



CHC COMMUNITY SERVICES
QUALIFICATIONS
2018

QUALIFICATION INFORMATION

CHC33015

Certificate III in Individual Support
(Ageing or Disability or home and community)

CHC43015

Certificate IV in Ageing Support

CHC43115

Certificate IV in Disability





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Introduction

Individual Support is an area of health care that deals with *hands-on* care, so if you are a friendly people person this one is for *you*. The aged care sector is an area which involves giving care to older (65+ years) and disabled persons. This is the fastest growing group in Australia. This increase has been progressing over the past 20 years and is expected to continue in the next 50 years. This is mainly due to aging baby boomers and longer life expectancy.

Ageing is linked with many conditions that occur more often at a later stage of life. These conditions may be arthritis, diabetes, hypertension, dementia, stroke and physical disabilities. Many people require assistance with their daily tasks, such as attending to personal hygiene needs, mobility, eating and communicating.

Administering assistance and care to an older person 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. Most of the services in aged care are focused in the person's own home, rather than a residential care facility. Support Workers are responsible for providing direct care to the older person by following the Care Plan, as well as offering social and emotional support, thus providing holistic care. They work together with other members of the health care system including registered nurses, doctors, case managers, social workers, physiotherapists and speech pathologists.

Working in the aged care sector is not for everyone, it can be stressful at times but it is the most rewarding and fulfilling career one can enter into. There are many opportunities to explore self-care management strategies to ensure you look after yourself in your role. To advance your career we offer the *CHC43015 Certificate IV in Ageing Support* or *CHC43115 Certificate IV Disability* as your next qualification and can credit transfer units you have already completed in this course.

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a Registered Training Organisation (RTO) which offers accredited and nationally recognised *CHC33015 Certificate III in Individual Support* in a positive learning friendly environment. The course can assist anyone who meets the requirements to gain skills, knowledge, confidence, employment opportunities and provide for further education opportunities. If you want to make a difference, contribute and achieve great satisfaction, this is a step in the right direction!



CHC33015 Certificate III in Individual Support

Course Structure

Course Days and duration	see Timetable
Clinical (work) placement:	120 hours
Session time:	9.00am – 2.30pm or 5:30 to 8:30pm
Tutorial:	2:30pm – 5.00pm
Self-Study:	8 – 10 hours per week

Pre-Course Interview

A pre-course interview is required to assess your suitability for the course so call 9482 1189 to arrange your interview. Students need to

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- Bring along 100 points of ID – Driver's Licence and passport for identification, other things like Medicare card, rates statement can be used too
- Sign a consent form to use and disclose personal information to Department of Education and Communities (DEC) and other Government agencies
- A print out of the Unique Student Identifier (USI)
- Must have a good level of English – We have a language, literacy and numeracy test and English support classes through Foundation Skills for those who need help understanding the more complex language used in the workplace.

Smart and Skilled Subsidy

You may qualify for subsidised training under the NSW Government Smart and Skilled program. We can assess your eligibility for Smart and Skilled funding during your interview if you have your USI number and 100 points of identification.

Please note that consent forms, training plans and other documentation listed above must be completed prior to enrolment. If appropriate please bring evidence of current Centrelink payments, disability, or Aboriginal status and your client number/job seeker number if you are registered with a disability employment service. For more information on Smart and Skilled, <https://smartandskilled.nsw.gov.au> or phone 1300 772104.

Fee for Service

CHC33015 Ageing, Home and Community (13 Units)

If you are not eligible for subsidy the course fees are: **\$2,450** or (in two payments \$1,225)

CHC33015 Ageing and Disability (15 Units)

If you are not eligible for subsidy the course fees are: **\$2,950** or (in two payments \$1,475)



Recognition of Prior Learning (RPL)

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

Candidates must identify their intention to apply for RPL at enrolment or prior to the commencement of the course. If you have an out dated aged care qualification CHC30212 or CHC30208 you can apply to have your skills and experience assessed, evidence is required and the administrative cost for RPL is **\$150 per unit**.

Course Entry Requirements

Learners must be over 18 years of age to enrol at HKCC. Learners do not need previous experience in aged or community care. It is necessary to have good English reading and writing skills. You must also have good oral communication skills as communication is a significant part of working with people. It is necessary to have numeracy and mathematics skills. This course is also for people who have a friendly personality, a general interest in health care or just a love of the being in the company of older persons or people with disability.

