

Our Course Catalogue

Choose a training partner that is
as committed to your clients as you are
- with outcomes you'll see at work.



Table Of Contents

Our Reason For Being3

Targeted training..... 4

 Pathway to Care Short Course5

 Understanding Boundaries Short Course 6

 Medications Support.....7

 Positive Behaviour Support Short Course 8

 Building & Maintaining a Resilient Workforce 9

 PIVOT for Leaders Short Course10

Accredited training11

 CIII in Individual Support12

 CIV in Ageing Support and CIV in Leisure & Health14

 CIV in Disability Support16

 CIV in Ageing Support18

 CIV in Leisure & Health.....20

Testimonials.....22

Your Warner Institute Team 23

Our reason for being drives all that we do

"Our reason for being is to empower people to enjoy going to work and perform better; to develop and support them to succeed."

Jamie Warner



We are more than
Certificates and Diplomas!

We are a respected,
high-quality learning organisation
making a positive improvement
to our students lives,
both their individual and their organisation's
overall service delivery,
ultimately making their
communities a better
place.

Targeted training, purpose-built for you, with outcomes you can see at work

Do you sometimes want a solution to a specific need that doesn't necessarily "fit the box" or that you can't quite pinpoint?

Our Client Engagement Manager will consult with you to understand your organisation, and how we can support you to identify and address your specific needs, in a timely and direct way – with outcomes you can see.

Targeted training that is purpose-built for you enables:

- Training delivery of the exact skills and knowledge that your team need, ensuring it hits the mark;
- Your team to receive high quality learning designed to specifically bridge the gaps in service delivery, assisting them to improve on their implementation;
- You to see improved interactions and outcomes in the workplace

We can also modify our existing resources to reflect your organisational policies and documentation, meaning your team learns your process at the same time as building their skills and delivery approach.



Orientation to Care: Getting new workers started, and getting it right



Workplace Outcomes

You'll see new workers who commence their new role being able to immediately connect with your clients whilst they provide everyday living supports – enabling your clients to stay at home longer, but also providing social contact and company that they may otherwise be isolated from, improving their quality of life.

This non-accredited course will give new workers the skills and knowledge to start working in a domestic support role, and get it right from the beginning.

Delivery: 1 full day face-to-face session on your premises

No Homework: All delivery and assessments will be undertaken on the day

Your team will learn:

- Effective client interaction and connection, to establish a person-centred approach to support
- Principles of providing quality service delivery to a client in the home
- How to undertake common service delivery tasks provided as a domestic support worker, including:
 - Infection control in the home
 - Safely undertaking general household tasks
 - Hygienic preparation of food
 - Effective and hygienic cleaning of kitchens, bathrooms and toilets



1 full-day
Face-to-Face
session



9:00am
to
5:00pm



Role play
and
simulation



Short written
assessment



No
homework



Certificate of
Completion

Understanding Boundaries



Workplace Outcomes

Your Support Workers and Personal Care Workers will develop a better understanding of the importance of setting boundaries, both work and personal, so they provide quality service delivery within their work guidelines.

They will be able to confidently set and communicate boundaries to your clients, and to their family and other carers, reinforcing their role and the services they deliver.

Delivery: 1 x 3-hour face-to-face sessions on your premises
or 1 x 3-hour interactive online session

Key areas:

1. Understand the repercussions and potential risk in operating outside your organisation's boundaries, both to them and to your business
2. Build awareness and the emotional intelligence to see what is driving their behaviour
3. Learn how to say no assertively, yet compassionately
4. Understand what processes exist within your organisation, to support the client's needs



1 x 3-hour session



Face-to-Face or Live online



Role play and simulation



Written assessment



No additional homework



Certificate of Attendance

Medications Support



Workplace Outcomes

Your Support Workers and Personal Care Workers will feel confident to support clients with pre-packaged medications, and they'll understand the importance of being mindful to ensure safety, accuracy and reduce the risks associated with medications management.

We'll roll in your organisational procedures, medication charts and incident reporting systems so that your team can safely and capably assist clients with pre-packaged medications in line with your organisational procedures.

