

Course Handbook



MENZIES
INSTITUTE OF TECHNOLOGY

CHC43015 CERTIFICATE IV IN AGEING SUPPORT
DELIVERY MODE: CLASSROOM BLENDED

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1. Training Package Information

Training Package Code	CHC
Training Package Name	Community Services
Version (Release) of Training Package	9.3
Date (Release) of Training Package	01/07/2023
Endorsement Date of Training Package	01/07/2013
Qualification Code/Name	CHC43015 Certificate IV in Ageing Support
CRICOS Code	106553H
Version (Release) of the qualification	3.0
Date (Release) of the qualification	07/12/2021
AQF Level	Level 4
Qualification Description	<p>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.</p> <p>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.</p> <p>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.</p>
Licensing / Regulatory Information	No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.
Entry requirements	<p>Not Applicable (<i>this qualification does not have mandatory entry requirements at the time of publication on training.gov.au</i>).</p> <p>However, the Menzies Institute of Technology requires candidates to meet its admission requirements prior to enrolling into this qualification. Please refer to Section – Menzies Institute of Technology admission requirements.</p>

2. Packaging Rules

Packaging Rules	<p>Packaging Rules</p> <p>18 units of competency are required for award of this qualification including:</p> <ul style="list-style-type: none"> • 15 core units and • 3 elective units, consisting of: <ul style="list-style-type: none"> ○ at least 2 units from the electives listed in https://training.gov.au/training/details/CHC43015/qualdetails ○ up to 1 unit from the electives listed in https://training.gov.au/training/details/CHC43015/qualdetails, any endorsed Training Package or accredited course – these units must be relevant to the work outcome. <p>For more information on the packaging rules, please visit https://training.gov.au/training/details/CHC43015/qualdetails</p>																																													
Units of Competency	<p>Consistent with the qualification packaging rules, the units listed below are delivered for this qualification. The choices of elective units are based on industry consultation process to meet current industry needs during development of this training and assessment strategy.</p> <table border="1" data-bbox="384 954 1469 2056"> <thead> <tr> <th>Unit Code</th> <th>Unit Name</th> <th>Core (C) Elective (E)</th> </tr> </thead> <tbody> <tr> <td>CHCDIV001</td> <td>Work with diverse people</td> <td>C</td> </tr> <tr> <td>HLTWHS002</td> <td>Follow safe work practices for direct client care</td> <td>C</td> </tr> <tr> <td>HLTAAP001</td> <td>Recognise healthy body systems</td> <td>C</td> </tr> <tr> <td>CHCCCS023</td> <td>Support independence and wellbeing</td> <td>C</td> </tr> <tr> <td>CHCAGE005</td> <td>Provide support to people living with dementia</td> <td>C</td> </tr> <tr> <td>CHCCCS011</td> <td>Meet personal support needs</td> <td>C</td> </tr> <tr> <td>CHCAGE001</td> <td>Facilitate the empowerment of older people</td> <td>C</td> </tr> <tr> <td>CHCCCS025</td> <td>Support relationships with carers and families</td> <td>C</td> </tr> <tr> <td>CHCAGE002</td> <td>Implement falls prevention strategies</td> <td>E</td> </tr> <tr> <td>CHCCCS006</td> <td>Facilitate individual service planning and delivery</td> <td>C</td> </tr> <tr> <td>CHCLEG003</td> <td>Manage legal and ethical compliance</td> <td>C</td> </tr> <tr> <td>CHCAGE003</td> <td>Coordinate services for older people</td> <td>C</td> </tr> <tr> <td>HLTINF006</td> <td>Apply basic principles and practices of infection prevention and control</td> <td>E</td> </tr> <tr> <td>CHCAGE004</td> <td>Implement interventions with older people at risk</td> <td>C</td> </tr> </tbody> </table>	Unit Code	Unit Name	Core (C) Elective (E)	CHCDIV001	Work with diverse people	C	HLTWHS002	Follow safe work practices for direct client care	C	HLTAAP001	Recognise healthy body systems	C	CHCCCS023	Support independence and wellbeing	C	CHCAGE005	Provide support to people living with dementia	C	CHCCCS011	Meet personal support needs	C	CHCAGE001	Facilitate the empowerment of older people	C	CHCCCS025	Support relationships with carers and families	C	CHCAGE002	Implement falls prevention strategies	E	CHCCCS006	Facilitate individual service planning and delivery	C	CHCLEG003	Manage legal and ethical compliance	C	CHCAGE003	Coordinate services for older people	C	HLTINF006	Apply basic principles and practices of infection prevention and control	E	CHCAGE004	Implement interventions with older people at risk	C
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	CHCADV001	Facilitate the interests and rights of clients	C
	CHCPRP001	Develop and maintain networks and collaborative partnerships	C
	HLTWHS003	Maintain work health and safety	E
	CHCPAL001	Deliver care services using a palliative approach	C
<p>Note: The packaging rules applied to this qualification have resulted in no requirements for prerequisite or corequisite units.</p>			

3. Educational Pathways

Pathways into the qualification	<p>Individuals may enter into this qualification with limited or no vocational experience and without a lower level qualification. However individuals may have completed one or more of the following and wish to increase their knowledge further:</p> <ul style="list-style-type: none"> • CHC33105 Certificate III in Individual Support; or • other similar qualifications
Pathways from the qualification	<p>Learners who successfully complete this qualification may progress into further studies such as:</p> <ul style="list-style-type: none"> • CHC52015 - Diploma of Community Services • Other similar or equivalent qualifications as above
Employment Pathways	<p>Graduates may find employment as a:</p> <ul style="list-style-type: none"> • Care Team Leader in Aged Care • Senior Community Care Worker • Assistant Aged Care Coordinator • Personal Care Worker <p>*It is not, however, intended to indicate that an individual will gain immediate employment on completion of this qualification.</p>

