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## **AQF – What is the Australian Qualifications Framework?**

The Australian Qualifications Framework (commonly known as the AQF) is a unified system of thirteen national qualifications in schools, vocational education and training (TAFEs and private providers) and the higher education sector (mainly universities).

The qualifications are:

Senior Secondary Certificate of Education	}	VET sector
Certificate I		
Certificate II		
Certificate III		
Certificate IV		
Diploma		
Advanced Diploma, Associate Degree	}	Tertiary sector
Bachelor Degree		
Graduate Certificate		
Graduate Diploma		
Masters Degree		
Doctoral Degree		

### **AQF - Certificate II**

The Employee will normally be engaged in a workplace in which they demonstrate basic operational knowledge in a moderate range of areas:

- apply a defined range of skills
- apply known solutions to a limited range of predictable problems

### **AQF - Certificate III**

The worker will normally be engaged in a workplace in which they:

- demonstrate some theoretical knowledge
- apply a range of well developed skills
- apply known solutions to a variety of predictable problems
- perform processes that require a range of well developed skills where some discretion and judgement is required
- take responsibility for own outputs in work and learning
- take limited responsibility for output of others

### **AQF - Certificate IV**

The worker will normally be engaged in a workplace in which they:

- apply solutions to a defined range of unpredictable problems
- identify and apply skill and knowledge to areas to a wide variety of tasks
- take responsibility for own outputs in relation to specified quality standards
- take limited responsibility for the quantity and quality of the output of others

**Prerequisite:** None

**Qualification Overview**

Certificate III in Disability requires fourteen (14) units to be completed for successful completion. Unit selection is comprised of ten (10) compulsory units and the option of selecting four (4) elective units.

**Target Group**

This qualification covers workers in the community and/or residential facilities under direct or regular supervision within clearly defined organisation guidelines and service plans. These workers:

- Carry out activities to maintain personal care and/or other activities of living for people with a disability
- Carry out activities related to an individualised plan
- Report directly to a supervisor and are not responsible for other workers.

Occupational Titles (may include)

Accommodation Support Worker	Disability Support Officer	Residential Aide
Assistant in Nursing*	Disability Support Worker	Residential Care Officer
Care Assistant	Field Officer	Residential Care Support Worker
Client Assistant	Home Care Assistant	Support Worker
Community Assess Coordinator	In-home Respite Care Worker	School Support Office ( <i>working with children with disabilities</i> )
Community Care Worker	Nursing Assistant *	
Community House Worker	Personal Care Assistant	
Community Support Worker	Personal Care Giver	<b>*Not relevant in some jurisdictions</b>
Disability Service Officer	Personal Care Worker	

**Qualification Outcomes**

- Apply a broad range of well developed skills.
- Problem solving.
- Perform processes that require discretion and judgement.
- Interpret available information and make decisions.
- Take limited responsibility for the output of others if required.

**Learning and Assessment Strategies**

The participant is provided with their own learning resource folder containing resources for the fourteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop & demonstrate competency in essential skills, knowledge & understanding

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence and demonstration of learning progression and competency.
- Oral questions and answers with the assessor.
- Supervisor testimony

The qualification is completed in approximately twelve months, although this can vary according to the learning circumstances of each participant.

**PACKAGING RULES**

14 units must be selected for this qualification including:

- 10 compulsory units *plus*
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory Units**

CHCCS411A	Work effectively in the community sector
CHCDIS301A	Work effectively with people with a disability
CHCDIS302A	Maintain an environment to empower people with disabilities
CHCDIS322A	Support community participation and inclusion
CHCDIS323A	Contribute to skill development and maintenance
CHCICS301A	Provide support to meet personal care needs
CHCICS302A	Participate in the implementation of individualised plans
CHCICS303A	Support individual health and emotional well being
CHCICS305A	Provide behaviour support in the context of individualised plans

**And one only of the following units**

HLTOHS300A	Contribute to OHS processes
<i>or</i>	
CHCOHS312A	Follow safety procedures for direct care work

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Elective for special consideration**

The following elective, whilst not required in *all* disability work, is highly recommended to be considered for inclusion in this qualification:

CHCDIS411A	Communicate using augmentative and alternative communication strategies
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**Client support**

CHCAD401D	Advocate for clients
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS310A	Support inclusive practice in the workplace
CHCCS311C	Deliver and monitor services to clients
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS425A	Support health professional
CHCDIS313A	Support people with disabilities who are ageing
CHCGROUP302D	Support group activities
CHCICS304A	Work effectively with carers
CHCICS402A	Facilitate individualised plans
CHCNET301D	Participate in networks
CHCORG406A	Supervise work

**Medication**

CHCCS305A  
HLTAP301A

Assist clients with medication (*Note pre-requisite HLTAP301A*)  
Recognise healthy body systems in a health care context

**Working with people with mental health issues**

CHCMH301A

Work effectively in mental health

**Organisational support**

BSBWOR204A

Use business technology

CHCADMIN302C

Provide administrative support

**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**Prerequisite:** None

**Qualification Overview**

Certificate IV in Disability requires fifteen (15) units to be completed for successful completion. Unit selection is comprised of ten (10) compulsory units and the option of selecting five (5) elective units.

**Target Group**

This qualification addresses work in residential group homes, training resource centre, day respite centres and open employment services, other community settings and clients' homes. These workers:

- Apply knowledge and skills gained through qualifications and/or previous experience to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self reliance and community participation
- Report to service managers and may liaise with health professionals and other service agencies
- May work without direct supervision and may be required to supervise and/or coordinate a limited number of lower classified workers.

Occupational Titles (may include)

Behavioural support officer	Job coordinator	Residential care officer
Development officer	Lifestyle support officer	Senior personal care assistant
Disability officer – day support	Local area coordinator	Social educator
Disability support officer / worker	Marketing coordinator	Social trainer
Employment coordinator (disability)	Project officer (life enhancement team)	Supervisor

**Qualification Outcomes**

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts
- Apply solutions to unpredictable problems
- Perform specialist and generic processes across a wide variety of workplace contexts.
- Analyse and evaluate information particularly in specialist areas
- Take responsibility for the output of others if required.

**Learning and Assessment Strategies**

The participant is provided with their own learning resource folder containing resources for the fifteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification.

Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence and demonstration of learning progression and competency.
- Oral questions and answers with the assessor.
- Supervisor testimony

**PACKAGING RULES**

15 units must be selected for this qualification including:

- 10 compulsory units *plus*
- 5 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory units**

CHCCS400A	Work within a relevant legal and ethical framework
CHCCS411A	Work effectively in the community sector
CHCDIS301A	Work effectively with people with a disability
CHCDIS302A	Maintain an environment to empower people with disabilities
CHCDIS405A	Facilitate skills development and maintenance
CHCDIS410A	Facilitate community participation and inclusion
CHCDIS411A	Communicate using augmentative and alternative communication strategies
CHCICS402A	Facilitate individualised plans

**AND one of each of the following pairs of units:**

CHCICS305A	Provide behaviour support in the context of individualised plans <i>or</i>
CHCICS404A	Plan and provide advanced behaviour support
<b>AND:</b>	
HLTOHS300A	Contribute to OHS processes <i>or</i>
CHCOHS312A	Follow safety procedures for direct care work

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Client support**

CHCAD401D	Advocate for clients
CHCCM404A	Undertake case management for clients with complex needs
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS310A	Support inclusive practice in the workplace
CHCCS425A	Support health professional
CHCDIS404C	Design procedures for support
CHCDIS408C	Support people with disabilities as workers
CHCDIS409A	Provide services to people with disabilities with complex needs
CHCICS401A	Facilitate support for personal care needs
CHCORG529B	Provide coaching and motivation
CHCPA301B	Deliver care services using a palliative approach
HLTAP301A	Recognise healthy body systems in a health care context
HLTFS207B	Follow basic food safety practices

**Medication and health professional support**

CHCCS305A	Assist clients with medication ( <i>Note pre-requisite HLTAP301A</i> )
CHCCS425A	Support health professional

**Working with people with mental health issues**

CHCMH402A Apply understanding of mental health issues and recovery processes

**Team coordination and supervision**

CHCCOM403A Use targeted communication skills to build relationships

CHCORG406A Supervise work

CHCORG423A Maintain quality service delivery

**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**Loyalty upgrade program**

This program is offered to existing SET clients who have completed a qualification with SET and would like to upgrade to the next level of qualifications

**Prerequisite:** None

### **Qualification Overview**

Certificate IV in Mental Health Work requires fourteen (15) units to be completed for successful completion. Unit selection is comprised of eleven (11) compulsory units and the option of selecting four (4) elective units.

### **Target Group**

This qualification covers workers who provide a range of community services focusing on:

- Rehabilitation and support for people affected by mental illness and psychiatric disability
- Implementing community based activities focusing on mental health, mental illness and psychiatric disability, and
- Mental health promotion work.

Work may focus on engaging people with mental illness in community participation, prevention of relapse and promotion of recovery through programs such as residential rehabilitation, work in clinical settings, home based outreach and centre-based programs delivered by community based non-government organisations. This work may also involve supported employment and programmed respite care. This qualification:

- Defines the knowledge and skills required by support workers and case workers who work autonomously under broad guidance
- Refers to specific knowledge of mental health issues and appropriate intervention processes applied in residential and community based settings.

### Occupational titles may include:

Community rehabilitation and support worker

Mental health rehabilitation support worker

Community support worker  
Mental health support worker

Mental health outreach worker

### **Qualification Outcomes**

- Apply a broad range of well developed skills incorporating understanding of theoretical concepts
- Apply solutions to unpredictable problems
- Perform specialist and generic processes across a wide variety of workplace contexts.
- Analyse and evaluate information particularly in specialist areas
- Take responsibility for the output of others if required.

### **Learning and Assessment Strategies**

The participant is provided with their own learning resource folder containing resources for the fifteen units. These resources provide both theoretical and practical learning information and guides to enable the participant to develop their skills and complete their qualification. Assessments for this qualification will include:

- Written learning activities completed in their resource folder.
- Work based evidence and demonstration of learning progression and competency.
- Oral questions and answers with the assessor.
- Supervisor testimony

The qualification is completed in approximately fourteen months, although this can vary according to the learning circumstances of each participant.

**PACKAGING RULES**

15 units must be selected for this qualification including:

- 11 compulsory units *plus*
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory Units**

CHCAOD402A	Work effectively in the alcohol and other drugs sector
CHCCS400A	Work within a relevant legal and ethical framework
CHCMH401A	Work effectively in mental health settings
CHCMH402A	Apply understanding of mental health issues and recovery processes
CHCMH403A	Establish and maintain communication and relationships to support the recovery process
CHCMH404A	Conduct assessment and planning as part of the recovery process
CHCMH405A	Work collaboratively to support recovery process
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people
HLTOHS300A	Contribute to OHS processes

**AND one of the following units:**

CHCCS514A	Recognise and respond to individuals at risk	<b>OR</b>
CHCCS521A	Assess and respond to individuals at risk of suicide	

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Addressing complex needs**

CHCCS401B	Facilitate responsible behaviour
CHCCS416A	Assess and provide services for clients with complex needs
CHCCS504A	Provide services to clients with complex needs
CHCMH408B	Provide interventions to meet the needs of consumers with mental health and AOD issues
CHCORG428A	Reflect on and improve own professional practice

**Work in residential settings**

CHCCS305A	Assist clients with medication ( <i>Note pre-requisite HLTAP301A</i> )
CHCCS419B	Provide support services to clients
HLTAP301A	Recognise healthy body systems in a health care context
HLTCSD306B	Respond effectively to difficult or challenging behaviour
CHCAD401D	Advocate for clients
CHCCS403B	Provide brief intervention
CHCDIS301A	Work effectively with people with a disability

**Service coordination**

CHCCOM403A	Use targeted communication skills to build relationships
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCORG406A	Supervise work
CHCORG423A	Maintain quality service delivery
CHCORG428A	Reflect on and improve own professional practice
CHCPOL404A	Undertake policy review

**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**PACKAGING RULES**

14 units must be selected for this qualification including:

- 10 compulsory units *plus*
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory Units**

CHCCD412A	Work within a community development framework
CHCCHILD401A	Identify and respond to children and young people at risk
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS411A	Work effectively in the community sector
CHCCS412D	Deliver and develop client services
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCORG405C	Maintain an effective work environment
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTOHS300A	Contribute to OHS processes

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Case work and case management electives**

CHCCM401D	Undertake case management
CHCCM402D	Establish and monitor a case plan
CHCCM503C	Develop, facilitate and monitor all aspects of case management

**Administration electives**

BSBWOR204A	Use business technology
CHCADMIN305D	Work within the administration protocols of the organisation
CHCADMIN403C	Undertake administrative work

**Advocacy electives**

CHCAD401D	Advocate for clients
CHCAD402D	Support the interests, rights and needs of clients within duty of care requirements
CHCNET301D	Participate in networks

**Client service electives**

CHCCS401B	Facilitate responsible behaviour
CHCCS403B	Provide brief intervention
CHCCS407B	Operate referral procedures
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCCS506A	Promote and respond to workplace diversity

**Community work electives**

CHCCD307C	Support community resources
CHCCD413D	Work within specific communities
CHCGROUP403D	Plan and conduct group activities
CHCINF407C	Meet information needs of the community

