

CHC43015

# Certificate IV in Ageing Support

Interactive Online Delivery

## Who is this course for?

This course is the 'right-one' for you if you are:

- Currently working in the Aged Care sector and would like to get the qualification you need to work as a Personal Care Worker or Support Worker
- New to the Community Services sector and want to start work as a Personal Care Worker or Support Worker

You'll develop the skills and knowledge you need to be able to truly connect with your clients, providing them with high quality support as they live their daily lives





## Our Reason For Being is:

To empower people to enjoy going to work and perform better; to develop and support them to succeed.



## This is what our students think:

*"The best aspects of the training was the tutors knowledge of each subject. . . It changed my way of thinking, communicating and ways I dealt with difficult situations."*

*Graduate, CIV Ageing Support*

*"I have absolutely loved doing this course. It has been the perfect amount of in class time juggling work, school, family. I couldn't have asked for a more supportive and professional teacher, always willing to share their knowledge and give support when needed."*

*Graduate, CIV Ageing Support*

*"It was a very flexible way of doing the course, which I really appreciated as I learn and retain knowledge more when putting it into practice."*

*Graduate, CIV Ageing Support*

*"I thoroughly enjoyed taking part in this course with these wonderful people, I looked forward to our classes together, getting to know each other, I miss it! Our educators were brilliant too, especially Ange! Thanks Warner!"*

*Graduate, CIV Ageing Support*

# What will you take away from this course?

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.

Updating your qualification with the Certificate IV in Ageing Support will build on your existing skills and knowledge, so you can move beyond a task-focus, and truly connect with your clients.

This Course delivery is strongly aligned with the Strengthened Aged Care Standards, with a focus on additional knowledge to help you:

- Ensure positive, social and mindful mealtime experiences for your clients and residents,
- Better understand mental health conditions that can impact on your clients, and
- Better support carers, families and yourself to navigate grief and loss of clients

This course has been designed for people who are currently working within the sector and wish to update their skills and knowledge to current best practice.

## Learn and Earn Pathway applies:

We can connect you to real job opportunities with our aged care and disability industry partners through our Learn & Earn Pathway, so you can train on the job while completing your structured course.

This support helps you gain meaningful employment during your studies, and supports you to build your skills and consolidate your learning - helping you achieve your career goals sooner.

## Session Breakdown

	CIV in Ageing Support
<b>Induction Session</b>	<b>1</b>
<b>Classroom Sessions</b>	<b>33</b>
<b>Coaching Sessions</b>	<b>6</b>
<b>Simulation Labs</b> Full Day Sessions	<b>2</b>
<b>Total Sessions</b>	<b>42</b>
<b>Total Duration</b>	<b>9 months</b> plus end-of-year break if applicable



# What You Will Need

## Inherent course requirements

### Supervised Practical Placement

This course has a mandatory requirement for students to complete 120 hours of work in a relevant role - this includes an aged care workplace.

If you are already working, we'll help you to understand how many hours can be undertaken in your normal role, and how many will need to be done on unpaid placement, if any.

This will vary depending on the types of work you are able to be exposed to in your normal workplace.

We'll organise your supervised work placement if you need it - Your roster for unpaid placement will be negotiated with your approved host placement provider(s) ; generally, this will be full days, five days per week.

### Screening Checks and Immunisation Requirements

Aged Care employers will require you to have clear and current screening checks in place, prior to hosting you on placement, or employing you.

You will be required to provide evidence of your vaccination history for your Host Practical Placement Provider, and for potential employers.

Screening checks and immunisation requirements are determined by public health directives and/or host organisation policy. More detail is available in the Student Handbook.

If you are working you may already have these.

### IT & Internet

You will require a computer or laptop and a reliable internet connection to facilitate your student journey, from enrolment to completion.

This includes accessing:

- the student portal,
- electronic learning and assessment tools, and
- live online classroom.

iPads and tablets are not sufficient tools to complete this course.

You will require both a camera and microphone to participate in online sessions.

You'll also need access to Microsoft Word to complete your written assessments.

If you require any technical coaching or support, don't panic!

We have a range of supports, including our help desk, built into our normal delivery to ensure students are comfortable.

# What will you learn?

You'll be able to more skillfully and 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 **impact of dementia** on your clients
- Implement the principles of **reablement** to foster your client's independence and wellbeing
- Contribute to your client's fullness of life by encouraging **participation in activities that are meaningful** to them



9 months  
(excl. EOY Hols)



Half-day evening sessions  
each week  
(excl. EOY Hols)