4. Learner Characteristics

Key characteristics of target learner cohort	<p>The key characteristics of target learner cohort are:</p> <ul style="list-style-type: none"> • Individuals who have little or no prior knowledge or experience in this industry and are: <ul style="list-style-type: none"> ○ planning to pursue a career specific to the ageing support and gain a qualification. ○ able to attend regular face-to-face classes ○ 18 years or older
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5. Menzies Institute of Technology's admission requirements

The CHC43015 – Certificate IV in Ageing Support allows direct entry into this qualification at the time of publication in training.gov.au. However, the Menzies Institute of Technology requires candidates to meet its admission requirements prior to enrolling into this qualification to ensure that they have the required skills and knowledge to successfully complete the qualification at this AQF level. Please refer to **MITP11 Admissions Policy and Procedure** for further information if required. This consists of:

Domestic Students	<ul style="list-style-type: none"> • Age of 18 years or above • Satisfactory completion of the equivalent of Australian Year 11 or higher • Have physical attributes suitable for placement in the ageing support industry that encompasses manual handling of equipment and clients. <p>Additionally, the learner is required to:</p> <ul style="list-style-type: none"> • Complete the Genuine Student Test/Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience. • Complete the Language, Literacy and Numeracy and Digital Literacy Skills (LLND) test <p>If the learner has done the Pre-Training Review and LLND assessment previously at Menzies Institute of Technology for a previous qualification in the same stream enrolment, then it is not required.</p> <p>The learner must also provide before commencement of Work Placement for the following:</p> <ul style="list-style-type: none"> • Provide proof of up to date immunisation • Provide a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC. • Provide a Working with Children Check. 												
International Students	<ul style="list-style-type: none"> • Age of 18 years or above • Satisfactory completion of the equivalent of Australian Year 11 or higher • Have physical attributes suitable for placement in the ageing support industry that encompasses manual handling of equipment and clients. • English Language Requirements (meet one of the requirements outlined below) <p>1.</p> <table border="1"> <thead> <tr> <th>IELTS (General or Academic)</th> <th>PTE Academic</th> <th>TOEFL</th> <th>Cambridge C1 Advanced Test</th> <th>Occupational English Test (OET)</th> <th>ELICOS (General English or equivalent)</th> </tr> </thead> <tbody> <tr> <td>6.0 each band</td> <td>50 each component</td> <td>12 (Listening), 13 (Reading), 21 (Writing), 18 (Speaking)</td> <td>169 each component</td> <td>B each component</td> <td>Upper Intermediate level completion</td> </tr> </tbody> </table> <p>Note: Results older than two years are not acceptable</p>	IELTS (General or Academic)	PTE Academic	TOEFL	Cambridge C1 Advanced Test	Occupational English Test (OET)	ELICOS (General English or equivalent)	6.0 each band	50 each component	12 (Listening), 13 (Reading), 21 (Writing), 18 (Speaking)	169 each component	B each component	Upper Intermediate level completion
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	<p>OR</p> <p>2. Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States</p> <p>OR</p> <p>3. Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a Certificate IV or higher level qualification, from the Australian Qualifications Framework.</p> <p>Additionally, the learner is required to:</p> <ul style="list-style-type: none"> • Complete the Genuine Student Test/Pre-Training Review which aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience. This will be conducted either in person or phone call or video call/online with the prospective learner. • Complete the Language, Literacy and Numeracy and Digital (LLND) test before commencement of the course. <p>If the learner has done the Pre-Training Review and LLND assessment previously at Menzies Institute of Technology for a previous qualification in the same stream enrolment then it is not required.</p> <p>The learner must also provide before commencement of Work Placement allocation for the following:</p> <ul style="list-style-type: none"> • Provide proof of up to date immunisation • Provide a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC. • Provide a Working with Children Check.
Other Conditions	<ul style="list-style-type: none"> • Learners required to invest approximately 4 hours a week of self-directed learning to complete self-study and assessments during the training weeks and does not include term breaks and work placement.

6. Training/Delivery Arrangements and Strategies

Delivery Location	<p>Melbourne, Victoria.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #e1f5fe;">Location</th> <th style="background-color: #e1f5fe;">Student Capacity</th> </tr> </thead> <tbody> <tr> <td>Level 4, 355 Spencer Street West Melbourne 3003 – Training sessions and Practical demonstration/Simulation practical sessions</td> <td>453</td> </tr> </tbody> </table> <p>This course will only be delivered and assessed in Victoria and not offered for interstate learners.</p>	Location	Student Capacity	Level 4, 355 Spencer Street West Melbourne 3003 – Training sessions and Practical demonstration/Simulation practical sessions	453
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Delivery Mode	<ul style="list-style-type: none"> • Classroom Blended including classroom sessions, self-study and simulated workplace environment for practical demonstrations. 				
Training support after the classroom training sessions	<ul style="list-style-type: none"> • Training support is provided following the training session either in classroom or online through CANVAS. The purpose of the Training Support session is for learners to receive additional assistance with learning and/or assessments as they require. 				

	<ul style="list-style-type: none"> • Learners may make individual appointments for training support if required. • Training support can be provided via face-to-face, phone, online or email.
Individual Learning & Reflection / Self-paced	<ul style="list-style-type: none"> • All learners receive CANVAS LMS login to access range of videos, links, interactive training materials, e-Books in their own time. • Completion of self-study will be checked by the trainer to guide learner's progress in the unit but not recorded. Trainers will ask learners questions related to their self-study each week to prompt learners on self-paced learning.
Assessment	<ul style="list-style-type: none"> • Theory Assessment tasks can be completed by learners outside the classroom environment in their own time. All Practical Assessment tasks must be conducted at the Ageing Support simulation laboratory.