**Working with children and young people**

CHCYTH301D	Work effectively with young people
CHCYTH404D	Support young people in crisis ( <i>Note pre-requisite: CHCYTH301D</i> )

**Working with older people**

CHCAC417A	Implement interventions with older people at risk of falls
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**Working with people with disabilities**

CHCDIS301A	Work effectively with people with a disability
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**Working with people with mental health issues**

CHCMH402A	Apply understanding of mental health issues and recovery processes
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**Team coordination and supervision**

CHCORG406A	Supervise work
CHCORG423A	Maintain quality service delivery

**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**Entry requirements**

To gain entry into *CHC50108 Diploma of Disability* a candidate must:

1. Be recognised as competent, through a recognised training program or recognition process, against the following units of competency common to *CHC40308 Certificate IV in Disability*:

CHCCS400A	Work within a relevant legal and ethical framework
CHCCS411A	Work effectively in the community sector
CHCDIS301A	Work effectively with people with a disability
CHCDIS410A	Facilitate community participation and inclusion
CHCICS402A	Facilitate individualised plans

**OR**

2. Have sufficient relevant work experience in the disability sector to indicate likely success at this level of qualification in a job role involving:

- The application of knowledge with depth in some areas and demonstration of a broad range of technical and other skills
- A wide range of tasks and roles in a variety of contexts, with complexity in the range and choices of actions required
- The exercise of discretionary judgement and decision making under general guidance

**Qualification Overview**

Diploma of Disability requires sixteen (16) units to be completed for successful completion. Unit selection is comprised of twelve (12) compulsory units and the option of selection four (4) elective units.

**Target Group**

This qualification covers workers who are responsible for the coordination and management of agencies delivering services to people with a disability.

Workers in this role:

- Are usually also involved in service delivery, either direct client work and/or community development projects
- Have responsibility for supervision of other staff and volunteers.

Occupational titles may include:

Assessor	Coordinator	Manager
Case coordinator	Local area coordinator	Program/service coordinator
Case manager	Local support coordinator	Senior disability worker
Client service assessor		Support facilitator

**PACKAGING RULES**

16 units must be selected for this qualification including:

- 12 compulsory units *plus*
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory units**

CHCAD504A	Provide advocacy and representation services
CHCCM404A	Undertake case management for clients with complex needs
CHCCM501A	Coordinate complex case requirements ( <i>Note pre-requisite CHCCM404A</i> )
CHCCM503C	Develop, facilitate and monitor all aspects of case management
CHCCS503A	Develop, implement and review services and programs to meet client needs
CHCCW503A	Work intensively with clients
CHCDIS111A	Coordinate services for people with disabilities
CHCINF505C	Meet statutory and organisation information requirements
CHCNET503C	Develop new networks
CHCORG506C	Coordinate the work environment
CHCPOL501A	Access evidence and apply in practice
HLTOHS400A	Maintain OHS processes

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs.

**Elective for special consideration**

The following elective, whilst not required in *all* disability work, is highly recommended to be considered for inclusion in this qualification:

CHCICS404A	Plan and provide advanced behaviour support
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**Disability support**

CHCDIS302A	Maintain an environment to empower people with disabilities
CHCDIS400C	Provide care and support
CHCDIS404C	Design procedures for support
CHCDIS408C	Support people with disabilities as workers
CHCDIS507C	Design and adapt surroundings to group requirements

**Working with people with mental health issues**

CHCMH405A	Work collaboratively to support recovery process
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**Medication and health professional support**

CHCCS305A	Assist clients with medication ( <i>Note pre-requisite HLTAP301A</i> )
CHCCS425A	Support health professional
HLTAP301A	Recognise healthy body systems in a health care context

**Counselling and client support**

CHCCS506A	Promote and respond to workplace diversity
CHCCSL501A	Work within a structured counselling framework
CHCCSL503A	Facilitate the counselling relationship
CHCCSL507A	Support clients in decision-making processes
CHCCSL509A	Reflect and improve upon counselling skills ( <i>Note pre-requisites CHCCSL501A, CHCCSL503A, CHCCSL507A</i> )

**Team coordination and management**

CHCORG525C	Recruit and coordinate volunteers
CHCORG611A	Lead and develop others in a community sector workplace
CHCORG627B	Provide mentoring support to colleagues

**Organisation support electives**

CHCNET501A	Work effectively with other services and networks
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**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**Loyalty upgrade program**

This program is offered to existing SET clients who have completed a qualification with SET and would like to upgrade to the next level of qualifications

**PACKAGING RULES**

16 units must be selected for this qualification including:

- 12 compulsory units *plus*
- 4 elective units

A wide range of elective units is available and may include:

- Relevant electives listed below the compulsory units for this qualification – these electives have been grouped to facilitate selection
- Units of competency to address workplace requirements and packaged at the level of this qualification or higher in Community Services and/or Health Training Packages
- Where appropriate, to address workplace requirements, units of competency packaged at this level or higher in other relevant Training Packages

**Compulsory units**

CHCCM503C	Develop, facilitate and monitor all aspects of case management
CHCCM504C	Promote high quality case management
CHCCOM403A	Use targeted communication skills to build relationships
CHCCS400A	Work within a relevant legal and ethical framework
CHCCS416A	Assess and provide services for clients with complex needs
CHCCW503A	Work intensively with clients
CHCICS406A	Support client self-management
CHCLD415A	Confirm client developmental status
CHCLD515A	Analyse client information for service planning and delivery ( <i>Note pre-requisite CHCLD415A</i> )
CHCNET404A	Facilitate links with other services
CHCORG428A	Reflect on and improve own professional practice
HLTOHS300A	Contribute to OHS processes

**Elective Units**

Electives are to be selected in line with specified Packaging Rules. The following grouping of relevant electives is provided to facilitate selection and does not necessarily reflect workplace requirements. Electives may be selected from one or more groups. Employers may specify that certain electives are required to address specific workplace needs. State Enterprise Training will be offering the following pool of elective units for this

**Community work**

CHCAD504A	Provide advocacy and representation services
CHCCD505D	Develop community resources
CHCCD514A	Implement community development strategies
HLTHIR403B	Work effectively with culturally diverse clients and co-workers

**Client support**

CHCCS305A	Assist clients with medication
CHCCS422A	Respond holistically to client issues and refer appropriately
CHCCS521A	Assess and respond to individuals at risk of suicide
CHCDIS405A	Facilitate skills development and maintenance
CHCICS403A	Conduct individual assessment
CHCICS404A	Plan and provide advanced behaviour support
CHCICS410A	Support relationships with carers and families
HLTAP301A	Recognise healthy body systems in a health care context

**Working with older people**

CHCAC417A	Implement interventions with older people at risk of falls
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**Working with people with disabilities**

CHCDIS301A Work effectively with people with a disability

**Working with people with mental health issues**

CHCMH402A Apply understanding of mental health issues and recovery processes

**Coordination and management**

CHCCM605C Develop practice standards

CHCCS502A Maintain legal and ethical work practices

CHCINF505C Meet statutory and organisation information requirements

CHCORG406A Supervise work

CHCORG506C Coordinate the work environment

CHCORG609C Manage projects and strategies

**DELIVERY****On-site at your work place (Tasmania)**

An assessor is on site at your workplace every four weeks conducting personal tuition.

