



CHC33021

Certificate III in Individual Support (Ageing & Disability)

2025 COURSE INFORMATION GUIDE

RTO 3774

About Pines Learning

Pines Learning was established in 1978 and was previously known as Donvale Living and Learning. Pines Learning Incorporated (RTO no. 3774) is a not-for-profit Registered Training Organisation, delivering nationally accredited qualifications.

As well as accredited qualifications Pines Learning offers the following:

- ▶ Computer courses
- ▶ Pathways to employment courses
- ▶ Victorian Certificate of Applied Learning (VCAL)
- ▶ English classes
- ▶ Health, fitness and wellbeing classes

Pines Learning strives to meet the needs of its community. It believes learning is a lifelong process and welcomes diversity in its students, trainers, and staff.

This guide is designed to provide you with basic information about the course to enable you to make an informed decision about your choice of course and training provider. If you require any clarification or further information, please contact the VET Manager on 9842 6726, or send an email to: info@pineslearning.com.au

Training Venue

This course is offered at our Doncaster East Campus, which is located at The Pines Activity Centre, 1/520 Blackburn Rd Doncaster East (next to The Pines Shopping Centre).

About the Course

This course will enable you to gain a nationally accredited qualification in an industry which offers a broad range of employment opportunities. Successful completion of this course will enable you to work in either community, home or residential care to provide support to people due to ageing, disability or some other reason.

Pines Learning provides quality training in a supportive learning environment, with modern facilities and small class sizes. All training is delivered by experienced and qualified trainers who are passionate about the industry.

Entry Requirements

There are no pre-requisite requirements for individual units of competency.

Pines Learning has set the following entry requirements for enrolment in this course:

- An interview is required prior to enrolment
- Suitable level of language, literacy and numeracy
- Suitable level of computer and digital literacy skills
- Access to suitable technology (as detailed in Appendix A)
- Evidence of Flu vaccine and COVID vaccinations before commencing placement
- Ability to obtain clear Police Check or NDIS Workers Check
- Ability to commit to 120 hours of practical placement, which is to be attended two days per week (7am-3pm) within the designated timeframes
- Ability to undertake tasks that involve bending, lifting and manual handling.

Student Support

Pines Learning embraces flexibility and equal opportunity and encourages people to apply for enrolment without discrimination.

A range of Student Support services are provided. For example:

- Study Support sessions
- Fee Payment plan
- Reasonable Adjustment, where appropriate
- Referral to external services

When you attend the course interview, please advise your interviewer if you feel you may need extra assistance to complete the course.

Information Sessions

All candidates are required to attend an information session to be eligible to apply for a place in the course. After the information session, interested candidates will be required to complete a Language, Literacy and Numeracy Activity and attend a short one-on-one interview.

Dates of information sessions can be obtained from reception staff or you can book online at our website www.pineslearning.com.au Bookings are essential.

Candidates are required to bring the following items if they decide to enrol in the course

- Green Medicare card
- Document with photo ID (preferably driver's licence or current passport)
- Concession card (if applicable)

- Any Certificates or statements for any completed accredited courses or units of competency either completed in Australia or formally recognised in Australia.
- Details of any past or present enrolment in accredited courses in Australia (even if the course was not completed)

Required Units

Students are required to complete a total of 15 units, of which nine are core and six are elective units. For this course Pines Learning has selected the elective units based on industry feedback

Code	Title	Core	Elec
CHCCCS031	Provide individualised support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCCCS038	Facilitate the empowerment of people receiving support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCCCS040	Support independence and wellbeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCCCS041	Recognise healthy body systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCCOM005	Communicate and work in health or community services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCDIV001	Work with diverse people	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CHCLEG001	Work legally and ethically	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HLTINF006	Apply basic principles and practices of infection prevention and control	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HLTWHS002	Follow safe work practices for direct client care	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Aging Electives			
CHCAGE011	Provide support to people living with dementia	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CHCAGE013	Work effectively in aged care	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CHCPAL003	Deliver care services using a palliative approach	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability Electives			
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CHCDIS012	Support community participation and social inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>
CHCDIS020	Work effectively in disability support	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Future Training Pathways

Students who complete the Certificate III in Individual Support may choose to go on to complete either of the following qualifications:

- CHC43121 Certificate IV in Disability Support (offered at Pines Learning)
- CHC43415 Certificate IV in Leisure & Health
- HLT54121 Diploma of Nursing

Recognition of Prior Learning (RPL) and Credit Transfer

If you have been working in the Aged Care and/or Home & Community industry for more than a year and have gained sufficient experience, you may be eligible for Recognition of Prior Learning (RPL) for one or more units. This is the acknowledgement of skills and knowledge obtained through formal training/education and relevant work experience.

RPL applicants need to provide sufficient documented evidence of current competence and be assessed in the workplace.

If you have successfully completed one or more units at another learning institution you may be eligible for credit transfer. In this case you must provide your original academic transcript as proof of completion.

If either of these applies, please mention it at your interview or when you enquire about the course. Applications for RPL **must be made prior to the commencement of the course**.

