



Course Outline



Certificate III in Individual Support CHC33021



This document provides detailed information on SAL Consulting's Cert III in Individual Support program.

The course focuses on providing learners with the opportunity to strengthen their knowledge and skills as part of their work in supporting and empowering people with disabilities.

The course focuses on promoting practice through a person-centred approach.

Topics include:

- Person centred behaviour
- Legal and ethical issues
- Workplace safety
- Communication skills
- Supporting independence
- Empowerment
- Strengths based care
- Mental health

The program is available to you as an individual learner or to agencies wishing to upskill their workforce by providing opportunities to gain a qualification.

This course has been developed as a recognition of prior learning (RPL) pathway for people who have at least 2-3 years' experience and are currently working in a disability provider.

What makes our program different to others?

Our course incorporates Neurodevelopment, Attachment and Trauma Informed (NATI) principles and therefore offers a unique approach to disability support work. These principles are embedded across all the subjects to enhance the core content and to enable you to work with clients, family members and carers.

We are the only Registered Training Organisation in Australia that integrates the NATI approach across all of our services, including clinical work, therapy, organisational development and training. We are also an accredited provider of the Neurosequential Model of Therapeutics (NMT) as developed by Dr Bruce Perry at the Child Trauma Academy in the USA.

You will learn about:

- Complex behaviour support
- Person-centred practice
- Social inclusion

SAL Consulting has been providing customised support to people and organisations within the community, disability, health and youth sectors for over 15 years. We create strong, reciprocal relationships with individuals and organisations through communication and collaboration, which plays an integral part in our practice and ethos.

Our service delivery is supported by the latest research, best practice models and a hands-on approach. We are committed to assisting individuals and agencies to achieve the best possible outcomes through meaningful collaboration and enablement. Our team is a highly qualified, diverse, multidisciplinary group, with specialised and on-the-ground experience in

the community services, health, disability and youth sectors. Many of our consultants have held senior positions in government and nongovernment agencies and are experienced in designing and providing quality services.

SAL Consulting is accredited by the Child Trauma Academy to deliver the Neurosequential Model of Therapeutics and are members of the Neuroleadership Institute.

Entry requirements

There are no formal entry requirements for the Certificate III in Individual Support, however we do anticipate that you are already working in the sector.

There is a formal requirement for learners to complete 120 hours of work-placement. Ideally you should be working in an appropriate disability support service or have access to one in order to complete the workplace tasks. SAL Consulting does not provide work placement for learners.

Potential learners will also complete a simple Language, Literacy and Numeracy (LLN) task to identify if any support strategies are required.

Duration of the program

The course runs for approximately 6-12 months. It is a self-paced program so you may take a bit shorter or a bit longer to complete all the required work.

You will work sequentially through the RPL steps as outlined below. Learners will work closely with their assessor to ensure they stay on track and meet all course requirements.

Cost of the program

The standard cost of the Cert III program is \$2,500

Payments of at least \$500 for the Cert III will be required at the commencement of the program. We will then schedule regular monthly payments for learners to assist with breaking up the payments.

There is capacity to make an individual payment arrangement if you prefer to make regular monthly or fortnightly payments. Please speak to the Training Admin Officer to receive more details.

You are not required to pay the amount in full. We are legally not allowed to collect more than \$1,500 from learners at any one time.

All outstanding payments must be paid in full before you will receive your qualification. The Learner Handbook has further details on fees including refunds and payments.

Learning and assessment details

The program consists of seven clusters that cover topics including person-centred behaviour supports, advocacy, skills development, complex needs, health and safety, mental health issues and communication.

Each module has a comprehensive RPL kit that asks the learner to reflect on their current skills and experience. There are also reflective questions to demonstrate your knowledge.

Once you have completed all RPL tasks, our assessor will review your work, and you will be deemed either Competent or Not Yet Competent. If you are marked as Not Yet Competent in a module, you will be given more time to resubmit your work. Your assessor will work with you to strengthen your understanding of that topic and may also provide an alternative pathway for your resubmission.

Our assessment questions are based on both case studies and scenarios as well as your own experience in an appropriate workplace. Learners will be required to demonstrate their experience through practical activities.