**Distance**

Participant self manages their learning and sends assessment activities to their assessor. Support is provided by phone and email

**Loyalty upgrade program**

This program is offered to existing SET clients who have completed a qualification with SET and would like to upgrade to the next level of qualifications

## Medication Administration Program 2010

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### CHCCS305A Assist clients with medication

This is the new unit from the new Community Services Training Package CHC08 endorsed by the Commonwealth, State & Territory Ministers in December 2008. The unit replaces the old 303A & 304A medication units from the previous Community Service Package CHC02.

#### Prerequisite

The medication unit CHCCS305A must be assessed after the achievement of the following related unit: HLTAP301A – Recognise healthy body systems in a health care context.

### **Program Summary**

#### **PART A:**

2 day workshop program

Objective: To deliver & assess essential knowledge & essential skills

#### **PART B:**

- i. Structured 4 week on-the-job under the guidance of a nominated workplace supervisor. Objective of this on-the-job training is for the participant to develop essential knowledge & practice essential skills under the guide of an experienced staff person.
- ii. Final 2 hour assessment session with the assessor  
Objective: To demonstrate essential skills & knowledge to the assessor.

### **Program Outline in Detail**

#### **PART A: 2 day workshop program**

- Classroom based delivery – maximum of 12 - 15 participants
- Each day 9.00am to 4.00pm with breaks (2 day program)
- Each day 10.00am to 3.00pm with breaks (3 day program)

<b>Delivery strategy</b>	<b>Assessment strategy</b>
<ul style="list-style-type: none"><li>• Learner resources (folder) - Participants are provided with program resources which they retain for future reference</li><li>• Essential knowledge will be introduced on power point slides and discussed as a group. This includes:<ul style="list-style-type: none"><li>• Cross infection &amp; prevention strategies</li><li>• Understanding of potential hazards</li><li>• Basic knowledge of commonly used medicines</li><li>• The effect of medications being administered</li><li>• Basic knowledge of healthy body systems &amp; how illness affects people in the context of their life stage &amp; support needs</li><li>• Appropriate storage of medications</li><li>• How &amp; when equipment is used</li><li>• Administrative procedures for medicines</li><li>• Organisation procedures for documentation of medication and use of medication charts</li></ul></li><li>• Essential skills will be introduced and demonstrated by the program facilitator. This includes:<ul style="list-style-type: none"><li>• Demonstrate use of dose administration aids</li><li>• Demonstrate use of appropriate equipment</li></ul></li></ul>	<ol style="list-style-type: none"><li>1. Written assessment of functional English language, literacy and numeracy skills appropriate to the level of responsibility of the support worker when administering medication.</li><li>2. Essential knowledge &amp; skills assessment activities will be completed throughout the workshop days.</li></ol>

Delivery strategy - <i>continued</i>	Assessment strategy - <i>continued</i>
<ul style="list-style-type: none"> <li>• Demonstrate ability to provide administration of medications, including assisting clients with self administration of medications according to their defined job role &amp; always in compliance with legal &amp; organisational policies &amp; procedures</li> <li>• Negotiate the physical assistance that can be provided</li> <li>• Demonstrate how to observe, report &amp; record discrepancies in medicines</li> </ul>	<p>These include:</p> <ul style="list-style-type: none"> <li>• Case studies &amp; scenarios</li> <li>• Short answer questions</li> <li>• Problem solving in groups</li> <li>• Small group presentations</li> <li>• Skill demonstrations</li> <li>• Questioning</li> </ul>

**PART B: Structured 4 week on-the-job training under and final assessment session**

It is a national compliance criterion to achieve accreditation, there must be observation of work performance & supporting statements (report) from a supervisor. Each training participant must be allocated a nominated supervisor from their workplace to mentor, observe and report over the 4 week period.

The supervisor will be provided relevant resources & coaching from State Enterprise Training to ensure they can complete their role effectively.

The key objective of this on-the-job training is for the participant to develop essential knowledge & practice essential skills under the guide of an experienced staff person.

Three assessment activities must be completed in this period to be submitted for assessment on the final assessment day.

- The participant will complete their 'Structured Training Journal' and
- The workplace supervisor will complete their 'Nominated Supervisor Report' and
- A written unit assessment activity for the unit HLTAP301A Recognise Healthy body systems in a health care context

Delivery strategy	Assessment strategy
<ul style="list-style-type: none"> <li>• Nominated workplace supervisor criteria</li> <li>• On-the-job training should provide the participant opportunities to apply their knowledge &amp; practice their skills with different clients in a range of settings.</li> <li>• As a learning guide the State Enterprise Training 4 week on-the-job training has been developed so the participant can advance their practice over the 4 week period:</li> <li>• Week one: Observations &amp; locating relevant workplace information</li> <li>• Week two: Practice under supervision</li> <li>• Week Three: Practice under supervision in a range of workplace contexts &amp; review of your own performance</li> <li>• Week four: Practice under supervision in a range of workplace contexts &amp; making decisions independently</li> </ul> <hr/> <p><b>Final Assessment session</b></p> <ul style="list-style-type: none"> <li>• Participants are booked in for a final assessment after they have completed their structured 4 week on-the-job training</li> <li>• Participants will be allocated into groups of no more than 5 for their final assessment session</li> </ul>	<p>Structured training journal to be completed over the 4 week period and submitted for assessment on the final assessment day.</p> <p>Nominated Supervisor report to be completed by the workplace supervisor over the 4 week period and given to the participant and submitted on the final assessment day. The report will include some of the following observations &amp; demonstrations:</p> <p>A written unit assessment activity for the unit HLTAP301A Recognise Healthy body systems in a health care context</p> <hr/> <p>Assessment will include demonstration of essential skills in front of the assessor and a written test to assess essential knowledge.</p> <p>Structured training journal and nominated workplace supervisor report must be submitted for final assessment</p> <p>Unit assessment activity for HLTAP301A Recognise Healthy body systems in a health care context must be submitted for final assessment</p>

## Learning & assessment resources

All resources to complete the program will be provided.  
Each program participant will receive a black resource folder with their learning & assessment resources.  
This folder will be used throughout the program duration and the learning resources can be kept by the program participant for future reference.