Police Check

It is *mandatory* since 2007 that any person wishing to work in the aged care sector must undergo a police check. This is to ensure safety and quality of aged care services following reports of abuse suffered by the elderly. The police check is the student's responsibility to organise and is essential prior to commencing the clinical placement. The original copy must be presented to the College prior to clinical placement. You can find a link to obtaining this information at www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx or call [1300 794 440](tel:1300794440).

Immunisation

For your own protection against disease, you must be up-to-date with all vaccinations prior to commencing work placement. Anyone working in the health care area must have a current vaccination record card. These will be available at the College.

First Aid Course

Prior to your clinical placement you should complete a first aid course. There is a local college in Hornsby, CBD College 1300 136 478, online CBD college or Surf Life Saving First Aid Course at Belrose, contact tcastle@surflifesaving.com.au ph 02 94718088 ask for Toni Castle.

The Units of Competency

What will you learn? To qualify for Certificate III in Individual Support you require a minimum of 13 units, seven of these are core units plus a minimum of six elective units. The elective units are related to the specialisations of Ageing, Disability or Home and Community Care. Timetables are developed from the units below to achieve the specialisations.

	Unit code	Unit Name	
1	HLTWHS002	Follow safe work practices for direct client care	Core
2	HLTAAP001	Recognise healthy body systems	Core
3	CHCCCS015	Provide individualised support	Core
4	CHCCCS023	Support independence and well being	Core
5	CHCCOM005	Communicate and work in health and community services	Core
6	CHCDIV001	Work with diverse people	Core
7	CHCLEG001	Work legally and ethically	Core
8	CHCAGE001	Facilitate the empowerment of older people	Elective A
9	CHCCCS011	Meet personal support needs	Elective A + C
10	CHCAGE005	Provide support to people living with dementia	Elective A
11	CHCDIS001	Contribute to ongoing skills development using a strengths-based approach	Elective B
12	CHCDIS002	Follow established person-centred behaviour supports	Elective B
13	CHCDIS003	Support community participation and inclusion	Elective B
14	CHCDIS007	Facilitate empowerment of people with disability	Elective B
15	CHCCCS025	Support relationships with carers and families	Elective C
16	CHCHCS001	Provide home and community support	Elective C
17	CHCPAL001	Provide care services using a palliative approach	Elective C
18	HLTHPS006	Assist clients with medication	Elective C

During the course you will learn how to effectively attend to the needs of older and disabled people. 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 person to maintain their independence
- problem solving and finding solutions at work
- planning and organising: managing time and prioritising
- collecting information
- monitoring resident condition for changes
- 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
- assist with medication
- delivering services that are specific to the client, including palliative care.
- Understanding and following individual plans



Learning Material

You will have access to course materials and learner guides from the college library. In class facilities include white boards, access to internet, DVD player, blood pressure and blood glucose equipment, a manikin to assist with simulation of feeding, washing, showering and lifting.

Please note that your participation in class is also vital. Every learner can draw from their own knowledge, skills and culture to improve the course quality and facilitate your learning.

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 done in class. The written assessments can be taken home to complete.

Assessments include

- written assignments
- short answer questions
- case studies
- examples

- role plays
- presentations
- demonstration of task - simulations

Learners have one week after the unit has been completed to hand in or present the assessment task in class. Written assessments may be done verbally to determine competency in the unit if required.



Reasonable adjustment can be made if needed to suit learner needs and abilities. Please inform your Assessor if for any reason an assessment task cannot be handed in on the due date.

If you have obtained the same units in another organisation, the college recognises the AQF qualifications and Statements of Attainment by another Registered Training Organisation (RTO). If you think you already have any of the units, please inform the Care Coordinator.

Clinical Placement

After the successful completion of written assessments for your course, you will be able to apply to an Aged Care facility to commence the 120 hours clinical placement. It is recommended you allocate three or four days per week for your clinical placement and most shifts commence between 0630 and 0700 hours and finish at 1430 or 1500 hours. It will take approximately 16 shifts to complete clinical placement. You will be given a booklet.

Log Book, Supervisor's Report and Workplace Assessment

You are required to complete 120 hours of clinical placement in a residential care facility, the college has partnerships with local facilities and can introduce you for your clinical placement. This booklet is for you and your work supervisor to complete. Each time you complete a shift your supervisor must sign the Log Book.

A workplace assessor will visit you weekly to discuss any training issues related to your Clinical Work Placement and complete sections of your log book and ensure your supervisor is completing your book.