Delivery: 2 full day face-to-face sessions on your premises

Key areas:

- Understand the boundaries of your role in line with medications support
- Understand and abide by the 6 R's of medications
- Ensure consent is given, including understanding the communication needs of the client
- Reporting and documentation requirements in line with organisation procedures
- Manage contingencies in medications such as refusal, missing medication, allergic reactions
- Mindfully observing the client prior to assisting with medications
- Understanding how medications can comprise chemical restraint and being mindful of this
- Safe handling and infection control processes



2 full-day face-to-face sessions



9:00am to 5:00pm



Role play and simulation



Written assessment



No additional homework



Certificate of completion

Positive Behaviour Support



Workplace Outcomes

Your Support Workers and Personal Care Workers will develop the skills to truly connect with their client to effectively recognise triggers and implement strategies early, minimising behaviours of concern. They'll feel more confident to apply a person-centered approach, understanding your clients and their needs, as described in the behaviour support plan.

Delivery: 1 full day face-to-face session on your premises

Key areas:

- Understand how to read and interpret behaviour support plans
- Connect with the client to effectively implement the plan
- Maintain a connection with the client, enabling the Support Worker to identify potential triggers and implement strategies early as required, to support positive behaviour
- Recognise the context and contributing factors to behaviours identified in the plan if they occur
- Understand restrictive practices as they apply to the plan, and steps to minimise their use
- Reporting and documentation requirements in line with organisation procedures



1 full-day
face-to-face
session



9:00am
to
5:00pm



Role play
and
simulation



Written
assessment



No
additional
homework



Certificate of
completion

Building & Maintaining a Resilient Workforce



Workplace Outcomes

Your Leaders will develop the skills and awareness to support their team members who have experienced trauma or workplace-related stress, beyond the initial response to "are you ok?". They will feel more comfortable "reaching in" to check on their team's emotional wellbeing, and responding to the individual needs of their team members.

Delivery: 2 x 4-hour sessions
Face-to-Face or Interactive online available
Morning or Afternoon sessions available
Pre-work and Preparation between sessions is required

Key areas:

- Understand situations that may lead to trauma or build-up of psychological stress
- Identify different types of supports, and understand when they are appropriate
- Recognise the limitations of their own training and ability, and when to refer to professional services
- Gain a more thorough understanding of workplace debriefing
- Understand the impact of trauma on individuals and teams
- Understand the impact to business when individuals and teams are not resilient



2 x
half-day
sessions



Mindfulness and
Resilience tools
are built in



Case
Studies for
Understanding



Short written
assessment



Activities
between
Sessions



Certificate of
Attendance

PIVOT for Leaders



Workplace Outcomes

Community Services Leaders are expected to PIVOT in an instant. This course supports your leaders to take a whole brain approach – understanding their natural style, and how to recognise and pivot between styles as the situation demands.

Your leaders will develop the skills to seamlessly transition from conversation to conversation, situation to situation, taking the best approach and communication style to each interaction. You'll see an increase in effective communication, improved resilience, and a flow-on positive cultural change across the team.

Delivery: 1 full day face-to-face session on your premises

Key areas:

- Understanding of a whole brain approach, and how to move between areas of the brain
- Establish tools and methods to support recognition of changing situations and to identify the best approach to move into, fearlessly
- Recognise the impact of appropriate communication styles and how essential it is to quickly PIVOT their approach
- Recognise their natural communication style, and develop their ability to utilise different styles as required



1 full-day
face-to-face
session



9:00am
to
5:00pm



Role play
and
simulation



Written
assessment



No
additional
homework



Certificate of
completion

A qualification framework to build careers, and a career mindset

Show your team how much you value them by providing a qualification framework to support their career and development.

Encouraging a qualification pathway gives focus to your team, enabling them to enter your workforce with the confidence and skills that come from a strong foundation of high quality training – ultimately improving your client's experience.

Our framework enables:

- You to attract new team members to a career with your organisation; providing a pathway from entry level, to leadership
- You to build a best practice workforce; by providing professional development pathways to that give your team the ability to deliver best practice build on their skills, continue to develop and adapt with the sector,
- A more flexible workforce; because your team has the opportunity to diversify their skills
- Clinical Leaders to become effective leaders of people; by giving them the tools to be fearless leaders that make a difference.

Your clients will be the ultimate winners, whether you partner with us to attract and build your workforce, or support your existing workers.