You will also be required to provide supplementary evidence from a third party like your workplace supervisor in order to substantiate your competency. We may request contact with your workplace supervisor if we need to confirm any details.

Learners must ultimately be deemed Competent in all units of competency in order to receive the qualification.

The program is delivered through an online platform, Canvas (Instructure). All your portfolio and assessment work will be accessed and submitted through this portal. If you are unable to work online or have connectivity problems, our admin team will provide you with alternatives.

You will have regular contact with your assessor throughout the course. They will arrange tutorial sessions with you to discuss any questions about the learning and/or assessment material. These will happen at least once a month, depending on your progress and support requirements.

Overview of the RPL process

An RPL based assessment process provides you the opportunity to demonstrate and provide evidence of the skills and knowledge they perform and apply in different working contexts. The RPL approach promoted in this course involves a candidate focused RPL and holistic assessment.

It uses a combination of processes by which evidence of competence is progressively gathered—these include an initial interview, self-evaluation, third party reporting, structured competency conversations, and if required additional workplace assessment tasks. An overview of the process is provided below:



Flow Chart for RPL Progression

STEP 1: PRE-COMMENCEMENT

- Initial interview and suitability.
- Assessment plan development.

STEP 2: POST-INTERVIEW

- Workplace verification and workplace representative form to be completed.
- Third party reports to be completed.
- Self-evaluation forms to be completed.
- Record work placement hours in workplace Logbook.

GAP ANALYSIS

- Assessor reviews current evidence across units of competency
- Updates to training plan and Assessment Outcomes Form.
- Questions for Competency Conversations drawn from question bank in response to identified gaps. Developed.

STEP 3: COMPETENCY CONVERSATION

- Candidate to complete Competency Conversation questions prior to interview.
- Candidate and assessor to arrange a suitable time and setting for Competency Conversation confirmation interview.
- Additional assessment tasks assigned where identified.

STEP 4: FINALISING RESULTS

- Assessor to review all evidence received against all units of competency for the Certificate III in Individual Support.
- Confirm with training team the requirements for awarding qualification.

Step 1 -Pre commencement

This involves an initial interview between you and the assessor at which the assessor captures broad information and may suggest specific evidence for some units. An RPL Assessment Plan is drafted in this meeting, and the assessor will advise you of the next steps.

- It is determined by the assessor at this initial stage if you have the available resources (for example, industry experience, current workplace setting, and available supervision) to undertake the RPL process) If the requirements for the RPL application are unsuccessful the assessor may provide additional information and support services.

Step 2 -Post interview

- You will undertake a broad self-evaluation that looks at your skills and experience mapped back to the qualification and clusters.
- You will provide workplace verification and send back the completed forms to the assessor on an agreed date.
- You will begin the process of documenting and collecting relevant workplace evidence and reflection (for example, work placement hours, self-evaluation and Third-party evidence).

Step 3 -Competency Conversations:

- The assessor will review:
 - Your self-evaluation forms to determine possible gaps in the evidence criteria.
 - *Third-Party Observation Reports* to determine possible gaps in the evidence criteria by recording outcomes in the *RPL Assessment Outcomes Template*.
- Your assessor will prepare competency conversation questions (Derived from the *competency conversation question bank*) based on possible gaps identified in the *RPL Assessment Outcomes Template*.
- You and your assessor will organise the Competency Conversation interviews. This can be facilitated in a number of ways to suit the individual needs of candidates. Examples include via phone, Zoom, Teams, and Face to face where available.
- During the interview, the assessor records responses and considers evidence. For most candidates, only one interview will be required.

All documentation will be collected and stored on SAL Consulting's Canvas Online Learning Portal.

Step Four – Finalising results:

Your assessor will:

- determining final assessment outcomes,
- providing you with feedback and alternative assessment options,
- complete RTO required documentation, and awarding candidates with the qualification or a Statement of Attainment.

Learner support

If you have any learning or physical difficulties that may have an impact on your learning, our learning materials can be adapted and delivered in different formats, i.e. using large print, having a slower pace of information delivery or verbal rather than written assessments.

