RTO Code:	20749	
RTO Name:	ASH Pty Ltd Ashley Institute of Training (ASH)	NATIONALLY RECOGNISED TRAINING
Training Package/Release & Status:	CHC – Community Services Release 6.3 / Current, 28 April 2022	
Qualification Release & Status:	CHC33015 Certificate III in Individual Support (Disability) Release 6 / Superseded / 22/November/2022	
Qualification Description:	This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability, or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. 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. 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.	
Packaging Rules:	A total of 13 units of competency comprising: 7 core units 6 elective units, consisting of: ■ at least 4 units from the electives listed below, at least 2 units must be from those units listed under Groups A, B or C ■ up to 2 units from the electives listed below, any endorsed Training Package or accredited course – these units must be relevant to the work outcome Any combination of electives that meets the rules above can be selected for the award of the Certificate III in Individual Support. Where appropriate, electives may be packaged to provide a qualification with a specialisation Packaging for each specialisation: ■ All Group A electives must be selected for award of the Certificate III in Individual Support (Ageing). ■ All Group B electives must be selected for award of the Certificate III in Individual Support (Disability). ■ At least four units from Group C electives must be selected for award of the Certificate III in Individual Support (Home and Community). ■ Where two specialisations are completed award of the qualification would read Certificate III in Individual Support (Ageing, Home and Community). All electives chosen must contribute to a valid, industry-supported vocational outcome.	

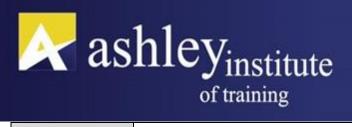|	Unit Code	Unit Title	Nominal Hours	Unit Type
Units of Competency:	HLTWHS002	Follow safe work practices for direct client care	25	Core
	CHCCOM005	Communicate and work in health or community services	30	Core
	CHCDIV001	Work with diverse people	40	Core
	CHCLEG001	Work legally and ethically	55	Core
	CHCCCS015	Provide individualised support	30	Core
	CHCCCS023	Support independence and well being	80	Core
	HLTAAP001	Recognise healthy body systems	70	Core
	CHCDIS001	Contribute to ongoing skills development using a strengths-based approach	40	Group B Elective (Disability)
	CHCCCS025	Support relationships with carers and families	70	Aged Care Elective
	HLTINF001	Comply with infection prevention and control policies and procedures	25	Group B Elective (Disability)
	CHCDIS002	Follow established person-centred behaviour supports	50	Group B Elective (Disability)
	CHCDIS003	Support community participation and social inclusion	60	Group B Elective (Disability)
	CHCDIS007	Facilitate the empowerment of people with disability	100	Group B Elective (Disability)
Duration:	This qualification is delivered over 20 Weeks to 6 months including **120 hours of practical placement** in a regulated care centre.			

Delivery Location:	**Gold Coast** Southport Community Centre 6 Lawson St Southport QLD 4215 **Ipswich** Icon Tower 117 Brisbane Rd IPSWICH QLD 4305 **Laidley** Uniting Church 45 Patrick St Laidley QLD 4341 **Logan** 41 Station Rd Logan Central QLD 4114 **North Lakes** 9 Discovery Drive North Lakes QLD 4509
Delivery Mode:	Face-to-face Classroom Delivery
Entry Requirements:	There are no mandatory entry requirements for this qualification. However, as the criminal record check could affect their practical placement in these services and therefore their ability to complete the course, a police record check must be an entry requirement. If the result of the check came back with an unacceptable criminal record the student could still not complete the course or be employable in this industry and therefore not enrolled in this qualification.
Enrolment Application Process:	ASH has a formalised entry process which is mandatory for all students to determine your suitability and any support requirements prior to enrolment. The process occurs as follows: **Suitability Discussion** Prior to enrolment, you will meet with a training advisor who will facilitate a suitability discussion. The purpose of this discussion is to identify your career goals, past educational and workplace experience to determine if the chosen qualification is suitable including the mode of delivery, physical demands, and job/entry requirements. **Online Language, Literacy and Numeracy (LLN) Assessment** If the qualification is determined suitable for you, you will be required to undergo a Language, Literacy and Numeracy online assessment using the LLN Robot assessment tool. This assessment will allow us to identify any areas where you might require additional support. The training advisor and/or your trainer and assessor will discuss the contents of your LLN report if any areas for concern issues are identified. *NB: You will also be required to provide a working with children's check prior to undertaking any training in the workplace / work placement.*
Recognition of Prior Learning:	Recognition of Prior Learning (RPL) is an assessment process that involves assessment of your relevant prior learning (including formal and informal learning). This process will determine whether you might be able to gain recognition for some or all of your qualification. ASH will offer each student the opportunity to apply for RPL as part of the enrolment process. The RPL process includes: ▪ A trainer and assessor will contact you to discuss your RPL application ▪ You will be provided an RPL assessment kit to guide you through the application ▪ Once you have submitted your RPL application, your assessor will review your submission ▪ Your assessor will conduct interviews with you to confirm evidence and may require you to demonstrate your skills to support your application ▪ A final determination will be made by your assessor and feedback will be given about the outcomes