7. Course Duration

Course Duration	<p>Full time: over a period of 36 weeks</p> <ul style="list-style-type: none"> • 36 weeks of delivery is inclusive of 3 weeks of Work Placement (120 hours) and 3 weeks of holiday breaks. The Work Placement is allocated as 40 hours per week. • Supervised Classroom Sessions of 20 hours per week on campus. • Work Placement hours totalling 120 hours. • Additional Training Support hours including any learning assistance provided to learners after the classroom sessions or on additional request by learners outside of supervised classroom session hours either via face-to-face or phone, skype or email to support learners to undertake their individual self-learning activities and assessments outside of classroom hours. • Completion of Individual Learning and Reflection/Self-Paced learning hours are not monitored by the Trainers/Assessors and form part of "unsupervised hours". Trainers will ask learners questions related to their Individual Learning after each week's class session to ensure and verify that learners have gained the knowledge related to the quizzes. <p>Note: No classes on public holidays. If any class days fall on a public holiday then the session will be allocated to another day in that week so that the amount of training supervised hours are consistent regardless of public holiday</p> <p>Please refer to the Section - Training and Delivery Structure for the breakdown of delivery hours.</p>
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8. Delivery Details/Strategies

Delivery methods	<p>The range of delivery methods may include, but not limited to the following:</p> <ul style="list-style-type: none"> • lectures / Instructions • pre-reading • demonstrations and modelling
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	<ul style="list-style-type: none"> • practice opportunities • brainstorming activities • group discussions • guided facilitation of individual or group learning activities, group work or project-based case studies
Delivery Structure	<ul style="list-style-type: none"> • Delivery structure is comprised of classroom training sessions, structured learning such as training support, learning activities, self-paced (to allow the learners to absorb and reflect on their learning). • The unit of competency will be delivered and assessed as stand-alone units.
Units of Competency	<ul style="list-style-type: none"> • All units to be delivered and assessed are listed in the Section - Training and Delivery Structure.

9. Assessment Details and Arrangements

The assessment details and arrangements explain the assessment strategies to be employed. Please refer to **MITP13 Assessment, Reassessment and Reenrolment Policy and Procedure** for further information if required.

Assessments	<ul style="list-style-type: none"> • Theory Assessment Tasks will be completed outside of campus on the learner’s own time as unsupervised hours. All Simulated Practical assessment tasks will be conducted and completed at Menzies Spencer Street – Ageing Support Simulation Laboratory as supervised hours. <p>Note: Please refer the individual Assessment task for the further information.</p> <ul style="list-style-type: none"> • Assessments will address: <ul style="list-style-type: none"> ○ Application of the Unit statement ○ Elements ○ Performance Criteria ○ Performance Evidence ○ Assessment Conditions ○ Knowledge Evidence ○ Foundation Skills ○ Dimensions of competency • Where a learner’s work is assessed to be ‘not satisfactory’, the learner will be provided with additional support, coaching or tutoring and the opportunity to re-submit the work. • Specific assessment conditions relevant to each unit are detailed in the assessment tools for a unit of competency. • Learners are provided with assessment materials and instructions as to how the assessment will be conducted and by whom.
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	<ul style="list-style-type: none"> Assessors have flexibility (according to the requirements of the Training Package, including the Performance Evidence and Assessment Conditions for each unit of competency) to accept other forms of evidence from individual learners. All assessment will be conducted in accordance with the Training Package requirements, Principles of Assessment and Rules of Evidence. Assessment methods to be used for each unit of competency are outlined in the Section - Assessment Methods Matrix.
Establish the Assessment Context	<p>The assessor establishes the context and purpose of the assessment by identifying the relevant competency standards, assessment guidelines and identifies the training and assessment materials that have been developed to facilitate the learning and assessment process. It is, therefore, important to establish some of the most common assessment contexts, such as:</p> <ul style="list-style-type: none"> The environment in which the assessment will be carried out, including real or simulated work and Work Health and Safety (WHS) issues Opportunities for gathering evidence in several situations The purpose of assessment Who carries out the assessment The period during which the assessment takes place Apportioned costs or fees (if applicable) Ensuring that regardless of location or modality, the assessment would be consistent
Submission of Assessments	<ul style="list-style-type: none"> Schedule of submission of assessments are indicated on the Session Plans and announced to the learners at the beginning of the unit. Adjustments can be made by discretion of the trainer/assessor but within reasonable timeframes. If longer timeframe is required, the trainer/assessor must consult with the Manager/Coordinator. Learners must submit all Theory Assessments via physical copy to the Trainer. All Simulation Practical Assessments are observed by the Assessor directly and completed on paper. Completed Work Placement booklets are submitted to Placement Coordinator Completed and submitted work will be assessed within two (2) weeks from the date of submission and feedback provided to student.
Marking and Recording of Assessments	<ul style="list-style-type: none"> The Trainer/Assessor must: <ul style="list-style-type: none"> Record the assessment outcomes for each completed assessment task and mark either 'Satisfactory' or 'Not Satisfactory'. On completion of all assessment tasks, the overall assessment decision is to be recorded as either 'Competent' or 'Not Yet Competent'. Submit evidence of learner's assessments and outcome records on a Student Unit Competency File to Student Academics Department. For Work Placement booklets, the Workplace Assessor must ensure all items are completed and evidence submitted. The Placement Coordinator will check