Live interactive  
online sessions



Mindfulness and  
Resilience tools  
are built in



Govt. Funding  
Available, Eligibility  
Criteria apply

# Your Course Content

## Core Units

CHCADV001	Facilitate the interests and rights of clients	CHCCCS025	Support relationships with carers and families
CHCAGE001	Facilitate the empowerment of older people	CHCDIV001	Work with diverse people
CHCAGE003	Coordinate services for older people	CHCLEG003	Manage legal and ethical compliance
CHCAGE004	Implement interventions with older people at risk	CHCPAL001	Deliver care services using a palliative approach
CHCAGE005	Provide support to people living with dementia	CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCCCS006	Facilitate individual service planning and delivery	HLTAAP001	Recognise healthy body systems
CHCCCS011	Meet personal support needs	HLTWHS002	Follow safe work practices for direct client care
CHCCCS023	Support independence and wellbeing		

## Elective Units

CHCCCS017	Provide loss and grief support	CHCMHS001	Work with people with mental health issues
CHCCCS043	Support positive mealtime experiences		

Source: training.gov.au



## Practical Sessions

Your Course delivery includes 2 face-to-face, practical sessions that are designed so that you can practice your new skills and knowledge in a simulated environment prior to commencing any supervised work placement.

The sessions enable you to:

- familiarise yourself with the types of manual handling equipment that you may come across when working in a residential facility, day centre or a client's home
- practice safely and carefully assisting clients to transfer from one place to another - for example out of bed, into a chair, into a car
- practice supporting people with grooming so that they feel themselves, and are ready for their day
- complete workplace documentation such as incident reports, case notes, personal observations

These sessions are compulsory for all students, even if you're already working. The practice and simulations you undertake form part of your assessment for some unit content, so even if you've done other training you'll still need to attend.

If you miss a session, you'll be rescheduled into the next available one - this may delay your course completion and discretionary fees may apply.

# Fees and Funding



**Scan the QR code, or click on the link underneath, to access the Fees and Funding page of our website.**

On this page you'll find:

- Full details of all fees and charges associated with your enrolment in the Schedule of Fees,
- Funding criteria for your State (where applicable), and
- Our Fees and Refund Policy.



<https://www.warnerinstitute.com.au/fees-and-funding>

## Discretionary Fees

Rescheduling Fees:

- If you miss a scheduled practical session, or confirmed practical placement, and have not provided sufficient notice, you will be charged a rescheduling fee of \$55.

Other Fees:

- Additional discretionary fees (such as RPL applications, certificate reissues, class transfers, and recommencements) may apply depending on individual circumstances.

For full details, please refer to the Schedule of Fees downloadable from the Fees and Funding page via the QR code above.

# Setting You Up to Succeed

## Enrolment Process

At Warner Institute, we are committed to supporting you to achieve your goals.

Our enrolment process is designed to set you up for success - ensuring that you have the right supports in place, for the best possible start in your chosen qualification.

These are the steps in our enrolment process:

1

### Assessing your eligibility for funding

Will you be enrolling as a fee-for-service student, or are you eligible for government funding?

2

### Is this course the right fit for you?

We'll make sure your chosen qualification matches your goals and interests, and that it will help you achieve your career goals.

We'll help identify any learning, life or other supports that can be provided, to help you succeed.

3

### What supports can we put in place to help you succeed?

Don't panic! The online reading, writing and numeracy assessments help us to see if there's anything extra we can do to help you with classes and course work.

It's all part of the process to set you up to succeed.

4

### Confirming your enrolment details

As we finalise your enrolment, we'll make sure that everything is set up to be ready for when you start.

If this course isn't the right fit for you right now, we'll guide you to other great options.

5

### Welcome aboard!

Once enrolled, we'll set up everything you need, and get you started on your learning journey.

Join us and experience a supportive enrolment process that puts your success first!

# Setting You Up to Succeed

## Our Student Wellbeing Team

Our Student Wellbeing Team collaborates with our Course Managers, monitoring students and their progress, to ensure that the right support is provided.

You can reach out to us at any time to access support with study skills, motivation, time management, and additional coaching.

When we say we're committed to your success, we mean it.



## Australian Counselling Service

Warner Institute students have access to free counselling via the Australian Counselling Service (ACS).

ACS is the clinical division of the Australian Institute of Professional Counsellors.



- Free, confidential, telehealth counselling
- Help with study stress, anxiety, motivation, and personal challenges
- Diverse team of counsellors from various backgrounds
- Available 8am–8pm, 7 days a week
- No waitlist, appointments available within 48 hours

# You're at the centre

## Your Course Consultant

Our team of Course Consultants are here to help you find and enrol in the right course to support you to achieve your career goals. They're available to answer your questions, so you have all the information you need.

Speak to your Course Consultant about an obligation-free funding eligibility check.

## Course Managers

Your Course Manager will share their real-world experience with you, so you can see how your learning transitions into working in the sector.

As an experienced and qualified trainer, they'll be there to support you throughout the course. You'll be able to call, text or email them between sessions if you need extra help.



# of all that we do

## Student Support

Our friendly Student Support Team are here to help you with any administrative support you may need. They're available during extended business hours.