## Enrolment (Medication)

There is a maximum of 15 participants in each course to ensure effective training outcomes. State Enterprise Training will accept completed enrolments for all courses at any stage throughout the year. Places in all courses are offered on a 'first in' basis.

Please note: A completed enrolment is when State Enterprise Training receive a completed 'Medication enrolment form' for each individual training participant. A confirmation letter is sent to confirm enrolment details.

## Medication Administration 2010 Program schedule – State wide

Course Code	South		Course Code	North		Course Code	North West	
	Workshop Date	Final Assessment Time		Workshop Date	Final Assessment Time		Workshop Date	Final Assessment Time
MS1	19 <sup>th</sup> & 20 <sup>th</sup> Jan	23 <sup>rd</sup> Feb	MN2	19 <sup>th</sup> & 20 <sup>th</sup> Jan	23 <sup>rd</sup> Feb	MNW1	16 <sup>th</sup> & 17 <sup>th</sup> Feb	23 <sup>rd</sup> March
MS2	9 <sup>th</sup> & 10 <sup>th</sup> Feb	16 <sup>th</sup> March	MN2	9 <sup>th</sup> & 10 <sup>th</sup> Feb	16 <sup>th</sup> March	MNW2	20 <sup>th</sup> & 21 <sup>st</sup> April	25 <sup>th</sup> May
MS3	9 <sup>th</sup> , 10 <sup>th</sup> & 11 <sup>th</sup> Mar	15 <sup>th</sup> April	MN3	9 <sup>th</sup> , 10 <sup>th</sup> & 11 <sup>th</sup> Mar	16 <sup>th</sup> April	MNW3	22 <sup>nd</sup> & 23 <sup>rd</sup> June	27 <sup>th</sup> July
MS4	13 <sup>th</sup> & 14 <sup>th</sup> April	18 <sup>th</sup> May	MN4	13 <sup>th</sup> & 14 <sup>th</sup> April	18 <sup>th</sup> May	MNW4	17 <sup>th</sup> & 18 <sup>th</sup> August	28 <sup>th</sup> Sept
MS5	11 <sup>th</sup> & 12 <sup>th</sup> May	15 <sup>th</sup> June	MN5	11 <sup>th</sup> & 12 <sup>th</sup> May	15 <sup>th</sup> June	MNW5	19 <sup>th</sup> & 20 <sup>th</sup> October	23 <sup>rd</sup> Nov
MS6	8 <sup>th</sup> & 9 <sup>th</sup> June	13 <sup>th</sup> July	MN6	8 <sup>th</sup> & 9 <sup>th</sup> June	13 <sup>th</sup> July			
MS7	6 <sup>th</sup> , 7 <sup>th</sup> , & 8 <sup>th</sup> July	3 <sup>rd</sup> Aug	MN7	6 <sup>th</sup> , 7 <sup>th</sup> , & 8 <sup>th</sup> July	3 <sup>rd</sup> Aug			
MS8	10 <sup>th</sup> & 11 <sup>th</sup> August	14 <sup>th</sup> Sept	MN8	10 <sup>th</sup> & 11 <sup>th</sup> August	14 <sup>th</sup> Sept			
MS9	7 <sup>th</sup> & 8 <sup>th</sup> September	5 <sup>th</sup> Oct	MN9	7 <sup>th</sup> & 8 <sup>th</sup> September	5 <sup>th</sup> Oct			
MS10	12 <sup>th</sup> & 13 <sup>th</sup> October	16 <sup>th</sup> Nov	MN10	12 <sup>th</sup> & 13 <sup>th</sup> October	16 <sup>th</sup> Nov			
MS11	9 <sup>th</sup> & 10 <sup>th</sup> November	7 <sup>th</sup> Dec	MN11	9 <sup>th</sup> & 10 <sup>th</sup> November	7 <sup>th</sup> Dec			

## Venues

### SOUTH

**Tasmanian Technopark**  
Innovation Drive,  
Dowsing Point

PH: (03) 6233 5588

### NORTH

**State Enterprise Training**  
3/ 1 Blaydon Street  
Kings Meadows

PH: (03) 6343 6600

### NORTHWEST

**McKenna Park Regional Complex**  
Three Mile Line Road  
Burnie

PH: (03) 6433 0400

## Manual Handling Training 2010

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State Enterprise Training offers the National Qualification HLTHSE204B - Follow safe manual handling practices in a **NEW** workshop format

Ideal for staff from the following sectors:

- The Disability sector
- The Aged care and Community Services sector
- The Health care sector

This is a **full day accreditation course.**

Commencing 9am to 4pm incorporating the following activities:

- Course outline
- Talk on back care
- Warm up exercises
- Rolling a client in bed
- Assist a client from laying to sit on the side of the bed demonstration x2
- Assist a client to transfer from a wheelchair to a bed
- Assist a client back into bed demonstration x2
- Assist a client up the bed – use of slide sheet 1 person
- Sit a client up in bed – use of slide sheet 2 person
- Place a client into a car - use of slide sheet
- Reposition a client in a wheelchair demonstration x2
- Walk a client
- Rescue a client from the floor
- Safety of hoists
- Placing a client in a wheelchair using a hoist
- Paper work – Q&A inclusive of OH&S
- Assessment of tasks

All tasks are demonstrated by trainers, and then trainees use role play to try and understand how it feels to be both a client and a carer.

Lead trainer & Assist trainer program.

### **Customised Manual Handling Training**

*Choose your own manual handling session to suit your needs, a minimum of 2 hour session applies, the following are typical sessions that have been put together to demonstrate the customised program:*

#### **2 hour (120 minute) session-cost \$88 per person**

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Put a wheelchair into a car boot
- Reposition a client in a wheelchair

#### **3 hour (180 minute) session cost \$132 per person**

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Put a wheelchair into a car boot
- Reposition a client in a wheelchair
- Assist a client from bed to wheelchair
- Assist a client from wheelchair to bed

**4 hour (240 minute) session cost \$ 176 per person**

- Talk on back care
- Warm up exercises
- Walk a client
- Rescue a client from the floor
- Assist a client into a car
- Putting a wheelchair into a car boot
- Reposition a client in a wheelchair
- Assist a client from bed to wheelchair
- Assist a client to transfer from a wheelchair to bed
- Assist a client into bed
- Assist a client from lying to sitting on the side of the bed
- Talk and demonstration of hoist safety

***Select your customised manual handling session from the following 'menu' options: a minimum of 2 hour session applies***

