



INFORMED CHOICES

CHC33021 Certificate III in Individual Support (Ageing)

In order to make an informed choice about the suitability of this course, you must take into account the essential skills and knowledge in addition to the critical aspects of assessment of this course or qualification.

Study Area- Community Services Health and Lifestyle

Qualification: [CHC33021 Certificate III in Individual Support \(Ageing\)](#)

This is a Certificate 3 Level Qualification under the Australian Qualification Framework (AQF). Further information about this course level including the necessary skills for successful completion are available at:

<https://www.aqf.edu.au/aqf-levels>

Industry Career Pathways

Students who have completed the qualifications in the Community Services Health and Lifestyle Training Package listed above may seek employment in the following specialised industry career pathways;

- Support Worker in Ageing or Disability Care
- Home and Community Support Worker
- Aged care coordinator

For more information and details relating to employment, work roles, tasks and career pathways related to Community Services, Health and Lifestyle, please refer to;

- For assistance with employment, visit <http://joboutlook.gov.au/>
- For up to date career resources to help explore and plan careers, visit www.myfuture.edu.au
- For more information on careers visit <http://www.agedcommunity.asn.au/>

- For information about apprenticeships visit <http://www.australianapprenticeships.gov.au/australian-apprentices> the Australian Apprenticeships website
- For information about the relevant training package visit: <http://www.cshisc.com.au/>
- For more detailed information about specific courses go to: <http://training.gov.au/>
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Core Skill Requirements (Inherent Requirements)

To work in the industry areas identified, the following skills needs to be considered;

Observational skills – this includes the ability to:

- notice changes in people's behaviour, ability and the environment
- recognise the deteriorating patient
- identify safety hazards and risks
- observe and understand non-verbal cues (e.g. facial expressions, body language)
- identify signs of verbal distress and / or aggression

Communication skills – this includes the ability to:

- communicate effectively with a range of people (e.g. clients, families, co-workers)
- use appropriate language and respect when working with people from different cultures
- listen attentively to what is being said
- read and understand written information
- understand and follow written and verbal instructions
- understand and respond to verbal and non- verbal communication
- write coherent communication appropriate to the situation
- use technology to communicate (e.g. computer for reports, emails, documents)
- communicate and work with other people as a team

Technical and / or Motor skills – this includes the ability to:

- deal with physical demands of manual tasks (e.g. bending, squatting, kneeling, crouching, repetitive movements, carrying, reaching) (for direct support work)
- be on your feet for extended periods of time, both walking and standing (for direct support work)
- grasp, push, turn and manipulate objects
- use equipment and other technology (e.g. computers, push wheelchairs, use lifting machines)

- have sufficient vision to safely perform the required range of skills
- hear and differentiate sounds that may alert you of a problem (e.g. alarms, calls)
- deal with body fluids (e.g. urine, feces, blood)

Cognitive / intellectual skills – this includes the ability to:

- gather, understand and organize information
- use own judgment / basic problem-solving skills (e.g. to respond to immediate safety risks)
- understand other people's perspectives / opinions and respect their choices
- understand and use maths effectively (e.g. measurements, basic calculations, 24-hour clock)
- maintain a sufficient level of concentration to complete an activity / task
- be attentive in interaction with others (e.g. to identify risks, to identify changes)
- perform tasks in a safe manner and within reasonable timeframes

Behavioural and social skills – this includes the ability to:

- demonstrate tolerance, patience and willingness to work with people from different backgrounds and cultures
- demonstrate professional behaviour
- control your emotions and reactions and withhold personal opinions
- tolerate close proximity with individuals
- interact with all genders
- respect personal and professional boundaries – including use of social media
- adapt to change
- take responsibility for own actions
- maintain confidentiality
- comply with legal requirements of industry (e.g. criminal history check)

Language, Literacy & Numeracy

The Language, Literacy & Numeracy requirements are core skills for all job roles at all levels. The Australian Core Skills Framework (ACSF) indicates that the five core skill areas are reading, writing, numeracy, oral communication and learning which we apply in our personal and community; workplace and employment; and education and training. Some of the core language, literacy and numeracy (LLN) skills for entry into this industry are:

- **Learning** – legal and ethical guidelines of work, understand human needs, individual differences, service standards, safety policies and procedures
- **Reading Skills** - reading and understanding client service plans, procedures and work instructions, industry specific terminology and symbols, workplace safety signs
- **Writing Skills** - completing forms, documents, WHS reports, taking messages

- **Oral Communication** – active listening skills, communicating with clients and their family, team members. Communicating with clients who have impaired communication. Effective questioning, phone skills and providing information to team members.
- **Numeracy Skills** – measure fluids, read weights and measurements, interpret and document in charts, calculate timeframes
- **Problem Solving Skills** – identify and respond to client's needs on a daily basis.
- **Technology Skills** – use software to update observation notes and record product purchases

Employability Skills

Below are some of the important individual personal skills students need to demonstrate during training and are highly valued by industry. Below are examples of the skills you need to demonstrate:

Communication

- The ability to develop and maintain relationships, trust and confidence.
- The ability to communicate with a range of people from different backgrounds.