	<p>for completeness and submit to Student Academics Department (logged hours are correct and sufficient, all tasks completed and signed off)</p> <ul style="list-style-type: none"> • The Student Academics Department must: <ul style="list-style-type: none"> ○ Check the submission for completeness (student record matches the submission and marking assigned and if any, report findings or errors to Manager/Coordinator) ○ Record the results into the Student Management System ○ File the original assessments into the Student Unit Competency File
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10. Assessment Requirements

Requirements for assessments	<ul style="list-style-type: none"> • The assessment pack for each unit of competency specifies the method of assessment to be undertaken by the learner. • Assessment Instructions for each assessment task and activities are clear such as - what to expect, when, how, where, etc. • Templates are provided, if required, with each skill test/ assessment task. • Performance criteria is provided to each skill test/ assessment task but not directly copied from TGA. • Benchmarks are set, detailed and clearly set out on the assessor resources (marking guide consist of all expected accurate or variable response that is 'nearly', ' closely' or 'exactly' expected for the task) • Evidence requirements in the marking guide are measurable. • The instructions provided to the learner ensure that the learner cannot misinterpret the requirements and provide alternative evidence. • The assessments are mapped against the unit requirements for the units in the qualification and are indicated in the mapping document of each unit. • Assessment Conditions are specified in the assessment tasks. • Foundation skills are addressed and mapped adequately in the mapping document. • Trainer/Assessor’s feedback are recorded to inform learners on the outcomes of each assessment they undertake. • Cumulative assessment records are kept to monitor learner progression.
Assessment Tools	<p>Menzies Institute of Technology has assessment tools developed for each unit of competency. An assessment tool includes the following components:</p> <ul style="list-style-type: none"> • Assessment type and assessment task description • The context and conditions for the assessment • Resubmissions and reattempts • Location (where assessment is conducted) • Assessment appeals

	<ul style="list-style-type: none"> Information regarding how trainers/assessors will assess the work An outline of the evidence to be gathered from the candidate and the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). The relevant administration, recording and reporting requirements. <p>Refer to the Section - Assessment Methods Matrix that indicates the available assessment tools for this qualification.</p>
Performance and knowledge evidence	<p>During the course, trainers and assessors will use a variety of methods to gather evidence of performance and knowledge including:</p> <ul style="list-style-type: none"> Direct <p>This involves the assessor directly observing the learner performing the tasks which facilitate a decision of 'satisfactory' and 'not yet satisfactory' until all assessments for the unit have been completed and then it becomes 'Competent' or 'Not Yet Competent'.</p> <ul style="list-style-type: none"> Indirect <p>This involves evidence which supports the learner being able to complete a task. For example:</p> <ul style="list-style-type: none"> a written assessment piece responding to specific knowledge questions any documentation prepared as part of this training program

11. Assessment Methods Matrix

Unit Code	Unit Title	Knowledge Test	Skills Test (Case Studies)	Project	Work Placement Tasks	Work Placement Observation
CHCDIV001	Work with diverse people	√	√	√	√	√
HLTWHS002	Follow safe work practices for direct client care	√	√		√	√
HLTAAP001	Recognise healthy body systems	√	√	√		
CHCCCS023	Support independence and wellbeing	√	√		√	√
CHCAGE005	Provide support to people living with dementia	√	√	√	√	√
CHCCCS011	Meet personal support needs	√	√		√	√
CHCAGE001	Facilitate the empowerment of older people	√	√	√	√	√
CHCCCS025	Support relationships with carers and families	√	√		√	√
CHCAGE002	Implement falls prevention strategies	√	√	√	√	√
CHCCCS006	Facilitate individual service planning and delivery	√	√		√	√

Unit Code	Unit Title	Knowledge Test	Skills Test (Case Studies)	Project	Work Placement Tasks	Work Placement Observation
CHCLEG003	Manage legal and ethical compliance	√	√	√	√	√
CHCAGE003	Coordinate services for older people	√	√	√	√	√
HLTINF006	Apply basic principles and practices of infection prevention and control	√	√		√	√
CHCAGE004	Implement interventions with older people at risk	√	√		√	√
CHCADV001	Facilitate the interests and rights of clients	√	√	√	√	√
CHCPRP001	Develop and maintain networks and collaborative partnerships	√	√	√	√	√
HLTWHS003	Maintain work health and safety	√	√	√	√	√
CHCPAL001	Deliver care services using a palliative approach	√	√		√	√

12. Assessment Feedback

Assessment Feedback	<p>Feedback and input from learners and other stakeholders will be sought, analysed and acted upon, where necessary, on a regular basis. Information gained will form part of any review of materials and during the validation processes.</p> <p>Feedback from learners</p> <ul style="list-style-type: none"> To assist with continuous improvement processes, learners are given opportunities to provide feedback during the course of their study <p>Trainer/assessor feedback and comments</p> <ul style="list-style-type: none"> Feedback from trainers/assessor are formally sought during the scheduled validation activities. <p>Industry consultation including Work Placement Provider (if applicable) feedback</p> <ul style="list-style-type: none"> Feedback from industry representatives and work placement providers are encouraged and gathered during industry consultation process <p>The obtained feedback will loop with Continuous Improvement approach. Please refer to Section – Continuous Improvement.</p>
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13. Complaints and Appeals