Career Pathways

CHC33015 Certificate III in Individual Support is a nationally accredited course. This means that the course is taught and assessed to a national competency standard. The course has been accredited by ASQA (Australian Skills Quality Authority) and the qualification is nationally recognised.

The occupational title following successful completion of Certificate III in Individual Support leads to;

- Assistant in Nursing (AIN)
- Care Assistant (CA)
- Personal Care Worker (PCW)
- Personal Care Assistant (PCA)
- Disability Support Worker (DSW)
- Community Support Worker (CSW)
- In-home Respite Caregiver



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.

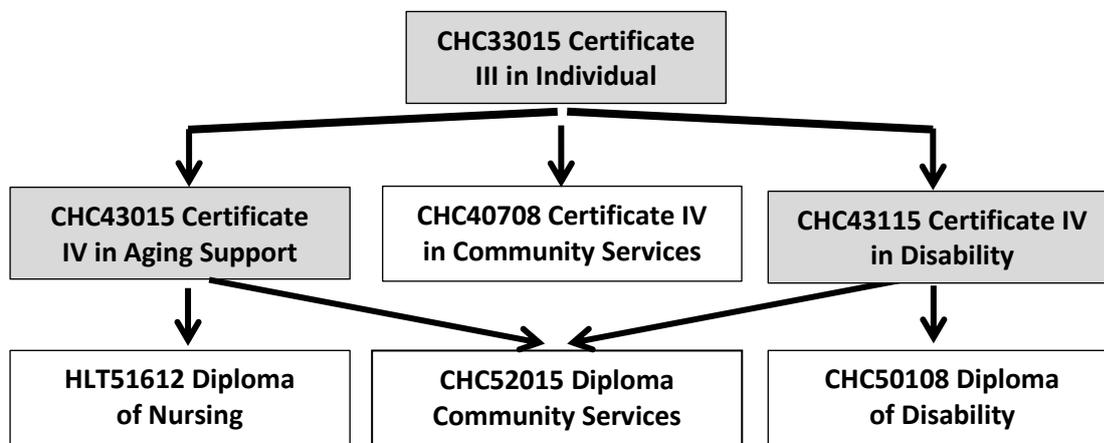
You may be working in the community, which requires you to visit elderly people in their homes or at residential care facilities. There are casual, part time, or full-time positions available.

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.

Qualifications in Aged Care, Disability, Home and Community Care

Once you have completed your course *CHC33015 Certificate III in Individual Support* and gained employment there are many options available to continue studying. Many of the units in the *CHC33015 Certificate III in Individual Support* will be credit transferred when you enrol in a higher qualification, such as *CHC43015 Certificate IV Ageing Support* or *CHC43115 Certificate IV Disability*. Further study involves experience and training to become an Enrolled Nurse and even a Registered Nurse.

Refer to career pathway below.



CHC43015 Certificate IV in Ageing Support

This qualification deals with “hands-on” care and coordination of care, so if you are a friendly people person this one is for *you*. The Certificate IV in Ageing Support reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community-based environments. 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.

The aged care sector is an area which involves giving care to older and disabled people. The older person in Australia is regarded as 65 years and older. This is the fastest growing population group in Australia. This increase has been progressing over the past 20 years and is expected to continue in the next 50 years. This is mainly due to aging baby boomers and longer life expectancy.

Ageing is linked with many conditions that occur more often at a later stage of life. These conditions may be arthritis, diabetes, hypertension, dementia, stroke and physical disabilities. Many elderly people require assistance with their daily tasks, such as attending to personal hygiene needs, mobility, eating and communicating. Recently, there are more people entering facilities that are younger (4- -65 years) and require 24 hour care due to their medical condition, e.g. multiple sclerosis, motor neurone disease.

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. Most of the care in aged care is focused in the person’s own home, rather than a residential care facility. There are also new facilities being developed that specialise in Dementia or Palliative Care. Support workers are responsible for providing direct care to the older person by following the Care Plan, as well as offering social and emotional support, thus providing holistic care. These members of staff work together with other members of the health care system including registered nurses, doctors, case managers, social workers, physiotherapists and speech pathologists.

Working in the aged care sector is not for everyone, it can be stressful at times but it is the most rewarding and fulfilling career one can enter into. There are many opportunities to continue to further knowledge and skills as well as places of work.