Please advise our team of your needs during enrolment so that we can discuss options to support you.

Credit transfer / Recognition of prior learning

This program is run with an RPL framework and provides you with the opportunity to have your years of experience in the workplace, or a previous qualification recognised.

You may also be eligible for credit transfer if you have previously completed a subject that is identical to one in this program. This means you may be exempt from undertaking the assessment for either the whole unit or the whole module depending on the date and currency of the course you previously completed.

Further details on RPL or Credit Transfer are in the Learner Handbook or can be provided upon request or once you have enrolled.

To prove your previous study and outcomes, we require evidence such as your USI records or a certified copy of your previous transcripts.

Course modules and units of competency

Certificate III in Individual Support CHC33021

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.

To achieve this qualification, the candidate must have completed at least 120 hours of work.

Learners need to successfully complete a total of 15 units of competency, including:

- 9 core units
- 6 elective units

The following modules and units form part of the SAL Consulting Cert III program:

Cluster One

- CHCDIS020 Work effectively in disability support (Elective B)
- CHCLEG001 Work legally and ethically. Core

Cluster Two

- HLTINF006 Apply basic principles and practices of infection prevention and control. Core
- HLTWHS002 Follow safe work practices for direct client care. Core

Cluster Three

- CHCCOM005 Communicate and work in health or community services. Core
- CHCDIV001 Work with diverse people. Core

Cluster Four

- CHCCCS040 Support independence and wellbeing Core (120-hour work placement component)
- CHCCCS031 Provide individualised support. Core

Cluster Five

- CHCCCS038 Facilitate the empowerment of people receiving support. Core
- CHCDIS011 Contribute to ongoing skills development using a strengths-based approach (Elective B)
- CHCDIS012 Support community participation and social inclusion (Elective B)

Cluster Six

- CHCMHS001 Work with people with mental health issues (Elective C)
- CHCCCS041 Recognise healthy body systems. Core

Cluster Seven

- CHCCCS035 Support people with autism spectrum disorder (Elective C)
- CHCCCS044 Follow established person-centred behaviour supports (Elective C)

Full details of the qualification can be accessed at training.gov.au.

Further Information

- Our current Learner Handbook covers the following topics and can provide further information for you.
 - Studying at SAL Consulting
 - Course enrolment details
 - RPL
 - Fees and refunds
 - Assessment policies
 - Assessment appeals
 - Evaluation processes
 - Complaints
 - Welfare and support services
 - Enrolment
 - Course attendance
 - Credit transfers
 - Payments and receipts
 - Refunds
 - Course cancellations/postponements
 - Travelling costs
 - Learner code of conduct
- You can access a copy of the Handbook on our website at www.salconsulting.com.au. A copy will also be provided to you on enrolment.

Certificate III in Individual Support CHC33021 2024 Payment Framework

Total course cost - \$2,500 (GST exempt)

The qualification runs for approximately 6 months. Learners will be invoiced for regular monthly payments for 6 months to cover the cost of the program.

If individuals are unable to make these payment options, they may apply for an individual payment plan which will be negotiated separately.

Enrolment fee	\$250.00
Month 1	375.00
Month 2	375.00
Month 3	375.00
Month 4	375.00
Month 5	375.00
Month 6	375.00

Once you complete the online enrolment form, an invoice will be issued for the enrolment fee. When this has been paid in full, we will arrange a short induction session with you and then you will be given access to the online modules.

Please be advised –

- If you choose to withdraw from the course before completion, no paid course fees will be refunded.
- You must provide written notice of your withdrawal which will be processed within 14 days.
- Any further payments after this date will not be invoiced.
- If you have any outstanding invoices at the time of withdrawal, these will still be payable, and we will continue to request payment from you.
- No qualifications, skill sets or units of competency will be issued until all invoices have been paid in full.
- All invoices are due within 14 days of the date of issue.
- Fees can be paid by either bank transfer or credit card. We also recommend setting up a formal direct deposit framework with your bank to ensure regular payments are made.
- A separate payment plan may be arranged for Credit Transfer arrangements.