03 9555 9100  
1300 1400 99



[admin@warnerinstitute.com.au](mailto:admin@warnerinstitute.com.au)

## Education Experience & Wellbeing Team

Our dedicated Education Experience & Wellbeing Team are here to support you throughout your journey. They will provide extra support, guidance and motivation to help keep you on track with your assessments and attendance - and make your learning experience one that you will remember fondly.



03 9555 9100  
1300 1400 99



[admin@warnerinstitute.com.au](mailto:admin@warnerinstitute.com.au)

# Whole Person Learning Model

Our point of difference is that we are as committed to you, as you are to your clients.

You'll experience each piece of learning in a variety of ways that will stimulate your creative, emotional, intellectual and spiritual intelligences.

Throughout your course, you'll get to know yourself, so you'll better understand, communicate and connect with your clients and others.



## Nurturing and support

Our students have a dedicated Course Manager supporting, coaching and mentoring them throughout their course. They are available between sessions for students, should they require extra support.

*It's learning underpinned by a safety-net of non-judgmental support and mentoring provided by the Course Manager & our Lead Education Experience & Wellbeing*



## Multi-learning methodology

Our workshop style sessions incorporate a range of activities relevant to student learning styles as determined early in the course. We include activities to improve learning capability and maintain interaction throughout each session. We ensure that it's fun.

*It's learning through engagement.*



## Consultative delivery

Each session relates content back to specific issues that students deal with every day. Conversations during classes help students identify how they can apply the content back in their workplace, and they are encouraged to do so.

*It's learning that makes a difference to how the student does their work and what they change in their service delivery*



## Contextualised material

Content is condensed into blocks of like subject matter and contextualised to the workplace. Take-Away activities reinforce their learning in the workplace immediately, so you can see the change as students modify the way they deliver their services.

*It's meaningful learning with workplace relevance and application so students can recall what they have learned at the right time.*

“ Our Whole Person Learning Model build your confidence

This makes you to learn after, real workplace useful to



## Emotional intelligence

Our students gain a greater sense of self awareness, enabling them to be more insightful as they interact with others.

*This enhances workplace communications and interaction; it supports client connection.*



## Build adaptability

Our students build their creative talents to stimulate innovation, encourage problem solving relevant to the situation, and anticipate & plan for change.

*Students are more able to think outside the norm to manage and plan for workplace change, effectively connecting with stakeholders.*



## Applied learning

Our Whole Person Learning Model enables students to grow their capacity for retention, adoption and implementation of their new best practice skills & knowledge.

*Student learning is recalled in the workplace resulting in better service delivery with better outcomes.*



## Resilience Toolkit

Students are exposed to tools to further build inner authentic strength and resilience through connection to values, talents, perception and passion.

*Students learn to use these tools that can ultimately be life changing, resulting in a more engaged and connected team member with a toolkit to share, relevant to their clients.*

Whole Person Learning Model will help you to feel more confident about yourself.

Makes it simpler for you to learn, and then apply it back to your workplace in a way that's meaningful to you.

# Additional Details

## Qualification Description

### CHC43015 Certificate IV in Ageing Support

This qualification reflects the role of support workers who complete specialised tasks and functions in aged services; either in residential, home or community based environments. Workers will take responsibility for their own outputs within defined organisation guidelines and maintain quality service delivery through the development, facilitation and review of individualised service planning and delivery.

Workers may be required to demonstrate leadership and have limited responsibility for the organisation and the quantity and quality of outputs of others within limited parameters.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

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

Source: training.gov.au

## Credit Transfers

Your revised timetable, Training Plan and Tax invoice will be provided to you where any credit transfers have been confirmed by Warner Institute.

You will be required to attend all sessions of the course until the approval is granted.

There is no reduction in the Tuition Fee for Credit Transfers for Full Fee Students.

## Homework

Average 3 hrs/wk

Homework, self-study and independent research of on average 3 hours a week are required for successful completion of this course, however this may vary for each individual.



## Career Outcomes

Completing this nationally accredited learning program provides you with the qualifications to work in a range of roles including:

Support Worker

Personal Care Worker (PCW)

Assistant Hostel Supervisor

Community Support Worker

Accommodation Support Worker

Program Coordinator - Social Programs

Care Team Leader

Residential Care Worker

Coordinator of Volunteers

Hostel Supervisor

Care Supervisor

# Learning Pathways

## Grow with

A qualification that provides the foundation knowledge that you need, so you can confidently deliver a high quality support to your clients, and know that when you're ready to continue your development, you have the right qualifications to enable you to do so.

**Certificate III in Individual Support**

## Adapt with

A qualification that builds on your existing knowledge so you can deliver a higher standard of care to your clients, and feel more confident and capable while doing so.

**Certificate IV in Ageing Support**

**Certificate IV in Disability Support**

**Certificate IV in Leisure & Health**

You are here

## Lead with

A diploma level qualification to become a leader in your community and organisation. Empower your team to deliver the best quality care for your clients and have your say in the future of community and health.

**Diploma of Community Services**

**Diploma of Leisure & Health**



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.



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