Course Structure

Course Code:	CHC43015
Course Days:	see Timetable
Duration:	see Timetable
Clinical (work) placement:	120 hours
Session time:	9.00am – 2.30pm or 5:30 to 8:30pm
Tutorial:	2:30pm – 5.00pm
Self-Study:	8 – 10 hours per week

Pre-Course Interview

A pre-course interview is required to evaluate your suitability for the course so call 02 **9482 1189** to arrange your interview.

As above (see p 6) students need to bring personal identification, complete forms, have a USI and enjoy a good level of English language skills and numeracy.

Fee for service cost: \$3,450 (or in two instalments \$1,725). If you have an out dated aged care qualification.

Course Entry Requirements

Are as per page 6 above, and learners who have the *CHC33015 Certificate III in Individual Support* will have up to 9 units of competency that can be credit transferred to this course. Learners who are already working in the industry would benefit from this course and if their qualification is outdated they may apply for RPL for units with the support of their current employer.

The occupational title following successful completion of Certificate IV Ageing Support leads to

- Community Support Worker
- Personal Care Assistant
- Team Leader
- Field supervisor
- Care supervisor
- Home care coordinator
- Aged Care Assessor

The Units of Competency

There are 18 units in the course in which you must achieve competency to gain the full qualification. There are 15 compulsory units and 3 electives.

Unit code		Unit Name	
1	CHCADV001	Facilitate the interests and rights of clients	Core
2	CHCAGE003	Coordinate services for older people	Core
3	CHCAGE004	Implement interventions with older people at risk	Core
4	CHCCCS006	Facilitate individual service planning and delivery	Core
5	CHCLEG003	Manage legal and ethical compliance	Core
6	CHCPRP001	Develop and maintain networks and collaborative partnerships	Core
7	CHCAGE001	Facilitate the empowerment of older persons	Core
8	HLTWHS002	Follow safe work practices for direct client care	Core
9	CHCAGE005	Provide support to people living with dementia	Core
10	CHCCCS011	Meet personal support needs	Core
11	CHCCCS023	Support independence and wellbeing	Core
12	CHCDIV001	Work with diverse people	Core
13	CHCCCS025	Support relationships with carers and families	Core
14	CHCPAL001	Deliver care services using a palliative approach	Core
15	HLTHPS001	Recognise healthy body systems	Core
16	CHCCCS017	Provide loss and grief support	Elective
17	CHCAGE002	Implement falls prevention strategies	Elective
18	HLTHPS006	Assist clients with medication	Elective

What will you 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.

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 and 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



Learning Material

You will have access to course materials and learner guides from the college library. In class facilities include white boards, access to internet, DVD player, blood pressure and blood glucose equipment, a manikin to assist with simulation of feeding, washing, showering and lifting.

Please note that your participation in class is also vital. Every learner can draw from their own knowledge, skills and culture to improve the course quality and facilitate your learning.

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 done in class. The written assessments can be taken home to complete.

Assessments include

- written assignments
- short answer questions
- case studies
- examples
- role plays
- presentations
- demonstration of task - simulations
- Learners have one week after the unit has been completed to hand in or present the assessment task in class. Written assessments may be done verbally to determine competency in the unit if required.

Reasonable adjustment can be made if needed to suit learner needs and abilities. Please inform your Assessor if for any reason an assessment task cannot be handed in on the due date.

If you have obtained the same units in another organisation, the college recognises the AQF qualifications and Statements of Attainment by another Registered Training Organisation (RTO). If you think you already have any of the units, please inform the Care Coordinator.



Clinical Placement

After the successful completion of written assessments for your course, you will be able to apply to an Aged Care facility to commence the 120 hours clinical placement. It is recommended you allocate three or four days per week for your clinical placement and most shifts commence between 0630 and 0700 hours and finish at 1430 or 1500 hours. It is recommended you complete 4 or 5 afternoon shifts towards the end of clinical placement. It will take approximately 16 shifts to complete clinical placement.

You will be given a booklet.

Log Book, Supervisor's Report and Workplace Assessment

You are required to complete 120 hours of clinical placement in a residential care facility, the college has partnerships with local facilities and can introduce you for your clinical placement. This booklet is for you and your work supervisor to complete. Each time you complete a shift your supervisor must sign the Log Book.

A workplace assessor will visit you weekly to discuss any training issues related to your Clinical Work Placement and complete sections of your log book and ensure your supervisor is completing your book.

It is recommended the learner requests a review meeting with their supervisor after 6 shifts and after 10 shifts. The workplace assessor/Tutor could also attend the review meeting.