Teamwork

- The ability to work with other people for a common outcome.
- Respect for other people and their role within the work team.
- The ability to accept direction and feedback.

Problem solving

- The ability to identify potential problems and respond appropriately.
- The ability to ask questions and seek clarification when necessary.

Initiative and enterprise

- Motivation and interest.
- The ability to seek assistance when necessary.
- Foresight / the ability to see what needs to be done.

Planning and organising

- Appropriate time management skills.
- The ability to prioritise, plan and organise own workload.

Self-management

- Seek feedback and reflect on your own performance Accept responsibility for own actions.

Learning

- Ability to identify own strengths and weaknesses and seek assistance where necessary.
- The ability and motivation to build on past knowledge and experience.
- The ability to take on new information and tasks.

Technology

- The ability to learn and adapt to new technology.
- The ability to access information and use digital media for study and work.

Vocational Placement Requirements

As part of your course you are required to complete vocational placement (work placement). The placement is arranged / negotiated by the South Metropolitan TAFE. Students will be provided with forms and a vocational placement log book to record their placement. The workplace also needs to complete the forms prior to commencing work placement. It is an industry requirement that students on placement be aged 18 or over.

A minimum of 120 hours vocational placement is required to be completed for the following qualifications:

[CHC33021 Certificate III in Individual Support \(Ageing\)](#)

Note: Students will be required to:

- complete a satisfactory Criminal History check / National Police Clearance (NPC) prior to placement
- travel to an appropriate organisation to complete vocational placement
- attend vocational placement at times that may be out of normal business hours e.g. 7am – 3.30 pm

Mandatory vaccination requirements for residential aged care workers, including students on placement

The Commonwealth Department of Health and the Western Australian Department of Health have advised that it will be mandatory for residential aged care workers to have a COVID-19 vaccination from **17 September 2021**, this includes students undertaking work placements.

Make sure you read the information available on the [South Metropolitan TAFE website](#).

Other Considerations

Students are required to have access to a computer and internet (*SM TAFE students can access computers via its libraries – available at Rockingham, Murdoch, Bentley, Mandurah, and Thornlie campuses*).

Workplace Health and Safety

All workers must understand their workplace health and safety obligations and safety requirements under the:

- WA Occupational Safety & Health Act 1984, which imposes obligations on people at workplaces to ensure workplace health and safety.
- Occupational Safety & Health Regulations 1996 (WA) that describes what must be done to prevent or control certain hazards which cause injury, illness or death.
- Codes of Practice, which are designed to give practical advice about ways to manage exposure to risks common to industry.

All workers must be able to participate in Risk Assessments, Incident Reports and Hazard Identification.

Industry Legislation or Licensing

All workers must meet the qualification and / or legislative requirements set by industry standards. These are core requirements for eligibility to work in specific industry areas and to gain professional memberships to practice in some industry sectors.

A Criminal History Check either conducted through the Department of Communities or through a National Police Check, is required to work in Aged Care, Home and Community Care and Disability

Individual students are responsible for any cost associated with obtaining a Criminal History Check. For further information go to <https://www.police.wa.gov.au/Police-Direct/National-Police-Certificates>.

South Metropolitan TAFE Courses

TAFE WA offers other courses / qualifications within Community Services, Health and Lifestyle – Certificate 3 in Individual Support including:

Award Courses:

- Aged Care
- Ageing, or Home & Community or Disability (See Page 1)

Make sure you read the course information available on the South Metropolitan TAFE website, www.southmetrotafe.wa.edu.au before finalising your application.

Before you Enrol

If you intend to enrol in a Disability, Aged Care or a Community Services course, please review the inherent requirements listed in this statement and think about whether you might experience challenges in meeting them.

If you think you might experience challenges related to your disability, health condition or for any other reason, you should discuss your concerns with the Program Area, a Student Services Staff member or a Disability Access and Equity Officer.

If you have made an informed choice that this is not the right pathway for you, please consider another qualification or the following programs:

- SM TAFE Foundation Skills:
www.southmetrotafe.wa.edu.au/courses/industries/english-languages-and-foundation-studies
- Job Skills Centres for career pathway advice: www.jobsandskills.wa.gov.au/jobs-and-skills-centres
- Adult Migrant English Program (AMEP):
www.southmetrotafe.wa.edu.au/courses/study-types/amep
- Good Careers Guide: www.goodcareersguide.com.au
- North Metropolitan TAFE: www.northmetrotafe.wa.edu.au