Certificate III in Individual Support

Certificate IV in Ageing Support

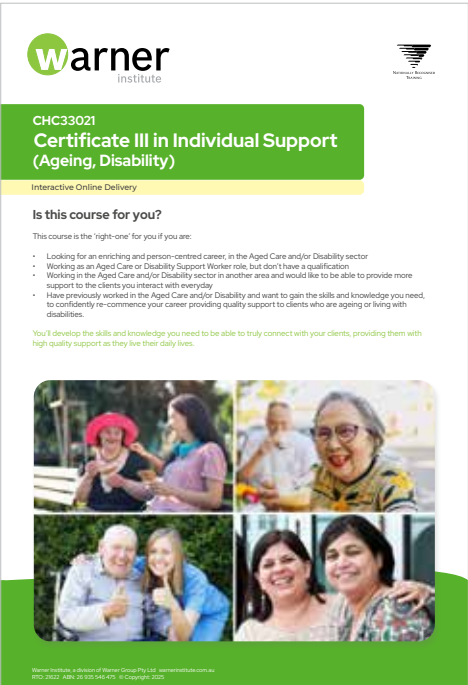
Certificate IV in Disability Support

Certificate IV in Leisure & Health

Diploma of Community Services

Diploma of Leisure & Health

CHC33021 Certificate III in Individual Support



The Certificate III in Individual Support will give your team the core skills and knowledge they need, to start their career in the Aged Care & Disability sectors.

This course is available with the following options:

- Ageing specialisation, or
- Ageing and Disability specialisation

This course delivery provides specific skills to improve the care your team provides for ageing clients, such as recognising falls risks, communicating with carers and families to maintain their engagement, and understanding the framework around a palliative approach to care and support.

They'll be able to work in personal care and support roles in:

- Residential care
- Home & Community Care
- Planned activity groups
- Disability support

Session Breakdown All times are in AEST	CIII in Individual Support 1 Day Session, Weekly (9:30am - 3:30pm)	CIII in Individual Support 2 Evening Sessions, Weekly (6:00pm - 9:45pm)
Induction Session	1	1
Classroom Sessions	25	50
Coaching Sessions	7	14
Simulation Labs	2	2
Total Sessions	35	67
Total Duration	9 months	9 months



9 months



2 F2F
Practical
Sessions



1 Day Session or
2 Evening Sessions
each week
(excl. EOY Hols)



Attendance &
Participation
Requirement



Mindfulness and
Resilience tools
are built in

What will students learn?

Your team will gain the skills to more confidently:

- Understand the importance of the **role of disability/aged care** workers
- **Connect with your clients** using a person-centered mindset
- Foster your client's **independence and wellbeing**
- Identify and encourage participation in **meaningful activities**
- Follow an individualised plan to provide reassurance to **clients with dementia** to relieve distress, agitation and address identified behaviour(s)
- Recognising how **social, cultural, and spiritual differences** influence their interactions with clients
- Understand how knowing the health status of a client enables them to **promote and maintain health**
- Provide individualised and **compassionate end-of-life care**
- Provide **personal care supports** to your clients in a manner that maintains their respect and dignity
- Understand the importance of self-care, and when and how they should **seek support** for their own wellbeing
- How to safely support clients with **dose administration medications** in accordance with organisational and legislative requirements



CHC43015 Certificate IV in Ageing Support

CHC43415 Certificate IV in Leisure and Health



This dual qualification course recognises the pace at which the Aged Care sector continues to evolve, with a greater focus on personal connections and interactions, and the empowerment of people receiving support as they age.

The Certificate IV in Ageing Support will provide your team with the skills and knowledge they need to move beyond a task-focus, and truly connect with clients as they engage and support them to undertake their daily activities.

The Certificate IV in Leisure & Health will grow your team’s understanding so that they can work with your clients and other health professionals to create and develop meaningful activities, and identify community events, where your clients can engage with purpose.

The dual qualification will support your team to improve the overall wellbeing of every person they support – so they can confidently and competently support them to live their best lives.

Session Breakdown

All times are in AEST

Induction Session	6:00pm – 9:45pm	1
Classroom Sessions	6:00pm – 9:45pm	46
Coaching Sessions	6:00pm – 9:45pm	9
Simulation Labs	9:00am – 5:00pm	2
Total Sessions		58
Total Duration		15 months



15 months



Live interactive online sessions



6:00pm – 9:45pm AEST each week (excl. EOY Hols)



2 F2F Practical Sessions



Mindfulness and Resilience tools are built in

What will students learn?

Your team will gain the skills to more confidently:

- Support your clients to understand and **stand up for their rights**
- Understand and use the **Strengthened Aged Care Quality Standards**, including the legislation and terminology of the sector
- Connect with your clients with a **person-centred mindset**
- Follow an **individualised plan** in a community or residential setting
- Better understand and deliver **compassionate palliative care**
- Apply effective **falls prevention strategies** to reduce risk
- Provide **complex personal support** to clients
- Understand the **importance of leisure and health** in community services
- Foster your client’s **independence and wellbeing** by encouraging participation in activities that are meaningful to them
- Develop leisure and health programs that actively encourage group or individual participation in **existing community activities**
- Better understand the **context of mental health** and how to determine the support needed for clients with a mental health diagnosis
- Understand the **impact of dementia** on your clients
- Encourage a positive and collaborative approach to working to identify and overcome challenges and **barriers to participation**
- **Understand the health status** of your client, so that you can plan for engagement in meaningful activity that supports their wellbeing



CHC43121 Certificate IV in Disability Support



This Certificate IV in Disability Support builds on your team’s existing skills and knowledge, developing more specialised skills to help them provide better supports for your more complex clients.