Complaints and Appeals	<p>Complaints</p> <ul style="list-style-type: none">• Learners are informed of Menzies Institute of Technology’s Complaints and Appeals Policies during pre-training review, letter of offer and acceptance, student orientation and via the Menzies Institute of Technology’s website.• If a learner has a complaint, they are encouraged to speak immediately with the trainer/assessor or student support officer to resolve the issue. If the learner is not satisfied and the issue has not been resolved, the learner will be asked to complete a Complaint/Appeal Form available from either the trainer or administration staff for referral to the compliance manager who will then investigate the complaint and advise the complainant of the outcome, in writing. <p>Assessment decision appeal</p> <ul style="list-style-type: none">• If a Learner was assessed as ‘Not Yet Satisfactory’ in any assessment task, they are to be provided the opportunity for reassessment. A time for re-assessment is to be set at a mutually agreeable time.• The learner is granted two attempts to complete each task satisfactorily without any cost to the learner. If deemed ‘Not Yet Competent’ after the second attempt, the learner will be required to do further training before reattempting the unit.• Fees may apply if learner is to repeat the unit.• In the event that a learner is again assessed ‘Not Yet Competent’ and if a learner believes that they have not received a fair and accurate assessment of the unit requirements then they should follow the appeals procedure. <p>Please refer to MIPT07 Complaints and Appeal Policy and Procedure for further information if required.</p>
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14. Monitoring Course Progress

Monitoring course progress	<p>Course progress is monitored in order to assist learners to achieve successful completion and course outcomes by:</p> <ul style="list-style-type: none">• early detection of learners whose course progress is less than satisfactory and who may need appropriate learning support, resource and assistance; and• identifying and excluding learners who continue to make unsatisfactory progress including the strategy for early exit from a qualification.• contacting (by phone or email) those learners with poor attendance and have not contacted their trainer or any Menzies Institute of Technology staff (e.g. Student Services and Academics, Finance, Placement Coordinator, Manager/Coordinator) to discuss any difficulties which may be impacting their ability to participate in the course and on how the Menzies Institute of Technology can provide reasonable support that may be relevant to their situation. <p>Please refer to MITP02 Vocational Course Progress Recording, Monitoring and Reporting Policy and Procedure for further information if required.</p>
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15. Training and Delivery Structure

Total Volume of Learning Hours = Supervised Training and Assessments Hours + Unsupervised Hours

Supervised Training and Assessment Hours explanation

Title	Explanation
Supervised Classroom Learning and Training Hours	The number of hours with Trainer supervision and delivery of learning content (i.e. lectures, discussions, reflection). Please refer to Session Plan of each unit of competency for breakdown of the sessions.
Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours on Campus	The number of hours with Trainer/Facilitator supervision for simulation practical demonstrations and assessments. Please refer to Session Plan of each unit of competency for breakdown of the sessions.
Work Placement Hours and Work Placement Assessment Hours	The number of hours completed during Work Placement Experience which includes hours for assessments completion. This totals to 400 hours for the whole course. The number of hours allocated for each Phase of Work Placement Experience Hours are outlined.

Unsupervised Hours explanation

Title	Explanation
Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Learners to complete additional learning activities and quizzes outside of the formal training hours to build on their learning and knowledge.
Theory Assessments hours completed outside of classroom and on learner's own time	Learners to complete all theoretical assessments outside of classroom hours and on their own time

***Note:**

1. *If any class days fall on a public holiday then the session will be allocated to another day in that week so that the amount of training supervised hours are consistent regardless of public holiday*
2. *Learners undertake the self-directed learning to be able to complete the assessment tasks.*

	Unit Code	Unit Title	Core (C) Elective (E)	SUPERVISED HOURS (AMOUNT OF TRAINING)			UNSUPERVISED HOURS			TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS	
				Supervised Classroom Learning and Training Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours	Work Placement and Work Placement Assessment Hours	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Theory Assessments hours completed outside of classroom and on learner's own time		TOTAL UNSUPERVISED HOURS
1	CHCDIV001	Work with diverse people	C	20	0		20	2	2	4	24
2	HLTINF006	Apply basic principles and practices of infection prevention and control	E	24	16		40	4	4	8	48
3	HLTWHS002	Follow safe work practices for direct client care	C	28	12		40	4	4	8	48
4	HLTWHS003	Maintain work health and safety	E	28	12		40	4	4	8	48
5	HLTAAP001	Recognise healthy body systems	C	32	28		60	4	4	8	68
6	CHCCCS023	Support independence and wellbeing	C	32	28	120	180	8	8	16	196
7	CHCAGE005	Provide support to people living with dementia	C	32	28		60	4	4	8	68
8	CHCCCS011	Meet personal support needs	C	32	28		60	4	4	8	68
9	CHCAGE001	Facilitate the empowerment of older people	C	32	8		40	4	4	8	48
10	CHCCCS025	Support relationships with carers and families	C	12	8		20	4	4	8	28
11	CHCAGE002	Implement falls prevention strategies	E	12	8		20	4	4	8	28
12	CHCCCS006	Facilitate individual service planning and delivery	C	12	8		20	4	4	8	28
13	CHCLEG003	Manage legal and ethical compliance	C	12	8		20	4	4	8	28

	Unit Code	Unit Title	Core (C) Elective (E)	SUPERVISED HOURS (AMOUNT OF TRAINING)				UNSUPERVISED HOURS			TOTAL VOLUME OF LEARNING HOURS = SUPERVISED HOURS + WORK PLACEMENT HOURS + UNSUPERVISED HOURS
				Supervised Classroom Learning and Training Hours	Supervised Simulation Practical Demonstration and Simulation Practical Assessment Hours	Work Placement and Work Placement Assessment Hours	TOTAL SUPERVISED HOURS	Individual Learning & Reflection / Self-paced Hours outside of Classroom/Campus	Theory Assessments hours completed outside of classroom and on learner's own time	TOTAL UNSUPERVISED HOURS	
14	CHCAGE003	Coordinate services for older people	C	12	8		20	4	4	8	28
15	CHCAGE004	Implement interventions with older people at risk	C	12	8		20	4	4	8	28
16	CHCADV001	Facilitate the interests and rights of clients	C	12	8		20	4	4	8	28
17	CHCPRP001	Develop and maintain networks and collaborative partnerships	C	12	8		20	4	4	8	28
18	CHCPAL001	Deliver care services using a palliative approach	C	12	8		20	4	4	8	28
		TOTAL		368	232	120	720	74	74	148	868