Course Structure

June 2025- June 2026

Classes will be held on **Thursday, 9.15am-3.15pm (face to face)**. Placement period will commence in February 2026. Students will be required to complete a minimum of 120 hours of placement, in an Aged Care Facility centre, by attending placement two days per week.

Placement at an aged care residential centre starts 7am-3pm (not negotiable).

Practical Placement

Practical Placement is a vital part of the course which allows the student to practice their knowledge and skills in the workplace.

Students are required to undertake a minimum of 120 hours of practical placement. There is an option to reduce the course duration by increasing the number of days you attend placement. This option

needs to be negotiated with the course coordinator. **Pines Learning coordinates placements for students** however students are also encouraged to organise their own placement if they choose.

To successfully complete the course students must provide evidence of regular and consistent work practice. This means attending the workplace regularly and on-time (as arranged with the service Co-ordinator or Manager). Regular and consistent work patterns also allow for a fair and valid assessment.

Students will be assessed twice in the workplace by a qualified Pines Learning assessor.

Placement Requirements

In addition to the entry requirement mentioned previously the following requirement must be met by the student.

Police Check and NDIS worker check:

Prior to commencing placement students are required to undertake a national police check. They may also be required to undertake a NDIS worker check, depending on the policies of their placement facility. Pines Learning will supply students with information on how to apply for both checks online. Please note that a national police check and NDIS worker check incurs a fee. If the police check or NDIS worker check is not clear, then the student **may not** be able to attend work placement.

Vaccinations:

Influenza and COVID-19 vaccinations (minimum 3 doses), including all boosters, are now mandatory for all workers and visitors to residential aged care facilities. You will be required to be fully vaccinated prior to commencing placement.

Some Aged Care facilities have additional vaccination requirements for students undertaking placement in their facility. You will be advised of these requirements prior to commencing placement.

Practical Placement Guidelines

Students are covered by insurance while on placement and the welfare of the student remains the responsibility of Pines Learning. An agreement and schedule must be signed by representatives from Pines Learning and the placement Centre before placement can commence.

Pines Learning has guidelines for placement which include working a shift of no more than eight hours, and an exemption which allows students to commence placement at 7am as this is an industry expectation.

A copy of the guidelines is included as Appendix B - Student Welfare and Practical Placement Guidelines.

Training Delivery Method

The training delivery method for this qualification is face to face with a qualified trainer, and practical experience in the workplace.

Students will need to access the online platform, Moodle to access learning resources and submit assessment tasks. Students will be provided with training and technical support to access and use Moodle.

A copy of the Pines Learning Online Service Standards is included at Appendix A of this Course Guide and includes details of the technical requirements.

If you have any questions or concerns, please contact the Training Manager.

Assessment Methods

Assessments will be via a combination of:

- Written tasks
- Role Plays
- Observation in the classroom
- Observation in the workplace
- Supervisor reports
- Oral questions if required

Accredited training is assessed against a specified benchmark and is Competency based. This means that no marks are given, and students are assessed as either “Competent” or “Not Yet Competent”

If a student is deemed Not Yet Competent there is at least one chance to resubmit the work.

This course is designed with an integrated approach to assessment. One unit may be assessed over a number of tasks. All tasks must be satisfactorily completed to gain Competency in the unit. In addition, some units cannot have the assessment result finalised until the student has completed a specified number of placement hours.

Funding

Funding for accredited courses is provided by the Higher Education and Skills Group (HESG) with money from State and Commonwealth government. To access the funding, you must meet certain criteria set out below and will be required to sign a declaration.

To qualify for funding, you must be either an Australian citizen, a Permanent Resident, or a New Zealand citizen.

For further details of eligibility criteria, you can go to:

[How to check your eligibility \(skills.vic.gov.au\)](https://skills.vic.gov.au)

A limited number of Non-Funded places will be offered in all courses.

Course Fees

Course fees are made up of Tuition and Student Amenities and Services.

Course fees for 2025 are listed below

Category	Tuition Fee	Amenities and Materials
Funded	\$0	\$100
Funded with Concession	\$0	\$100
Non-Funded	\$2400	\$100

Note:

- Instalment payment plans can be organised for students who need support in paying course fees and for students who are not eligible for funding.

The concession rate is available to people in the following groups:

- Commonwealth Health Care Card holders, and their dependant children and dependant partners
- Pensioner Concession Card holders, and their dependant children and dependant partners
- Veterans Gold Card holders (but not their dependants)

To be eligible for the concession rate the person enrolling must either have the card or be able to show that they are a dependant of a card-holder.

Concession rate is also available under the Indigenous Completions Initiative for individuals who self-identify as being of Aboriginal or Torres Strait Islander descent. Concession may also be available to Job Seekers if they have been issued a standard Job Seeker Referral form.

Pines Learning will offer Tuition Fee Waivers/Exemptions for particular groups, upon presentation of the required written confirmation.

Unique Student Identifier (USI)

From 1 January 2015 the Australian Government requires all students undertaking nationally recognised training delivered by a registered training organisation to have a USI. A USI will give you access to your online USI account, which will contain all your nationally recognised training records and results from 1 January 2015.