<b>20 min</b> <input checked="" type="checkbox"/>	<b><i>Talk on back care – Compulsory</i></b>
<b>10 min</b> <input checked="" type="checkbox"/>	<b><i>Warm up exercises – Compulsory</i></b>
20 min <input type="checkbox"/>	Roll a client in bed
30 min <input type="checkbox"/>	Assist a client from lying to sitting on the side of the bed – controlled
30 min <input type="checkbox"/>	Assist a client from lying to sitting on the side of the bed – with dementia
30 min <input type="checkbox"/>	Assist a client into bed with spasms / heavy legs
20 min <input type="checkbox"/>	Assist a client into bed - less controlled
30 min <input type="checkbox"/>	Assist a client to transfer from a wheelchair to bed
10 min <input type="checkbox"/>	Assist a client to stand
10 min <input type="checkbox"/>	Assist a client with pressure care
10 min <input type="checkbox"/>	Assist a client to sit
10 min <input type="checkbox"/>	Assist a client to stand using a walking frame
20 min <input type="checkbox"/>	Assist a client to walk
10 min <input type="checkbox"/>	Assist a client up the bed – use of slide sheet 1 person
30 min <input type="checkbox"/>	Assist a client to sit up in bed – use of slide sheet 2 person
10 min <input type="checkbox"/>	Rolling a client in bed - use of slide sheet
20 min <input type="checkbox"/>	Rescue a client from the floor
20 min <input type="checkbox"/>	Talk and demonstration on hoist safety
20 min <input type="checkbox"/>	Putting client into a sling and placing into a wheelchair
120min <input type="checkbox"/>	Transport safety - feel what it's like to travel in a wheelchair on a bus
20 min <input type="checkbox"/>	Assisting a client into a car – use of slide sheet
20 min <input type="checkbox"/>	Putting a wheelchair into a car boot
10 min <input type="checkbox"/>	Reposition a client in a wheelchair
<b>_____ : Total Minutes</b>	

- All tasks can be selected by placing a tick in the boxes the time and cost will automatically be quoted a standard cost of \$44.00 (including GST) per person per hour with a minimum of 10 people per session. This is a customised training session and can be held at your workplace or at an arranged venue that may incur a hire cost.

**Our Manual handling trainers** , Lynn Corbett (lead trainer) and June Smith (Assist trainer) have both combined years of professional caring & clinical experience in disability services including the role of manual handling trainer which has included extensive professional development in this specialised area to be able to offer all training participants an enjoyable and highly effective learning experience.

### Enrolment

All participants wishing to participate in our Manual handling programs need to complete an enrolment form & submit to State Enterprise Training. Enrolment forms are available from State Enterprise Training.

Phone: 03 63436600

Email: [bec.spencer@setraining.com.au](mailto:bec.spencer@setraining.com.au)

Or

visit our website on [www.setraining.com.au](http://www.setraining.com.au)

### **Manual Handling 2010 Program schedule – State wide**

<b>North: Location Advanced Life Care Training Room, Wellington Street, Launceston</b>			
Code	Program	Date	Time
MHN1	Full day accreditation	25 <sup>th</sup> January	9.00am to 4.00pm
MHN2	Full day accreditation	11 <sup>th</sup> February	9.00am to 4.00pm
MHN3	Full day accreditation	25 <sup>th</sup> March	9.00am to 4.00pm
MHN4	Full day accreditation	19 <sup>th</sup> April	9.00am to 4.00pm
MHN5	Full day accreditation	6 <sup>th</sup> May	9.00am to 4.00pm
MHN6	Full day accreditation	19 <sup>th</sup> July	9.00am to 4.00pm
MHN7	Full day accreditation	23 <sup>rd</sup> August	9.00am to 4.00pm
MHN8	Full day accreditation	9 <sup>th</sup> Sept	9.00am to 4.00pm
MHN9	Full day accreditation	25 <sup>th</sup> Oct	9.00am to 4.00pm
MHN10	Full day accreditation	11 <sup>th</sup> Nov	9.00am to 4.00pm
MHN11	Full day accreditation	13 <sup>th</sup> Dec	9.00am to 4.00pm

<b>South: Location Calvary Hospital Training Room, Augusta Road, Lenah Valley</b>			
Code	Program	Date	Time
MHS1	Full day accreditation	22 <sup>nd</sup> Feb	9.00am to 4.00pm
MHS2	Full day accreditation	15 <sup>th</sup> March	9.00am to 4.00pm
MHS3	Full day accreditation	26 <sup>th</sup> April	9.00am to 4.00pm
MHS4	Full day accreditation	17 <sup>th</sup> May	9.00am to 4.00pm
MHS5	Full day accreditation	12 <sup>th</sup> July	9.00am to 4.00pm
MHS6	Full day accreditation	2 <sup>nd</sup> August	9.00am to 4.00pm
MHS7	Full day accreditation	13 <sup>th</sup> Sept	9.00am to 4.00pm
MHS8	Full day accreditation	4 <sup>th</sup> Oct	9.00am to 4.00pm
MHS9	Full day accreditation	15 <sup>th</sup> Nov	9.00am to 4.00pm
MHS10	Full day accreditation	6 <sup>th</sup> Dec	9.00am to 4.00pm

## First Aid for Support Workers

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State Enterprise Training in partnership with Garry Linnell is pleased to offer a First Aid Certificate program relevant to the role of a support worker. This program is First Aid Workplace level 2 leading to the attainment of HLTF301B – Apply First Aid.

The program is delivered in two consecutive days.  
Each day commencing at 9.00am and finishing at 5.00pm

Participants are provided with learning resources they can retain for future reference. Participants have the opportunity to practice and complete their assessments with contemporary first aid equipment. The program covers the following learning outcomes, including all practical assessments throughout the two days:

### Learning outcomes

<ul style="list-style-type: none"> <li>■ Legal liability</li> <li>■ Communication               <ul style="list-style-type: none"> <li>• Emergency Services</li> <li>• Patient</li> <li>• By Standers</li> </ul> </li> <li>■ Primary Survey               <ul style="list-style-type: none"> <li>• D.R.A.B.C</li> </ul> </li> <li>■ Universal Precautions               <ul style="list-style-type: none"> <li>• Self Protection</li> </ul> </li> <li>■ Unconsciousness patients               <ul style="list-style-type: none"> <li>• Airway management</li> </ul> </li> <li>■ Administer E.A.R               <ul style="list-style-type: none"> <li>• Adult</li> <li>• Child</li> <li>• Baby</li> </ul> </li> <li>■ Soft tissue injuries</li> <li>■ Eye Injuries</li> </ul>	<ul style="list-style-type: none"> <li>■ Administer C.P.R               <ul style="list-style-type: none"> <li>• Adult – one and two operators</li> <li>• Child – one and two operators</li> <li>• Baby – one and two operators</li> </ul> </li> <li>■ Trauma Survey</li> <li>■ Choking               <ul style="list-style-type: none"> <li>• Partial obstruction</li> <li>• Full Obstruction</li> </ul> </li> <li>■ Management breathing difficulties</li> <li>■ Confidentiality</li> <li>■ Shock</li> <li>■ Bleeding management               <ul style="list-style-type: none"> <li>• Penetrating objects</li> <li>• Internal bleeding</li> </ul> </li> <li>■ Fractures management</li> <li>■ Spinal injuries</li> </ul>	<ul style="list-style-type: none"> <li>■ Extremes of temperature               <ul style="list-style-type: none"> <li>• Hot</li> <li>• Cold</li> </ul> </li> <li>■ Burns Management</li> <li>■ Bites and stings               <ul style="list-style-type: none"> <li>• Land</li> <li>• Sea</li> </ul> </li> <li>■ Poison Management</li> <li>■ Substance abuse               <ul style="list-style-type: none"> <li>• Drugs</li> <li>• Alcohol</li> </ul> </li> <li>■ Diabetes</li> <li>■ Epileptic Seizures</li> <li>■ Stroke</li> <li>■ Needle Stick</li> <li>■ Workplace injuries – reporting</li> </ul>
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## Basic Food Handling Orientation Program

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The basic food handling program is designed to help organisations implement food safety practices and general requirements of food safety.

### Resources:

- FoodSafe ® - Food handler Training Program - developed by Environmental Health Australia

### Program outline delivered by State Enterprise Training:

- 90 minute workshop presentation
- Incorporates visual presentation
- Hand-outs
- Question & Answer sheets to check understanding

### Topics covered:

- Introduction to regulations & standards
- Personal Hygiene
- Food handling & storage including temperature control
- Cleaning equipment including techniques for cleaning
- Cleaning program including removing germs
- Pest control

### Certificate of participation:

Employer organisations will be provided with a statement of participation detailing staff that have completed the program.

- Maximum participants is 15 per workshop
- The program can be delivered at your workplace or a suitable venue can be arranged.

## Community Service Unit Selection

<b>Name:</b>	<b>Organisation:</b>	<b>Date:</b>
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### Certificate III in Disability National Code CHC30408

#### Course Structure

14 units: 10 Core Units and 4 Elective Units

#### Core Units

Unit Code	Unit Name	
CHCCS411A	Work effectively in the community sector	
CHCDIS301A	Work effectively with people with a disability	
CHCDIS302A	Maintain an environment to empower people with disabilities	
CHCDIS322A	Support community participation and inclusion	
CHCDIS323A	Contribute to skill development and maintenance	
CHCICS301A	Provide support to meet personal care needs	
CHCICS302A	Participant in the implementation of individualised plan	
CHCICS303A	Support individual health and emotional wellbeing	
CHCICS305A	Provide behavior support in the context of individualized plans	

**PLUS** either 1 of the following units

Unit Code	Unit Name	
HLTOHS300A	Contribute to OHS processes	
CHCOHS312A	Follow safety procedures for direct care work	

#### Elective Units

Unit Code	Unit Name	
CHCAD401D	Advocate for clients	
CHCCOM403A	Use targeted communication skills to build relationships	
CHCCS311C	Deliver and monitor services to clients	
CHCCS400A	Work within a relevant legal and ethical framework	

CHCDIS313A	Support people with disabilities who are ageing	
CHCGROUP302D	Support group activities	
CHCICS401A	Facilitate support for personal care needs	
CHCICS402A	Facilitate individualised plans	
CHCORG406A	Supervise work	
CHCPA301B	Deliver care services using a palliative approach	
HLTFS207B	Follow basic food safety practices	
HLTFS309B	Oversee the day-to-day implementation of food safety in the workplace	
HLTFS310B	Apply and monitor food safety requirements	
CHCAC317A	Support older people to maintain their independence	
CHCAC319A	Provide support to people living with dementia	
CHCMH301A	Work effectively in mental health	
BSBWOR204A	Use business technology	
CHCADMIN302C	Provide administrative support	
CHCORG322B	Contribute to implementation of service delivery strategy	

#### Workshop Units – Medication

Unit Code	Unit Name	
CHCCS305A	Assist clients with medications	
HLTAP301A	Recognise health body systems in a healthy care context	

### Certificate IV in Disability National Code CHC40308

#### Course Structure

15 units: 10 Core Units and 5 Elective Units

#### Core Units

Unit Code	Unit Name	
CHCCS400A	Work within a relevant legal and ethical framework	
CHCCS411A	Work effectively in the community sector	
CHCDIS301A	Work effectively with people with a disability	
CHCDIS302A	Maintain an environment to empower people with disabilities	
CHCDIS405A	Facilitate skills development and maintenance	
CHCDIS410A	Facilitate community participation and inclusion	
CHCDIS411A	Communicate using augmentative and alternative communication strategies	
CHCICS402A	Facilitate individualised plans	

**PLUS** either 1 of the following units

Unit Code	Unit Name	
CHCICS305A	Provide behavior support in the context of individualized plans	
CHCICS404A	Plan and provide advanced behaviour support	

**And**

**PLUS** either 1 of the following units

Unit Code	Unit Name	
CHCICS305A	Provide behavior support in the context of individualized plans	
CHCICS404A	Plan and provide advanced behaviour support	
CHCMH408B	Provide interventions to meet the needs of consumers with mental health and AOD issues	

<b>Name:</b>	<b>Organisation:</b>	<b>Date:</b>
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CHCORG428A	Reflect on and improve own professional practice	
CHCCS419B	Provide support services to clients	
HLTCSD306B	Respond effectively to difficult or challenging behaviour	
CHCAD401D	Advocate for clients	
CHCCS403B	Provide brief intervention	
CHCDIS301A	Work effectively with people with a disability	
CHCNET404A	Facilitate links with other services	
CHCCS422A	Respond holistically to clients issues and refer appropriately	
CHCDIS313A	Support people with disabilities who are ageing	
CHCDIS404C	Design procedures for support	
CHCDIS408C	Support people with disabilities as workers	
CHCICS401A	Facilitate support for personal care needs	
CHCORG406A	Supervise work	
CHCORG529B	Provide coaching and motivation	
CHCPA301B	Deliver care services using a palliative approach	
CHCPA402B	Plan for and provide care services using a palliative approach	
HLTFS207B	Follow basic food safety practices	
CHCAC417A	Implement interventions with older people at risk of falls	
CHCMH402A	Apply understanding of mental health issues and recovery processes	
CHCAOD402A	Work effectively in the alcohol and other drugs sector	
CHCRH4044	Plan, implement and monitor leisure and health programs	
CHCCOM403A	Use targeted communication skills to build relationships	
CHCNET404A	Facilitate links with other services	
CHCORG423A	Maintain quality service delivery	

