warner institute

Nationally Recognised Training

CHC33021
Certificate III in Individual Support (Ageing, Disability)

Interactive Online Delivery

Is this course for you?

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

- Looking for an enriching and person-centred career, in the Aged Care and/or Disability sector
- Working as an Aged Care or Disability Support Worker role, but don't have a qualification
- Working in the Aged Care and/or Disability sector in another area and would like to be able to provide more support to the clients you interact with everyday
- Have previously worked in the Aged Care and/or Disability and want to gain the skills and knowledge you need, to confidently re-commence your career providing quality support to clients who are ageing or living with disabilities.

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.



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We've been building experts since 2005

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:

" This journey has been transformative, shaping my understanding of empathy, resilience, and the importance of providing quality care."

Graduate, CIII Individual Support

"It was very good training and I got help through the course helping me at work, I would like to give big thanks to Warner Institute, teacher Karen Cook"

Graduate, CIII Individual Support

"I am proud and honoured that I finished my course at the Warner Institute. The staff and the teachers are doing a magnificent and fantastic approach for us students. Highly recommended."

Graduate, CIII Individual Support

"It was because of my teacher that I stayed in the course and enjoyed it , even when it was hard."

Graduate, CIII in Individual Support

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What will you take away from this course?

The Certificate III in Individual Support will give you the core skills and knowledge you need, to start your career across most areas of the care & support sector.

We have specifically chosen a mix of units that give you specialisations in both Ageing and DIsability, this will maximise your ability to gain meaningful employment, as well making sure that when you're ready to keep learning, you'll meet the entry requirements for future courses.

You'll be able to work in personal care and support roles in:
- Disability support
- Residential care (ageing or disability)
- Home & Community Care (ageing or disability)
- Planned activity groups

Your Course Consultant can help to connect you to a local employer when you start out, so that you can apply your new skills and knowledge in the workplace.

Session Breakdown	CIII in Individual Support
Induction Session	1
Pre Placement Session	1
Classroom Sessions	25
Coaching Sessions	7
Simulation Labs	2
Total Sessions	35
Total Duration	9 months



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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 both an aged care, and disability 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 and Disability 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 enrolment.

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.

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What will you learn?

You'll be able to more skillfully and confidently:

- Understand the importance of the role of disability/aged care workers
- Connect with your clients using a person-centred 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 your interactions with clients
- Understand how knowing the health status of a client enables you 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 you should seek support for your own wellbeing
- How to safely support clients with dose administration medications in accordance with organisational and legislative requirements



9 months



2 F2F Practical Sessions



School Day sessions each week (excl. EOY Hols)



Attendance & Participation Requirement



Mindfulness and Resilience tools are built in

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Your Course Content

Core Units

CHCCCS031	Provide individualised support	CHCDIV001	Work with diverse people
CHCCCS038	Facilitate the empowerment of people receiving support	CHCLEG001	Work legally and ethically
CHCCCS040	Support independence and wellbeing	HLTINF006	Apply basic principles and practices of infection prevention and control
CHCCCS041	Recognise healthy body systems	HLTWHS002	Follow safe work practices for direct client care
CHCCOM005	Communicate and work in health or community services		

Elective Units to meet the specialist streams

CHCAGE011	Provide support to people living with dementia	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
CHCAGE013	Work effectively in aged care	CHCDIS012	Support community participation and social inclusion
CHCPAL003	Deliver care services using a palliative approach	CHCDIS020	Work effectively in disability support



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
- familiarise yourself with dose adminstration aids so that you can safely support your clients with dose administration medications
- complete workplace documentation such as incident reports, case notes, medication charts, 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. They also provide you with the latest best practice skills; so even if you've done other training you'll still need to attend.

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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.

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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!

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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 will hear more about this at your Induction.

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You're at the centre of all that we do

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.