This course recognises that Personal Care Workers are often providing support to people living with disability as they age, and therefore need more specific skills to help build their confidence and capability working with clients who have:

- Mental health diagnosis
- Chronic disease
- Positive behaviour support plans
- Autism Spectrum Disorder

The Care and Support sector and those who work within it are passionate advocates, and the units selected in this Course were chosen to help your team to grow, adapt and lead change – so that you know your organisation has its best foot forward, supporting your clients to live their best lives every day.

Session Breakdown

All times are in AEST

Induction Session	6:00pm – 9:45pm	1
Classroom Sessions	6:00pm – 9:45pm	20
Coaching Sessions	6:00pm – 9:45pm	3
Total Sessions	6:00pm – 9:45pm	24
Total Duration		6 months



6 months



6:00pm – 9:45pm
AEST each week
(excl. EOY Hols)



Live interactive
online sessions



Attendance &
Participation
Requirement



Mindfulness and
Resilience tools
are built in

What will students learn?

Your team will gain the skills to more confidently:

- Understand the importance of the **role of disability workers** in community services
- Connect with your clients using a person-centred mindset, and support them to identify their **goals and preferences**
- Understand **challenges and barriers** that can prevent clients from participation and achieving their goals
- **Foster your client’s independence** and wellbeing, by encouraging participation in activities that are meaningful and that align with their interests
- Follow individual plans that have been designed to support clients to implement **behaviour change strategies**, including understanding and identifying triggers
- Gain a better understanding of how to **plan participation** in activities when your clients have complex needs
- Develop strength-based individual support and action plans that actively encourage participation in **existing community activities**
- Better how to determine the support needed for clients with a **mental health diagnosis**
- Understand the impact of a mental health diagnosis on your clients and encourage a **positive and collaborative approach**
- Support your client’s wellbeing by developing strategies and programs designed to **encourage growth in health and wellbeing**
- Understand coordinated services approach strategies to address and **manage chronic disease**



CHC43015 Certificate IV in Ageing Support



This course recognises the pace at which the Aged Care sector continues to evolve, with a greater focus on personal connections and interactions, and the empowerment of people receiving support as they age.

The Certificate IV in Ageing Support will provide your team with the skills and knowledge they need to move beyond a task-focus, and truly connect with your clients as they engage them and support them to undertake their daily activities.

Your clients will be supported by a care team who have updated to current best practice in their service delivery, helping your organisation to meet it's goals - and your clients to live their best lives.

Session Breakdown

All times are in AEST

Induction Session	6:00pm - 9:45pm	1
Classroom Sessions	6:00pm - 9:45pm	30
Coaching Sessions	6:00pm - 9:45pm	6
Simulation Labs	Full Day Sessions, 9am - 5pm	2
Total Sessions		38
Total Duration		10 months



10 months



6:00pm - 9:45pm
AEST each week
(excl. EOY Hols)



Live interactive
online sessions



2 F2F
Practical
Sessions



Mindfulness and
Resilience tools
are built in

What will students learn?

Your team will gain the skills to more confidently:

- Support your clients to understand and stand up for their rights
- Understand and use the Stengthened Aged Care Quality Standards, including the legislation and terminology of the sector
- Connect with your clients with a person-centered mindset
- Follow an individualised plan in a community or residential setting
- Better understand and deliver compassionate palliative care
- Apply effective falls prevention strategies to reduce risk
- Understand how to provide person centered complex personal care support to clients
- Foster your client's independence and wellbeing by encouraging participation in activities that are meaningful to them
- Understand the impact of dementia on your clients
- Understand the importance of self-care when working in any support role, and when and how you should seek support for your own wellbeing
- Support families, carers and your team as they navigate grief and loss
- Foster positive mealtime experiences in home and residential settings



CHC43415 Certificate IV in Leisure & Health



This Certificate IV in Leisure and Health recognises the greater focus on meaningful activity in the Aged Care sector, with a greater focus on personal connections and interactions, and the empowerment of people receiving support as they age.