16. Workplace Experience Placement

Workplace Experience Placement

As part of this course, learners will also be required to undertake practical placement for a minimum of 120 hours over 3 weeks (40 hours per week). During this placement, learners will be involved in providing support for people and to participate in group activities or 1:1 client support as well as to gain community access, and social inclusion. Access to organisational policies and procedures will be arranged by workplace supervisor. The trainer will contact the learner and the workplace supervisor from time to time (as agreed in the work placement agreement) to check progress. Learners cannot progress into the practical work placement of the course until they have successfully completed all assessment requirements for the theoretical component and have demonstrated appropriate skills required for practical work placement.

Menzies Institute of Technology will assist the learner in finding the suitable workplace. Menzies Institute of Technology will liaise with the workplace to ensure that the participant is suitably supervised at the centre. During the practical placement, the learner will be assessed in the practical skills. The work placement will be unpaid (however can be negotiated) and the daily working hours will be negotiated between learners and the centre.

The time spent by the learner in work placement in this course is critical to ensure that the learner participates in regular work over the course duration. This is necessary to allow for a workplace context in the assessment and workplace observation which is a requirement for every unit. All learners are required to maintain a work placement logbook to record their worked hours and record of practical tasks completed.

Learners who are already working in the individual support sector in an approved centre-based care are encouraged to use their existing workplace to complete these practical placement hours providing it meets the requirement's necessary to conduct assessment and approved by Menzies Institute of Technology.

The learner must also provide prior to commencement of Work Placement allocation for the following at their own cost:

- Provide proof of up to date immunisation
- Provide a satisfactory National Police Clearance / Australian Federal Police Clearance Certificate (AFP) / NCC.
- Provide a Working with Children Check.

The following work placement providers are a small sample for provision of the work placement

- Abberfield Aged Care
- Benetas Aged Care
- Freemasons Aged Care

Note: Work placement provider information are subject to change.

Please refer the following documents related to work placement for further information:

- MFA50 Work placement agreement

	<ul style="list-style-type: none"> • MITP78 Work placement agreement policy and procedure • MITP13 Assessment and reassessment policy and procedure • Work Placement Tasks booklet for Work Placement • Work Placement Observation booklet for Work Placement <p>Work placement agreement must sign prior to starting the placement by the learner, workplace provider and Menzies Institute of Technology representative.</p> <p>Workplace Supervisor/Assessor will be allocated to rostered group of learners during the placement. Workplace Supervisor/Assessor would provide guided learning and practical demonstrations for learners and observe and assess the learners' performance and provides feedback continuously. The learner required to complete the work placement hours and collect the signature of the Workplace Supervisor/Assessor to confirm the hours completed.</p> <p>Learners required to complete the work placement task booklet during the placement and submit to the Workplace Supervisor/Assessor.</p> <p>The Workplace Supervisor/Assessor will provide the final assessment outcome for the learners and provide feedback accordingly. The completed Placement Tasks Booklets by learners and Observation Booklets by assessor will be submitted to the Work Placement Coordinator.</p> <p>The Head of School - Health will review the submissions and finalise the sign off on completion of the placement for each learner. If there are any re-assessments required, then the MITP13 Assessment and Re-assessment Policy and Procedure to be followed. Furthermore, during the Placement, necessary interventions and adjustments for learners would have to be identified prior to the final outcome. As outlined in the MITP78 Work Placement agreement policy and procedure and this will be done in collaboration with the Workplace Supervisor/Assessor, Work Placement Coordinator and Course Coordinator</p> <p>The ultimate accountability and responsibility for the assessment of learners during the work placement professional experience is Menzies Institute of Technology.</p>
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17. Facilities and Resources

Training Resources	<p><u>Learning & Assessment Resources provided by the Institute to Learners</u></p> <p><input checked="" type="checkbox"/> Learner Workbook, Learner Guide and Powerpoints</p> <p>Learner guide for each unit provided to the learners and is the core learning material for learners. Learner workbook has questions that learners complete to check their knowledge and form formative assessments to make sure MIT provide underpinning knowledge and skills to all the learners prior to summative assessments.</p> <p>Formative assessment may include:</p> <ul style="list-style-type: none"> • Quizzes • Short answer questions • Practical demonstration checklists <p><input checked="" type="checkbox"/> Other handouts</p>
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For each unit of competency, there are additional handouts and supplementary resources available. Refer to the *Student Unit Guide* and *Session Plan* of each unit of competency for information.

Access to Office365 Student Email Accounts and Office Software

Each learner will be provided with Office365 student account to access Microsoft software (Word, Powerpoint, Excel etc) and also provided with dedicated Menzies Student email account.

Learning Management System - CANVAS

Each learner will have access to CANVAS Learning Management System. This is where the learners can communicate and interact with trainers and assessors, interact with learning resources and materials and download resources for each unit of competency.

Ageing Support Uniform

Each learner will be provided with 2 pieces of Ageing Support uniform shirts that the learners must wear during simulation practical sessions and also during Work Placement.