CHC43115 Certificate IV in Disability

This qualification deals with “hands-on” care and coordination of care, so if you are a friendly people person this one is for *you*. The Certificate IV in Disability reflects the role of workers 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 promote a person-centered approach, work without direct supervision and may be required to supervise and/or coordinate a small team.



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. 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.

The disability care sector is an area which involves giving care to people with disability of all ages. The implementation of the National Disability Insurance Scheme, NDIS is recruiting employees who hold this qualification to work as case managers/planners/linkers or local area coordinators.

Disability is linked with many conditions that occur at any stage of life from birth to mature age. These conditions may be environmental – accident or injury or biological – related to birth trauma/defects/syndromes. Many people with disabilities require assistance with their daily tasks, such as attending to personal hygiene needs, mobility, eating and communicating. Recently, there are more people entering facilities that are younger (4-65 years) and require 24-hour care due to their medical condition, e.g. multiple sclerosis, motor neurone disease.

Administering assistance to persons with disability 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. Most of the care in disability is focused in the person’s own home, rather than a residential care facility. There are also new facilities being developed that specialise in Spinal or Mental Health Care. Disability support workers are responsible for providing direct care to people with disability by following the Individual Care Plan, as well as offering social and emotional support, thus providing holistic care. These members of staff work together with other members of the health care system including registered nurses, doctors, case managers, social workers, physiotherapists and speech pathologists and community service providers, such as respite services and leisure programs.



Working in the disability care sector is not for everyone, it can be stressful at times, but it is the most rewarding and fulfilling career one can enter into. There are many opportunities to continue to further knowledge and skills as well as places of work.

Course Structure

Course Code:	CHC43115
Course Days:	see Timetable
Duration:	see Timetable
Clinical (work) placement:	120 hours
Session time:	9.00am – 2.30pm or 5:30 – 8:30pm
Tutorial:	2:30pm – 5.00pm
Self-Study:	8 – 10 hours per week

Pre-Course Interview

A pre-course interview is required to evaluate your suitability for the course so call 02 **9482 1189** to arrange your interview.

As above (see p 6) students need to bring personal identification, benefit cards, complete forms, have a USI number and enjoy a good level of English language skills and numeracy.

Fee for Service: \$2,950 (or in two instalments \$1,475). If you have an out dated aged care qualification.

Course Entry Requirements

Are as per page 6 above, and learners who have the *CHC33015 Certificate III in Individual Support* will have up to 5 units of competency that can be credit transferred to this course. Learners who are already working in the industry would benefit from this course and if their qualification is outdated they may apply for RPL for units with the support of their current employer. The occupational title following successful completion of Certificate IV In Disability leads to;

- Community Support Worker
- Disability Support Worker
- Personal Care Assistant
- Support coordinator
- Team Leader
- Field supervisor
- Care supervisor
- Home care coordinator
- Case management / claim management work experience
- NDIS Case Manager/Planner
- NDIS local area coordinator



The Units of Competency

There are 14 units in the course in which you must achieve competency to gain the full qualification. There are 11 compulsory units and 3 electives.

Unit code		Unit Name	
1	CHCCCS015	Provide individualised support	Core
2	CHCDIS002	Follow established person-centred behaviour supports	Core
3	CHCDIS005	Develop and provide person-centred service responses	Core
4	CHCDIS007	Facilitate the empowerment of people with disability	Core
5	CHCDIS008	Facilitate community participation and social inclusion	Core
6	CHCDIS009	Facilitate ongoing skills development using a person-centred approach	Core
7	CHCDIS010	Provide person-centred services to people with disability with complex needs	Core
8	CHCDIV001	Work with diverse people	Core
9	CHCLEG003	Manage legal and ethical compliance	Core
10	HLTAAP001	Recognise healthy body systems	Core
11	HLTWHS002	Follow safe work practices for direct client care	Core
12	CHCADV001	Facilitate the interests and rights of clients	Elective
13	CHCCCS006	Facilitate individual service planning and delivery	Elective
14	HLTHPS006	Assist clients with medication	Elective

What will you learn?

During the *CHC43115 Certificate IV Disability* course you will learn how to effectively attend to an elderly person's 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.

