24-hour customer support.

HKCC is committed to supporting every learner's needs to maintain student satisfaction and encourage completion. Learners can seek required support, through the

- Trainer – at class session (F2F or online), by email and telephone

- ICT Support – by email [ict@hkcc.nsw.edu.au](mailto:ict@hkcc.nsw.edu.au) or [care@hkcc.nsw.edu.au](mailto:care@hkcc.nsw.edu.au), and by telephone 02 9482 1189
  - Reception desk at Hornsby HQ ([enquiries@hkcc.nsw.edu.au](mailto:enquiries@hkcc.nsw.edu.au)).
- Essentially there are multiple ways of contacting student support for general enquiries/ assistance or for distance learning.

Please inform the HKCC Care Coordinator as soon as possible if you foresee any potential difficulties with your studies (such as online learning and assessments, access to digital technology, conflicting commitments, language or learning barriers) to allow sufficient time to put suitable support mechanisms in place.

HKCC Assessors and Administrators track every student's attendance and course progress through the duration of their study and for data reporting requirements.

## Student Code of Conduct

HKCC views students as equal partners in the education process. As such, students have similar responsibilities with respect to proper interpersonal behaviour amongst colleagues and HKCC employees.

Therefore, students must

- Familiarise themselves with the policies of the HKCC either by reading the Pre-Enrolment Information Guide, Student Handbook or looking on our website [www.hkcc.nsw.edu.au](http://www.hkcc.nsw.edu.au)
- Show respectful consideration in all their interactions with each other, especially in recognition of the diversity of cultural and linguistic backgrounds represented amongst us respect the individuality and rights of all fellow students.
- Maintain privacy and confidentiality in respect of all matters relating to students and staff.
- Adhere to directions from the class trainer.
- Work safely and not endanger others in the class.
- Participate positively in class.
- Adhere to all HKCC rules and regulations.
- Be aware of, apply and adhere to access and equity obligations described in our access and equity section.
- Seek any clarification of assessment requirements. Adult students are expected to take responsibility for their own learning outside the classroom and for timetabling their study and completion of assessments to maximise their chances of a successful learning outcome.
- Raise any concerns with the content of delivery of a training course privately with the trainer outside of the course hours, or with an appropriate member of the HKCC staff, or the Principal.
- Not attend class whilst intoxicated with either drugs or alcohol in their system.



# HORNSBY KU-RING-GAI COMMUNITY COLLEGE INC

RTO 90232

## Contact Details:

E: [enquiries@hkcc.nsw.edu.au](mailto:enquiries@hkcc.nsw.edu.au) P: 9482 1189

Address: HKCC, Level 1, 45 Hunter Street, Hornsby NSW 2077

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