Learning & Physical Resources that the learners must provide

The following is a list of learning and physical resources for learners to have access to undertake the training and assessment of this training product.

- General stationery for study (e.g. pens, notebooks)
- Computer or tablets with stable internet connection
- Appropriate clothing (e.g. uniform), presentation and footwear for practical sessions. The guidelines are as follows:
 - Uniform must be worn in clinical area which must be ironed and look tidy. Tie up hair if the length is beyond your shoulder
 - Wear closed toe shoes (no runners, ugg boots or sandals) and dental laboratory appropriate clothes (no jeans or denim).
 - Hair is neatly presented and is off your face and above your collar.
 - Remove all rings and wrist jewellery including watches during practical sessions. The only jewellery permitted is ear studs/nose studs.
 - Fingernails must be short and filed.
 - No fingernail extensions ('acrylics') are allowed and no nail polish allowed.

Physical Resources & Equipment for each unit of competency

The following physical resources will be provided:

- Theory classrooms
- AV Equipment
- Whiteboard
- Internet access
- Simulation Practical Skills laboratory
- Printer at 355 Spencer Street Campus

	<ul style="list-style-type: none"> ▪ Student common areas (lunch, study, recreation) <p><u>Consumable Resources and Equipment required for each unit of competency</u></p> <p>The consumable resources and equipment required for each Unit of Competency is outlined in the Session Plan for the unit of competency.</p>
Development of Training and Assessment Resources	<p>The Menzies Institute of Technology develops its own training and assessment resources or engage external organisations to develop its customised resources. In the event that off-the-shelf training and assessment resources are used, the Menzies Institute of Technology ensures that there are no copyright limitations to restrict the Menzies Institute of Technology to undertake contextualisation of such resources to meet its training requirements. Third party learner resources reviewed by course coordinators and trainer/assessors through pre-validation process to ensure requirements are met. Trainers/Assessors have flexibility to supplement with additional training materials as they see fit.</p>

18. Access and Equity

Access and Equity	<p>Principles, practices and legislative requirements relating to equity, access, anti-discrimination and social justice will be addressed in all aspects of the implementation of the training and assessment strategy. Where practical, student special needs will be identified prior to Learners' commencing programs. Customised delivery and assessment strategies, including reasonable adjustments, will be designed to meet learner needs.</p> <p>The Menzies Institute of Technology has a range of student support services that Learners are able to access. Support services include student administration services, academic support services to assist Learners who may require further assistance.</p> <p>Please refer to MITP28 Student Support Services and Welfare Policy and Procedure for further information if required.</p>
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19. Reasonable Adjustments and Learner Support

Reasonable Adjustments and Learner Support	<ul style="list-style-type: none"> • The Menzies Institute of Technology identifies any reasonable adjustments required by candidates during the Pre-Training Review that includes LLND test before commencement of training. • During the course of a learner's study, any additional needs of learners are identified and addressed, where possible. • In responding to the learner's needs, the Menzies Institute of Technology provides reasonable adjustment and support to learners in a number of ways as follows, but not limited to: <ul style="list-style-type: none"> ○ Taking into account language, literacy and numeracy requirements. ○ Making adjustments to the physical environment or venue. ○ Considering age, gender; cultural beliefs and background, traditional practices, religious observances. ○ Considering learners with disability(ies).
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- Deferment of study.
- Help with a Special Consideration application.
- Assistance with study skills through practical advice.
- Monitoring course progress
- In addition, support on assessment arrangements are provided as follows, but not limited to:
 - Scheduling flexible assessment sessions.
 - Providing assessment materials in a variety of formats (large fonts, electronic, symbols).
 - Providing LLND support.
 - Arranging for or allowing a member of their community to be present at the assessment, if required.
 - Revising planned assessment methods and tools including assessment process or context that meet the individual needs of the person with a disability, but do not change or compromise competency outcomes.
 - Provision of additional support, coaching or tutoring and the opportunity to re-submit the work where a learner's work is assessed to be 'not satisfactory' on a given assessment task or may have been deemed 'Not Yet Competent' on a unit of competency.
 - Learners are given adequate time to work on assessments and projects.
 - Additional training and tutorials, if required.
 - Referral to further learner support service or external counsellors.
- Trainer/Assessors are mindful of any ongoing requirements to make reasonable adjustments based on individual learner circumstances as they arise.
- Reasonable Adjustment requirements will be recorded on the assessments and/or learner's file.
- The reasonable adjustments provided must not compromise the quality of training and the requirements of the unit of competency or the qualification.
- Staff available to learners to provide support services are trainers/assessors, Menzies Institute of Technology administration staff and management.
- Assistance is available to learners via telephone, email and/or face-to-face.
- The Menzies Institute of Technology reserves the right to not provide reasonable adjustments if the costs to be incurred will cause financial hardship to the Menzies Institute of Technology.