This includes learning about the following aspects

- attending to personal care, maintaining good hygiene
- meeting the person's physical, emotional, social, educational needs
- utilising and developing individual service plans
- supporting persons to maintain their independence
- communication skills, listening, sharing information, documenting
- collecting and sharing information using privacy principles
- problem solving and finding solutions at work
- developing community partnerships
- referring to community services
- working individually and as part of a team
- planning and organising: managing time and prioritising
- monitoring a person's condition for changes
- legislation in disability care and advocacy
- implementing strategies for people with behaviours of distress
- maintaining safety at work and identifying risks
- contributing to organisational policies and procedures
- ensuring legal and ethical compliance
- assisting clients with medication



Learning Material

You will have access to course materials and learner guides from the college library. In class facilities include white boards, access to internet, DVD player.

Please note that your participation in class is also vital. Every learner can draw from their own knowledge, skills and culture to improve the course quality and facilitate your learning.

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



Work Experience Placement

After the successful completion of written assessments for your course, you will be able to apply to a disability service to commence the 120 hours clinical placement. It is recommended you allocate three or four days per week for your clinical placement and most shifts commence between 0630 and 0700 hours and finish at 1430 or 1500 hours. There are some opportunities for day shifts in respite care services. It is recommended you complete 4 or 5 afternoon shifts towards the end of clinical placement. It will take approximately 16 shifts to complete clinical placement.

You will be given a booklet.

Log Book, Supervisor's Report and Workplace Assessment

You are required to complete 120 hours of clinical placement in a residential care facility, the college has partnerships with local facilities and can introduce you for your clinical placement. This booklet is for you and your work supervisor to complete. Each time you complete a shift your supervisor must sign the Log Book.

A workplace assessor will visit you weekly to discuss any training issues related to your Clinical Work Placement and complete sections of your log book and ensure your supervisor is completing your book.

It is recommended the learner requests a review meeting with their supervisor after 6 shifts and after 10 shifts. The workplace assessor/Tutor could also attend the review meeting.

Student Support

The following is HKCC's process to individual learner support.

1. Starts with pre-enrolment interview and collecting relevant documentation including Language, Literacy Numeracy (LLN) online test. The Course Coordinator or Customer Service Officer will assist this process.
2. Once the course commences the Trainer/Assessor (T&A) or Course Coordinator provides further information about the process of training and assessment and other incidental educational services.
3. Pathway plan one-on-one meetings with Course Coordinator.
4. The Course Coordinator or Customer Service Officer will provide contact details to learners for further external support services.
5. The Course Coordinator may assist with correspondence and agreements for work placement positions.
6. T&As may call and visit the workplace to assess and to keep track of the learner's performance in the workplace.
7. Generally, the Course Coordinator or T&A can advise the learners on
 - career guidance
 - gaining employment
 - tutorial support/role-plays and interview skills
 - advocacy from the workplace
 - study techniques
 - resume writing
 - interview skills
 - and emotional support

Student Code of Conduct

HKCC views students as equal partners in the education process. As such, students at the College have similar responsibilities in respect of the College and to each other. Therefore students will

1. familiarise themselves with the policies of the HKCC either by reading the Student Information Pack or looking on our website www.hkcc.nsw.edu.au
2. 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
3. maintain privacy and confidentiality in respect of all matters relating to students and staff
4. adhere to directions from the class tutor
5. work safely and not endanger others in the class
6. participate positively in class
7. adhere to all HKCC rules and regulations
8. be aware of, apply and adhere to access and equity obligations described in our access and equity section
9. 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
10. 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
11. not attend class whilst intoxicated with either drugs or alcohol in their system.



Grievance Process

HKCC is committed to providing an environment of integrity and respect for all staff and learners and values openness, honesty, tolerance and fairness.

A grievance is a cause for complaint, especially of unjust treatment. Grievances may usually be related to, but not always, teaching, learning or administration. Some examples of situations where grievances may arise are

- Teaching or administrative decisions
- Delivery or the quality of services
- Behaviour of a learner/s.

The fact of being deemed Not Yet Competent for a particular assessment is not by itself a grievance. There has to be an element of unfairness. There does not have to be a failure – if you have unfairly been given a mark that is lower than you deserve, and your tutor will not correct this, then you may have a grievance.

Please be advised that copying of assessments (*plagiarism*) or handing in assessments that are not your work is not tolerated and may result in suspension or expulsion from the course.

A participant who considers that they have a dispute or grievance should raise the matter with their tutor or Program Manager. If a resolution is unable to be reached, the grievance should then be addressed to the “Principal of the College- in confidence” and in writing, clearly outlining the issues.

For further information of the cost, refunds and transfers, please refer to HKCC course guide.