



# CHC33021 - Certificate III in Individual Support

This brochure provides all the information you need to know about enrolling in the CHC33021 - Certificate III in Individual Support

<b>Course details</b>		
Provider Name	Australian College of Technical Studies (ACTS)	
RTO Code	46254	
CRICOS Code	04273J	
CRICOS Course Code	116605G	
Location of course	Suite 4 Level 3 41-45 Rickard Rd Bankstown NSW 2200  Various workplaces for work placement	
Delivery mode	This program is delivered in the classroom and through structured self- study.	
Duration	52 weeks, including 44 study weeks and 8 weeks of holidays.  <i>See details regarding duration under course credit if you have already completed SIT30821 with us.</i>	
Study load	20 hours a week in the classroom and 4 hours of structured self-study  Completion of 60 service periods (4 hours per service period = 240 hours)	

## Overview of course

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 outputs 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 skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

<https://training.gov.au/training/details/CHC33021>

### Target Audience:

The Certificate III in Individual Support course is thoughtfully designed for individuals who are passionate about working in the care and support sector and fall within the following categories:

1. **Current Kitchen Leaders or Managers:** If you're already navigating a leadership or managerial role within a culinary setting, this course can bolster your existing abilities, knowledge, and competencies, enabling you to thrive and excel in your present role.
2. **Aspiring Culinary Leaders and Managers:** Those who harbor ambitions to advance into leadership or managerial roles within a culinary context in the future will find this course equips them with the requisite skills and insights to pave their career paths.
3. **Entrepreneurs and Restaurateurs:** For entrepreneurs or restaurant owners, this course delivers invaluable knowledge and skills in kitchen management, critical for effectively operating your own business and leading a culinary team.
4. **Individuals Pursuing Higher-level Qualifications:** For those seeking to elevate their education and pursue higher-level qualifications, this course serves as an excellent springboard. It prepares you for further qualifications, such as the Diploma of Hospitality Management or other relevant higher education programs in the culinary and hospitality fields.

### Benefits:

This Certificate III in Individual Support course provides:

- A solid foundation in delivering person-centred care, equipping you with the essential skills and knowledge required to work confidently as a Personal Care Assistant, Disability Support Worker, or Care Worker.
- Practical, job-ready training in supporting individuals with personal care needs, promoting independence, and responding effectively to diverse client requirements in aged care, disability, and community settings.
- A strong understanding of workplace health and safety, infection control, communication, and ethical practices essential for working in professional care environments.
- Enhanced employability through nationally recognised qualifications that are highly valued across the health and community services sector.
- Clear pathways for career progression and further study, including opportunities to advance to Certificate IV qualifications in Ageing Support, Disability, or other related health and community services programs.

## Unit of Competencies

This course comprises the following units, and successful completion of all units is necessary to attain the qualification. Students who complete only certain units will receive a Statement of Attainment for the units successfully accomplished.

Unit code	Unit title	Core/elective
CHCDIV001	Work with diverse people	Core
CHCCCS038	Facilitate the empowerment of people receiving support	Core
CHCCCS040	Support independence and wellbeing	Core
CHCCCS041	Recognise healthy body systems	Core
CHCCOM005	Communicate and work in health or community services	Core
CHCLEG001	Work legally and ethically	Core
HLTINF006	Apply basic principles and practices of infection prevention and control	Core
HLTWHS002	Follow safe work practices for direct client care	Core
CHCAGE011	Provide support to people living with dementia	Elective
CHCAGE013	Work effectively in aged care	Elective
CHCPAL003	Deliver care services using a palliative approach	Elective
CHCDIS011	Contribute to ongoing skills development using a strength-based approach	Elective
CHCDIS012	Support community participation and social inclusion	Elective
CHCDIS020	Work effectively in disability support	Elective

## **Training and assessment information**

The Certificate III in Individual Support course provides a structured and comprehensive learning experience that combines face-to-face classroom delivery, guided self-study, and practical skills development in a college-based simulated care environment. Training is delivered in a supportive setting that reflects real workplace conditions and expectations within the health and community services sector.

At the commencement of each unit, participants are clearly advised of the training structure and assessment requirements, including the tasks to be completed and the evidence required to demonstrate competency. Each unit is delivered and assessed individually to ensure focused learning and accurate competency outcomes.

This is a competency-based qualification, and assessment is designed to gather sufficient, valid, current, and authentic evidence to confirm that students can perform tasks to the standards expected in the workplace, as defined in the relevant endorsed units of competency.