Pines Learning can apply for a USI on your behalf. On our enrolment form there is a section you will need to complete which provides Pines Learning with permission to apply for your USI. You will also need to provide us with your current Medicare Card and Drivers Licence. If you already have a USI you will need to provide us with your USI on enrolment. For further information regarding the USI please speak to the Training Support Officer or visit www.usi.gov.au

Policies and Legislation

Pines Learning policies and government legislation relating to students is on our website

What Next?

If you are interested in enrolling in this course, email Aarthi aarthi.prakash@pineslearning.com.au or Janice Janice.killiny@pineslearning.com.au to arrange for your interview and to be complete enrolment paperwork.

Appendix A

Pines Learning uses Moodle as a tool for sharing course resources and for submission of assessments tasks. In addition, students who miss all classes for a unit will be provided with a learner guide and may also be provided with additional Trainer support.

Pines Learning will deliver Certificate III qualifications face to face, in the classroom. Classes may also be conducted via Zoom as per timetable, in response to infectious disease outbreak, or for study support purposes

Pines Learning is committed to providing a quality learning experience for students and these online service standards explain our commitment to students in key areas.

STUDENT SUPPORT

All students will attend an introduction to Moodle as part of the course orientation.

In addition to this session Pines Learning will provide the following support to students in the use of Moodle and Zoom:

Trainers:

- Will be able to answer questions during the scheduled Zoom classes for each unit,
- Will be available to assist students with Moodle and Zoom access at the scheduled Study Support sessions,
- Will have a maximum of 18 students to each trainer

Administrative/Technical Support:

- Will be available by phone or email between 10am and 2pm Monday to Friday
- Will reply to queries and requests for technical support within 48 hours

Support Services:

- Study Support sessions are available outside class hours, as scheduled (refer to the timetable for details)
- Course coordinators are available by appointment to discuss any concerns or requests for additional support

STUDENT ENTRY REQUIREMENTS AND TECHNICAL REQUIREMENTS - Moodle

Pines Learning conducts a comprehensive Pre-Training Review for all prospective students to determine whether the course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we will include assessment of your digital literacy, by:

- Asking you to undertake a self-assessment quiz
- Discussing the quiz outcomes and making recommendations about whether the course is suitable for you, and identifying additional support where required

All students are required to use the Moodle platform to access course resources and for submission of assessments tasks. The following are the minimum information technology requirements to enable optimal access to the Student Portal:

- A device with a minimum of 5GB memory and 1Ghz processor

- Microsoft Windows 8 and above or Mac OS version 10 and above

An introductory module and FAQs on Moodle can be found at:

https://docs.moodle.org/400/en/Installation_FAQ

TECHNICAL REQUIREMENTS – Zoom

Zoom can be accessed via tablet, laptop, or desktop computer. It is recommended that the device meets the minimum specifications outlined in the section above. The device will need to have an inbuilt camera and microphone, or a headset with microphone can be used.

The Zoom app needs to be downloaded, and access to the scheduled sessions is via the link provided by the course coordinator.

The course coordinator and the trainer can provide additional support to access and use Zoom as required.

LEARNING MATERIALS

Pines Learning ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Graphics
- Video
- Audio
- Quizzes
- Interaction through discussion forums

MODE AND METHOD OF ASSESSMENT

The method of assessment for each unit will be a combination of at least two of the following:

- Demonstration/observation
- Written assessment task
- Work placement/practical tasks (where specified)
- Third Party reports

Written theory assessments are to be submitted via the Student Portal. All other assessments will take place in either the classroom or the workplace.

TRAINERS

All trainers delivering this course at Pines Learning are experienced in facilitating active learning and using the flipped classroom approach, whereby students complete the theory as self-paced learning and class time is spent in discussion, consolidating learning, practical work, and enhancing learning. In addition, the trainers have undertaken professional development to support students through the use of discussion forums, and in using the technology, including Moodle and Zoom.

Trainers also undertake ongoing development, including participation in trainer meetings to discuss and share ideas for improvement of delivery.

Appendix B

Student Welfare and Practical Placement Guidelines

All students undertaking the CHC33021 Certificate III in Individual Support (Ageing and Disability) are required to complete 120 hours of practical placement as part of the course.

Benefits of practical placement are:

- Opportunity to practice the skills and knowledge learnt in class
- Possibility for students to gain employment via practical placement

Pines Learning will endeavour to accommodate specific requests for practical placement but this cannot be guaranteed.

Student Welfare

Whilst on practical placement students are to be supervised by appropriately qualified staff. Students are covered by insurance whilst on placement. To activate the cover students are required to complete a practical placement schedule and agreement with their placement centre and Pines Learning **prior to** commencing.

Regulations require that for student safety classes will not be scheduled for more than eight hours in any one day and not outside the hours of 8.00am to 10.00pm. Pines Learning has obtained an exemption to allow students to start practical placement from 7am as this is an industry requirement. Students will not be required to work longer than an eight-hour shift.

Should these conditions for practical placement cause undue hardship please see the VET Manager prior to enrolling in the course.