	Please refer to MITP83 Reasonable Adjustment Policy and Procedure for further information if required.
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20. Recognition of Prior Learning (RPL) and Credit Transfers

<p>Demonstration of Competence through Recognition of Prior Learning (RPL)</p>	<p>Applicant’s existing skills, knowledge and experience can help to attain a recognised qualification, through an assessment process called Recognition of Prior Learning (RPL).</p> <p>The process could suit the applicant if they have:</p> <ul style="list-style-type: none"> • paid or unpaid work experience • prior formal training • skills and knowledge gained on the job • community work experience • short course and work-based learning • trade skills • other life experience. <p>Evidence you might need to supply</p> <p>The RPL assessor will discuss with the applicant the most appropriate evidence the applicant can provide to support the application, this may include:</p> <ul style="list-style-type: none"> • work appraisals • job descriptions • photos or actual work samples • relevant formal qualifications • resume and references • in-house training certificates • eye witness testimonies • observation at the applicant’s workplace or a simulated workplace • informal RPL interviews. <p>Please refer to MITP15 RPL and Credit Transfer Policy and Procedure for further information if required.</p>
<p>Credit Transfers (CT)</p>	<p>Credit Transfer is a process of recognising the applicant’s previous formal studies that are equivalent to one or more units that form part of the qualification. The applicant will need to provide verified copies of Statements of Attainments or formal academic transcripts that list the units for which the applicant is seeking Credit Transfer.</p> <p>Please refer to MITP15 RPL and Credit Transfer Policy and Procedure for further information if required.</p>

21. Certification Issuance and Statement of Attainments

Certification Issuance and Statement of Attainments	<ul style="list-style-type: none">• At the successful completion of the program, the learner will be awarded with the CHC43015 Certificate IV in Ageing Support qualification along with a transcript of units showing the assessment results.• If a student has been withdrawn/cancelled from the qualification, the student will be issued with a Statement of Attainment for each unit of competency where he/she has been assessed as Competent.• At any point before the completion of the program, a learner may request an Interim Transcript for record of unit of competency where he/she has been assessed as Competent.
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Appendix 1: Timetable sample

Menzies Institute of Technology provides rolling intake so Learners can enrol at a unit commencement. The intake dates are typically set once per month.

Each week of classes are set as 20 hours of Face to Face classroom delivery.

Please refer to Session plan for detailed information on how hours are distributed between training and assessments.

The table below shows the duration of each Term and Term Break duration. Please note the sequence of units and allocation of term breaks and term break durations will differ slightly based on intake month. A Completion Activity Period at end of learner's timetable is allocated to allow for course completion and finalisation of marking/results. Please note Completion Activity Period is not allocated if learner's enrolment included extended term break due to longer holiday period (e.g. Christmas break period)

Timetable Sample		
Term 1: 10 weeks, Term 2: 10 weeks, Term 3: 10 weeks, Work Placement: 3 weeks		
Total Term Break and Completion Activity Period: 3 weeks		
Qualification, class and commencement date:	CHC43015 Certificate IV in Ageing Support	
Week	Subject/unit/module	Assessment schedule
1	CHCDIV001 Work with diverse people	Learning activity and discussion regarding theory assessment.
2	HLTINF006 Apply basic principles and practices of infection prevention and control	Learning activity and discussion regarding theory assessment.
3	HLTINF006 Apply basic principles and practices of infection prevention and control	Practical demonstration and Practical Assessment
4	CHCAGE002 Implement falls prevention strategies	Learning activity and discussion regarding theory assessment.
5	HLTWHS002 Follow safe work practices for direct client care	Learning activity and discussion regarding theory assessment.
6	HLTWHS002 Follow safe work practices for direct client care	Practical demonstration and Practical Assessment
7	HLTWHS003 Maintain work health and safety	Learning activity and discussion regarding theory assessment.
8	HLTWHS003 Maintain work health and safety	Practical demonstration and Practical Assessment
9	HLTAAP001 Recognise healthy body systems	Learning activity and discussion regarding theory assessment.
10	HLTAAP001 Recognise healthy body systems	Learning activity and discussion regarding theory assessment.
11	Term Break	

12	HLTAAP001 Recognise healthy body systems	Learning activity and discussion regarding theory assessment.
13	CHCCCS023 Support independence and wellbeing	Learning activity and discussion regarding theory assessment.
14	CHCCCS023 Support independence and wellbeing	Learning activity and discussion regarding theory assessment.
15	CHCCCS023 Support independence and wellbeing	Practical demonstration and Practical Assessment
16	CHCAGE005 Provide support to people living with dementia	Learning activity and discussion regarding theory assessment.
17	CHCAGE005 Provide support to people living with dementia	Learning activity and discussion regarding theory assessment.
18	CHCAGE005 Provide support to people living with dementia	Practical demonstration and Practical Assessment
19	CHCCCS011 Meet personal support needs	Learning activity and discussion regarding theory assessment.
20	CHCCCS011 Meet personal support needs	Learning activity and discussion regarding theory assessment.
21	CHCCCS011 Meet personal support needs	Practical demonstration and Practical Assessment
22	Term Break	
23	CHCAGE001 Facilitate the empowerment of older people	Learning activity and discussion regarding theory assessment.
24	CHCAGE001 Facilitate the empowerment of older people	Practical demonstration and Practical Assessment
25	CHCCCS025 Support relationships with carers and families	Learning activity and discussion regarding theory assessment.
26	CHCCCS006 Facilitate individual service planning and delivery	Learning activity and discussion regarding theory assessment.
27	CHCLEG003 Manage legal and ethical compliance	Learning activity and discussion regarding theory assessment.
28	CHCAGE003 Coordinate services for older people	Learning activity and discussion regarding theory assessment.
29	CHCAGE004 Implement interventions with older people at risk	Learning activity and discussion regarding theory assessment.
30	CHCADV001 Facilitate the interests and rights of clients	Learning activity and discussion regarding theory assessment.

31	CHCPRP001 Develop and maintain networks and collaborative partnerships	Learning activity and discussion regarding theory assessment.
32	CHCPAL001 Deliver care services using a palliative approach	Learning activity and discussion regarding theory assessment.
33	Work Placement (40 hours)	Work placement assessment
34	Work Placement (40 hours)	Work placement assessment
35	Work Placement (40 hours)	Work placement assessment
36	Completion Activity Period	