- Assessment Approach
- Assessments are purpose-designed and conducted in accordance with:
  - Identified industry benchmarks and current best practice
  - Specific industry and workplace requirements
  - The Principles of Assessment
  - The Rules of Evidence

Assessment activities generally commence in the session following training delivery. Students are expected to manage their workload effectively and complete assessment tasks within the allocated timeframe. Assessment continues throughout the course until competency is achieved, or where required, additional training support is identified and provided.

The assessment process for all participants in the CHC33021 Certificate III in Individual Support includes a combination of theory-based assessments, projects, and practical assessments, with the majority of practical tasks undertaken in the college's simulated workplace environment.

## **Assessment Tools and Feedback**

- Each unit is supported by an individual assessment tool and a detailed mapping document that:
  - Outlines the assessment methods
  - Provides clear instructions for assessors and students
  - Maps assessment tasks directly to unit requirements
  - Ensures assessment is summative and compliant

All assessment activities and projects are assessed by a qualified assessor and returned to students with constructive feedback. This feedback allows students to monitor their progress, reflect on their performance, and apply learning outcomes to future assessment tasks before progressing to new units.

Assessment activities may comprise one or more of the following:

- Written questions
- Practical demonstrations
- Projects and case studies
- Role plays and observations
- Reports and reflective tasks
- Portfolios or journals
- Learning Environment and Resources

Training is conducted in modern classrooms and simulated care facilities designed to replicate real workplace environments. Students have access to appropriate learning resources, including Student Guides for each unit, and additional learning materials provided by the training organisation.

### **Facilities and Resources:**

Your classes will be conducted in modern, well-equipped classrooms that offer Wi-Fi connectivity. Additionally, designated areas are available for relaxation and for conducting additional study, providing you with a comfortable and conducive learning environment.

To support your studies, you will receive a Student Guide tailored to each unit within your course. At campus, you will also have access to textbooks that can be utilized and borrowed as needed.

These provisions ensure that you have access to comprehensive learning materials and resources to enhance your educational experience throughout the course.

### **Course progress and attendance**

Meeting visa requirements is crucial and emphasizes the significance of maintaining satisfactory course progress and attendance in your courses. To obtain detailed information regarding this matter, we strongly urge you to carefully read through the International Student Handbook. Additional guidance on course progress and attendance expectations will be provided during your orientation. It is essential to note that the orientation will be conducted at our Bankstown campus. In case you require any student support services, they will also be available at our Bankstown campus. We kindly request you to thoroughly review the contents of the International Student Handbook for comprehensive information.

### **Student support**

We provide a range of support and welfare services to ensure your success and well-being. These services include:

- Personalized one-to-one support from our dedicated trainer/assessor.
- Assistance with any personal issues you may be facing.
- Access to supplementary learning resources to enhance your understanding.

- Reasonable adjustments made in assessments to accommodate individual needs.
- Engaging social events to foster a supportive community.
- Information about external sources of support that you can utilize.

We understand that you may have unique circumstances, such as a long break from studying, English as a second language, or a need for additional assistance with literacy or numeracy. During the application and enrolment process, we will identify any specific support requirements you may have. Based on those needs, we may develop a personalized Student Support Plan to ensure you receive the necessary assistance throughout your studies.

## Resource requirements

Please ensure that you bring your personal laptop equipped with Office 365 or a comparable program to all of your classes. It is important to note that the expenses associated with acquiring and maintaining this technology are not covered by your course fees. To assist you in making an informed decision, we have provided the specifications for laptops and their associated costs below:

### Laptop and Software Requirement

For your studies, a basic laptop with the following specifications is recommended:

- Operating System: Windows 10 or macOS (latest version)
- Processor: Intel Core i3 or AMD equivalent
- RAM: 8GB or higher
- Storage: 256GB SSD or higher
- Display: 13-inch or larger with a minimum resolution of 1366 x 768
- Wireless Connectivity: Wi-Fi 5 (802.11ac) or Wi-Fi 6 (802.11ax) compatible
- Battery Life: At least 6 hours of usage
- Ports: USB ports (preferably USB 3.0), HDMI, and headphone jack
- Software: Microsoft Office or equivalent productivity suite

Please note that these are basic requirements, and depending on your specific course or program, there may be additional recommendations or specific software requirements.