**Workshop Units – Medication**

Unit Code	Unit Name	
CHCCS305A	Assist clients with medications	
HLTAP301A	Recognise health body systems in a healthy care context	

**Certificate IV in Mental Health  
National Code CHC40508**

**Course Structure**

15 units: 11 Core Units and 4 Elective Units

**Core Units**

Unit Code	Unit Name	
CHCAOD402A	Work effectively in the alcohol and other drugs sector	
CHCCS400A	Work within a relevant legal and ethical framework	
CHCMH401A	Work effectively in mental health settings	
CHCMH402A	Apply understanding of mental health issues and recovery processes	
CHCMH403A	Establish and maintain communication and relationships to support the recovery process	
CHCMH404A	Conduct assessment and planning as part of the recovery process	
CHCMH405A	Work collaboratively to support recovery process	
HLTHIR403B	Work effectively with culturally diverse clients and co-workers	
HLTHIR404B	Work effectively with Aboriginal and/or Torres Strait Islander people	
HLTOHS300A	Contribute to OHS processes	

**And one of the following units**

Unit Code	Unit Name	
CHCCS514A	Recognise and respond to individuals at risk	
CHCCS521A	Assess and respond to individuals at risk of suicide	

**Elective Units**

Unit Code	Unit Name	
CHCAOD408A	Assess needs of clients with alcohol and/or drugs issues	
CHCAOD409D	Provide alcohol and/or other drug withdrawal services	
CHCAOD411A	Provide interventions for people with alcohol and other drug issues	
CHCAOD510A	Work effectively with clients with complex alcohol and/or other drug issues	

CHCCS401B	Facilitate responsible behaviour	
CHCCS416A	Assess and provide services for clients with complex needs	
CHCCS504A	Provide services to clients with complex needs	
CHCAOD408A	Assess needs of clients with alcohol and/or drugs issues	
CHCAOD409D	Provide alcohol and/or other drug withdrawal services	
CHCAOD411A	Provide interventions for people with alcohol and other drug issues	
CHCAOD510A	Work effectively with clients with complex alcohol and/or other drug issues	
CHCCS401B	Facilitate responsible behaviour	
CHCCS416A	Assess and provide services for clients with complex needs	
CHCCS504A	Provide services to clients with complex needs	
CHCCS426A	Provide support and care relating to loss and grief	
CHCCOM403A	Use targeted communication skills to build relationships	
CHCORG406A	Supervise work	
CHCORG423A	Maintain quality service delivery	
CHCORG428A	Reflect on and improve own professional practice	

*Note: one, two or three first aid units may be required, depending on work role*

BSBINM201A	Process and maintain workplace information	
CHCNET402A	Establish and maintain effective networks	
CHCORG405C	Maintain an effective work environment	

**Workshop Units - Medication**

CHCCS305A	Assist clients with medications	
HLTAP301A	Recognise health body systems in a healthy care context	
HLTHSE204B	Follow safe manual handling pract.	

<b>Name:</b>	<b>Organisation:</b>	<b>Date:</b>
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**Certificate IV in Community Services Work**  
**National Code CHC40708**

Course Structure

14 units: 10 Core Units and 4 Elective Units

**Core Units**

Unit Code	Unit Name		
CHCCD412A	Work within the a community development framework		
CHCCHILD401A	Identify and respond to children and young people at risk		
CHCCOM403A	Use targeted communication skills to build relationships		
CHCCS400A	Work within a relevant legal and ethical framework		
CHCCS411A	Work effectively in the community sector		
CHCCS412D	Deliver and develop client services		
CHCCS422A	Respond holistically to client issues and refer appropriately		
CHCORG405C	Maintain an effective work environment		
HLTHIR403B	Work effectively with culturally diverse clients and co-workers		
HLTOHS300A	Contribute to OHS processes		

**Diploma of Disability**  
**National Code CHC50108**

Course Structure

16 units: 12 Core Units and 4 Elective Units

**Core Units**

Unit Code	Unit Name		
CHCAD504A	Provide advocacy and representation service		
CHCCM404A	Undertake case management for clients with complex needs		
CHCCM501A	Coordinate complex case requirements		
CHCCM503C	Develop, facilitate and monitor all aspects of case management		
CHCCS503A	Develop, implement and review services and programs to meet client needs		
CHCCW503A	Work intensively with clients		
CHCDIS511A	Coordinate services for people with disabilities		
CHCINF505C	Meet statutory and organisation information requirements		
CHCNET503C	Develop new networks		
CHCORG506C	Coordinate the work environment		
CHCPOL501A	Access evidence and apply in practice		
HLTOHS400A	Maintain OHS processes		

**Elective Units**

Unit Code	Unit Name		
CHCDIS302A	Maintain an environment to empower people with disabilities		
CHCDIS313A	Support people with disabilities who are ageing		
CHCDIS400C	Provide care and support		
CHCDIS404C	Design procedures for support		
CHCDIS408C	Support people with disabilities as workers		
CHCDIS507C	Design and adapt surroundings to group requirements		

CHCMH405A	Work collaboratively to support recovery process		
CHCCS506A	Promote and respond to workplace diversity		
CHCCSL501A	Work within a structured counselling framework		
CHCCSL503A	Facilitate the counselling relationship		
CHCCSL507A	Support clients in decision-making processes		
CHCCSL509A	Reflect and improve upon counseling skills (pre-req CHCCSL51A, CHCCSL503A, CHCCSL507A)		
CHCORG525C	Recruit and coordinate volunteers		
CHCORG611A	Lead and develop others in a community sector workplace		
CHCORG627B	Provide mentoring support to colleagues		
CHCPA301B	Deliver care services using a palliative approach		
CHCPA402B	Plan for and provide care services using a palliative approach		
CHCNET501A	Work effectively with other services and networks		

<b>Name:</b>	<b>Organisation:</b>	<b>Date:</b>
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**Diploma of Community Services (Case Management)**  
**National Code CHC52008**

Course Structure

16 units: 12 Core Units and 4 Elective Units

**Core Units**

Unit Code	Unit Name	
CHCCM503C	Develop facilitate, and monitor all aspects of case management	
CHCCM504C	Promote high quality case management	
CHCCOM403A	Use targeted communication skills to build relationships	
CHCCS400A	Work within a relevant legal and ethical framework	
CHCCS416A	Assess and provide services for clients with complex needs	
CHCCW503A	Work intensively with clients	
CHCICS406A	Support client developmental status	
CHCLD515A	Analyse client information for service planning and delivery	
CHCNET404A	Facilitate links with other services	
CHCORG428A	Reflect on and improve own professional practice	
HLTOHS300A	Contribute to OHS Processes	