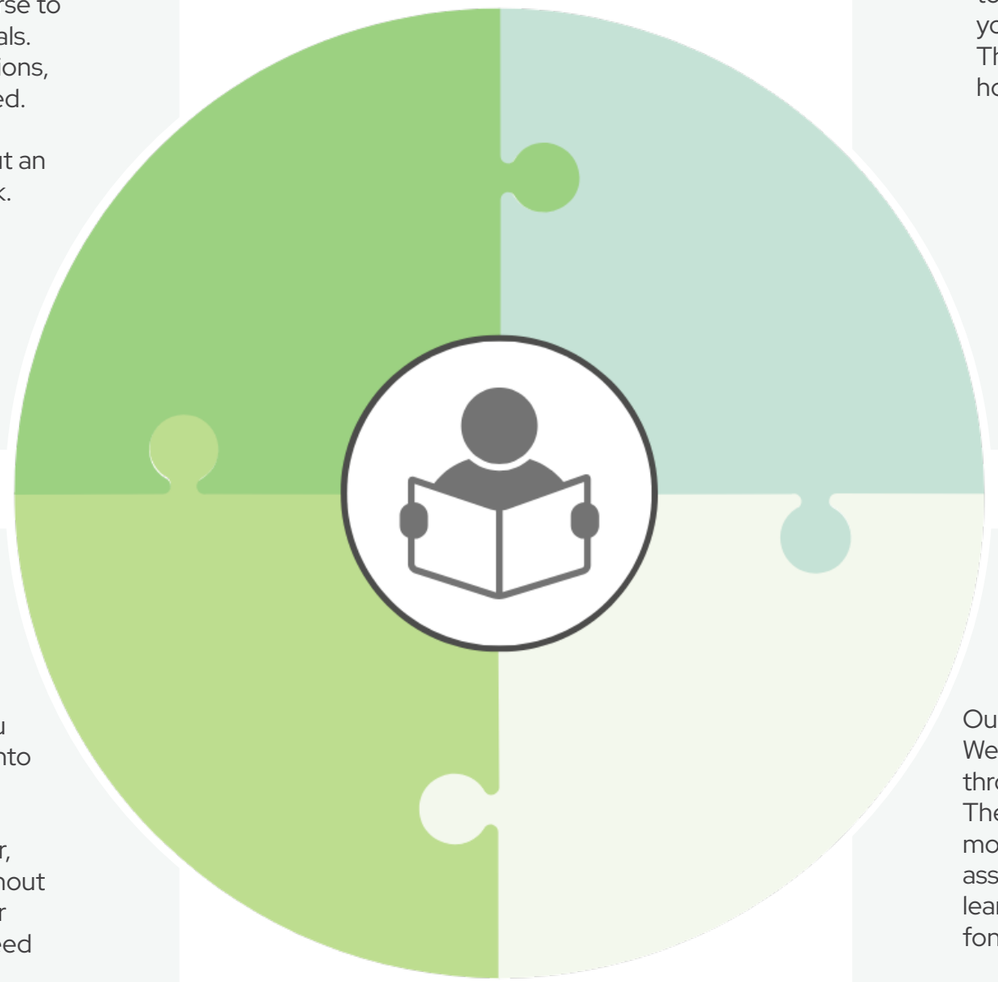
Speak to your Course Consultant about an obligation-free funding eligibility check.

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



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.

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.

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Whole Person Learning Model ™

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

We incorporate your learning style(s) across our sessions. Our Whole Person Learning Model™ enables you to explore your emotional intelligence; enhances resilience, whilst you apply your learning to maximise outcomes.

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-judgemental support and mentoring provided by the Course Manager & our Lead Education Experience & Wellbeing Team.



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 workers 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 your learning in the workplace immediately, so clients experience the change as the 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.



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.

> Our Whole Person Learning Model™ will build you up to feel more confident about yourself.
>
> This makes it simpler for you to learn, and then after, relate it back to your workplace in a way that's useful to you.



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 are ultimately life changing, resulting in a more focussed, engaged, and connected team member with a toolkit to share, relevant to their clients.

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Additional Details

Qualification Description

CHC33021 Certificate III in Individual Support

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

The skills in this qualification must be applied in accordance with Commonwealth and State/ Territory legislation, Australian standards and industry codes of practice.

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 inidividual.

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)
- Residential Care Worker
- Community Support Worker
- Accommodation Support Worker
- Coordinator of Volunteers
- Day Activity Worker

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Your Learning Pathway

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 — You are here

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

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

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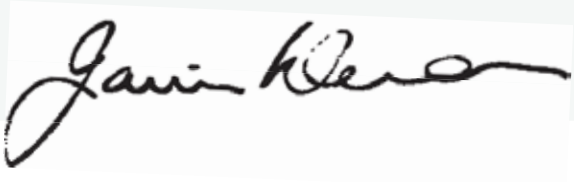
Since 2005, we've supported organisations to build their teams to confidently support their clients and community, and we've supported our students to gain the qualifications they need so that they can take the 'next step' in their lives.

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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