Name of software	Associated costs	
Office 365	\$129 annually	<a href="https://products.office.com/en-au/buy/office">https://products.office.com/en-au/buy/office</a>
Laptop details	Associated costs	
Any laptop that meets the specifications above	\$700 (approximate only)	Various

## Course credit

If you have existing qualifications or possess skills, knowledge, and experience that are relevant to your desired course of study, you have the option to apply for recognition of these through credit transfer or recognition of prior learning. Detailed information regarding this process can be found in our International Student Handbook, which is accessible at [actstudies.edu.au](http://actstudies.edu.au).

Please note that if your application for course credit is approved, it will have an impact on both your course fees and the duration of your studies. We will communicate any changes to fees or course

duration resulting from the granted credit to you in writing. Additionally, you will receive a new Confirmation of Enrolment reflecting the updated information.

For any inquiries or concerns regarding course credit, please don't hesitate to contact us through email and our landline number.

## What are the entry requirements?

To gain admission to the Australian College of Technical Studies, you are required to meet the following entry requirements:

### 1. Age and Education:

- You must be at least 18 years old.
- Completion of the equivalent of Year 12 education is mandatory.

### 2. Course Entry Interview and LLN Assessment:

- Participation in a course entry interview is necessary to assess your suitability for the course and determine your specific student needs.
- The interview will also include a Language, Literacy, and Numeracy (LLN) assessment.
- To be eligible for entry, you must achieve an Australian Core Skills Framework (ACSF) level of 4 in reading, writing, numeracy, and oral communication.

### 3. English Language Proficiency:

- An International English Language Testing System (IELTS) score of 5.5 or equivalent is required.
- Test results must be no more than 2 years old.
- Alternatively, English language competence can be demonstrated through documented evidence of any of the following:
  - Education for a minimum of 5 years in an English-speaking country.
  - Completion of at least 6 months of a Certificate IV level course at an Australian Registered Training Organization (RTO).
  - Successful completion of an English Placement Test.
- Other English language tests such as PTE and TOEFL may be accepted, provided the results are equivalent to IELTS 5.5. You are required to provide your test results for verification.

Please ensure that you meet these entry requirements before applying to the Australian College of Technical Studies.

## How much does it cost?

### 1. Course Fees:

- Tuition fees: AUD \$8,000 (onshore)
- Tuition fees: AUD \$9,500 (offshore)

### 2. Non-tuition Fees:

- Material fee: \$1,000

### 3. Additional Costs (at your own expense):

- Laptop and software, as described earlier.
- Please note that course fees do not cover the cost of laptops or software. Refer to the above information for specific requirements.

#### 4. Payment Plan and Arrangements:

- A detailed payment plan and payment arrangements will be provided in the Offer Letter and Student Agreement.
- It is mandatory to pay all course fees in full and on time. Failure to do so may result in the cancellation of your enrolment.

#### 5. Overseas Health Insurance Cover (OSHC):

- Before arriving in Australia, it is a requirement to obtain Overseas Health Insurance Cover.
- The Australian College of Technical Studies provides details of OSHC providers in the International Student Handbook. You can contact any of these providers to inquire about costs and arrange your health insurance coverage.

#### 6. Living Costs and Additional Expenses:

- The International Student Handbook outlines additional costs associated with living in Australia.
- It is essential to review these costs carefully in relation to your budgeting.

For further information, you can visit <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>.

### How can I apply?

In order to apply for this course, you must complete an enrolment form and provide all necessary supporting documents. These documents include copies of the following:

- **High School Certificate:** Please submit a copy of your high school certificate or its equivalent.
- **Proof of English Language Proficiency:** As specified in the entry requirements, you need to provide evidence of your English language proficiency. Please include the required documentation to demonstrate your proficiency level.

### Next step

If your application is approved, you will receive an Offer Letter and Student Agreement from us. It is important that you carefully review this document to ensure that you are satisfied with all the terms and conditions. If you agree, simply sign the document and return it to us.

Once we receive the signed Offer Letter and Student Agreement, we will issue you a Confirmation of Enrolment (CoE) letter along with an invoice for the initial payment.

On the first day of the course, you will participate in an orientation and induction program. The orientation will provide essential information about the campus, living in Australia, accessing our support services, and the requirements for successful progression throughout the course, including course progress expectations.

Please note that this course outline should be read alongside the Australian College of Technical Studies International Student Handbook, which can be accessed online at [actstudies.edu.au](http://actstudies.edu.au).

Take the time to carefully follow these steps and familiarize yourself with the provided documents. Should you have any further questions or require assistance, please do not hesitate to reach out to us.