This course will grow your team’s understanding so that they can work with your clients and other health professionals to create and develop activities, and identify community events, where your clients can engage with purpose.

Completing this course will support your team to improve the overall wellbeing of every person your organisation supports – so your team can confidently and competently support clients to live their best lives.

Session Breakdown

All times are in AEST

Induction Session	6:00pm – 9:45pm	1
Classroom Sessions	6:00pm – 9:45pm	41
Coaching Sessions	6:00pm – 9:45pm	8
Total Sessions		50
Total Duration		12 months



12 months



6:00pm – 9:45pm
AEST each week
(excl. EOY Hols)



Live interactive
online sessions



Attendance &
Participation
Requirement



Mindfulness and
Resilience tools
are built in

What will students learn?

Your team will gain the skills to more confidently:

- Understand the importance of **leisure and health in community services**
- Connect with your clients using a person-centered mindset, and support them to identify their **goals and preferences**
- **Foster your client’s independence** and wellbeing by encouraging participation in activities that are meaningful to them
- Follow individual plans that have been designed to support clients to implement **behaviour change strategies**
- Gain a better understanding of how to **plan participation** in activities when your clients have complex needs
- Develop strength-based leisure and health programs that actively encourage group or individual participation in **existing community activities**
- Better how to determine the support needed for clients with a **mental health diagnosis**
- Understand the **impact of dementia** on your clients
- Encourage a **positive and collaborative approach** to working to identify and overcome challenges and barriers to participation
- Understand the health status of your client, so that you can plan for **engagement in meaningful activity** that supports their wellbeing



Our Employers Love Us!

"The value of our partnership with Warner Institute allows us to anchor our workforce development program to secure our workforce for the future in age care. The benefit of this program will enable new entrants into age care, develop our existing workforce to better enable and support their skills and provide competent and professional services to our residents. We look forward to continuing to work with Warner Institute as part of our workforce development program."

Residential Aged Care
Learning and Development Consultant

" We have regularly placed existing employees into this course whom had varying degrees of experience working in our residential facility caring for our older clients. They have greatly benefited from upgrading their knowledge and skills from their previous CIII level to a Certificate IV level qualification– in particular, their capability to more skilfully manage behaviours of concern, administering medications and supporting clients through the palliative care process has significantly increase and benefitted their older clients, their families and us an organisation. The incorporation of the Aged Care Quality Standards into the course by Warner Institute has been a brilliant addition."

Residential Aged Care
General Manager, Workforce and Learning

"The team at The Warner Institute has been instrumental in supporting the rapid growth of our company by regularly placing our employees who had varying degrees of experience caring for older clients, into their educational program. Our new employees have greatly benefited from enhancing their knowledge and skills by enrolling in an entry level course (CIII Individual Support), and our more established workers by enrolling in and completing the Certificate IV level qualification in Ageing Support or CIV Disability .

Home & Community Care
Managing Director

Your Warner Institute Team



Jania Warner
Managing Director & Founder
Jania@warnergroup.com.au
03 9555 9100



Katherine Graham
CEO
Katherine@warnerinstitute.com.au
0427 613 466



Alison Wells
National Client Engagement Manager
AlisonW@warnerinstitute.com.au
0499 773 566



Melissa Hillman
National Manager, Education Delivery & Student Success
Melissa@warnerinstitute.com.au
0433 628 349



Since 2005, we've supported organisations to build their teams to confidently support their clients and community, and we've supported our students to gain the qualifications they need so that they can take the 'next-step' in their lives.

My passion for training that results in workplace change, led to the research and starting of Warner Institute. The development of our Reason for Being and then the Warner Institute Whole Person Learning Model have become the driving force for everything we do.

Our unique Whole Person Learning Model understands that each person is unique and learns differently. It is designed so that students grow in self awareness, confidence & resilience, becoming empowered to deliver their new best practice skills and knowledge learned as part of their courses.

With our support, they apply this in their workplace until it embeds their every day practice.

I really appreciate the success stories of our graduates and the Warner Institute Alumni. So many stories demonstrate how our students new learnings have improved their lives and their clients lives.

Many of our students start out anxious and unsure about their capability to study. Post-study they are now empowered in so many ways and it brings joy to our team to see their new found confidence as they graduate.

This continually reinforces to me, the value of driving our business decisions based on our Reason for Being.



Warner Institute, a division of Warner Group Pty Ltd
03 9555 9100 warnerinstitute.com.au
238 The Esplanade, Brighton VIC 3186
RTO: 21622 ABN: 26 935 546 475