	Where RPL is granted for one or more unit of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the RPL outcome. Refer to: F-**048.2.15 Statement of Fees CHC33015 (Disability)** for a breakdown of fees.
Course Credit:	Course Credit is available to you where you have previously completed either a qualification or a unit/s of competency that are on ASH's scope of registration. Where the qualification and/or unit/s of competency are equivalent, course credit can be applied to your enrolment. If you wish to apply for course credit you can do so by completing **F-315.2 Course Credit Application Form** and submitting to ASH along with your supporting documentation. You will need to supply the following evidence for your course credit application: - Statement of Attainment - Transcript of Results - AQF certification documentation - Photo identification Where Course Credit is granted for one or more unit/s of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the course credit outcome (where applicable).
Student Support Services:	If at any stage throughout your training you are having difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting your ability to study) you are advised to speak with your trainer or ASH staff directly. Examples of support services offered at ASH include, although not limited to: - One on one or group coaching - Modification to the delivery and assessment - Modification of materials and/or resources - Deferment of the course to allow for foundation skills training
Training Delivery:	This qualification is designed to be delivered using a face-to-face delivery mode in a classroom environment.
Assessment:	Assessment will be conducted individually, and you will be provided with an Assessment Guide for each unit of competency which includes: - A full description of all assessment tasks for the unit of competency - Assessment instructions for each unit of competency - Assessment resources for each unit of competency - Details about when assessment will occur - Details about assessment submission There are a variety of assessment methods used for this qualification including: - Knowledge based assessments - Practical demonstration/observations - Case Studies - Projects - Portfolio of Evidence - Third-Party Reports

	Assessments will be conducted in class and in some cases, you will be required to complete some assessment tasks as homework – typically this is not expected to exceed 2 hours per week. **Submission, Feedback and Re-Assessment** You will be required to must submit each assessment in the required timeframe. Each assessment task will be marked as Satisfactory or Not Yet Satisfactory and once all tasks have been successfully completed the unit will be marked competent. Where an assessment task is marked Not Yet Satisfactory, you will be given the opportunity to re-submit/re-attempt the task. If you exhaust all of your assessment attempts, you will be required to re-enrol in the unit and participate in further training and whole undertake the assessment again. You will receive detailed feedback for each task in either written or verbal form from your assessor.
Practical Placement Requirements:	The aim of implementing a practical placement program is to provide students an opportunity to apply their skills and knowledge in the workplace context being able to learn and communicate with experienced workers, practice skills in real life situations and in a variety of context. For this program students are required to undertake **120 hours of practical placement** for the following units of competency: ▪ **CHCCCS023 – Support independence and wellbeing** Students are generally required to work closely with ASH to arrange their practical placement. ASH will support the student when required. In addition, there are a number of checks required to undertake practical placement which are listed below: <table><tr><td>**Blue Card** ▪ Volunteer (No fee) ▪ Workers **$97.95** OR **$129** including NDIS Screening</td><td>**Vaccination Status** – proof of up-to-date vaccination status is required</td></tr><tr><td colspan="2">For further fee information, refer to **F-048.2.15 Statement of Fees CHC33015.**</td></tr></table> For further information about practical placement, you can also refer to our **P-029.2 Practical Placement Policy and Procedure.**
Registered Training Organisation (RTO) Obligations:	By accepting your enrolment into a course, ASH has taken on obligations to you as a student. These obligations include: ▪ Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you ▪ Develop a training plan for you which details the journey you will take through your studies ▪ Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored ▪ Monitor your progress through the course and implement support strategies where necessary ▪ Keep you informed of any changes in legislation, ASH policy, or any other change which would affect your enrolment in, and progression through your course ▪ Maintain thorough records of your training and assessment, and provide you with access to those records when you request it ▪ Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course

	▪ Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.
Learner Responsibilities:	As a student, you are entering into an agreement with ASH and will be asked to agree to meet certain responsibilities as outlined in the **F-011.2 Code of Conduct for Students**. The Code of Conduct outlines your responsibilities as follows: ▪ Follow ASH policies and procedures as outlined in enrolment and the Student Information Guide. ▪ Communicate effectively with all ASH staff and/or other relevant stakeholder whether verbal or in writing. ▪ Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance. ▪ Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason. ▪ Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting. ▪ Respond to any reasonable instruction from a member of Staff ▪ Refrain from any form of discrimination, bullying or harassment. ▪ Contribute positively to all modes of training and refrain from disruptive behaviour. ▪ Produce necessary forms of identification to ASH when required. ▪ Complete all necessary paperwork accurately within the specified timeframe. ▪ Treat fellow Students, ASH Staff, host employers and/or ASH staff with respect, honesty, dignity, and sensitivity at all times. ▪ Do not endanger or potentially endanger the safety, health, and well-being of others unintentionally or deliberately by breaching ASH's policies and procedures. ▪ Raise any issues, concerns and/or breaches of the Code with ASH in a timely manner avoiding any form of escalation. ▪ Respect the privacy and confidentiality of ASH, staff and students in the collection of any business or personal information. ▪ Care for the property of students, staff and the property of ASH or host employer. ▪ Conduct myself in a professional manner at all time (including hygiene, neat and clean attire). ▪ Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery. ▪ Ensure that all communication devices are switched off or put on 'silent' during class times. ▪ Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer. ▪ Only submit work that is original and not plagiarised.

	▪ Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.
Complaints and Appeals:	ASH has a process to manage complaints and appeals involving the conduct of: ▪ ASH, its trainers, assessors, or other staff ▪ A third-party providing services on ASH's behalf, its trainers, assessors, or other staff ▪ A learner of ASH A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review an assessment decision which has been made. If you wish to make a complaint or appeal, you can do so by emailing us at: complaints@ash.edu.au using our **F-116.2 Complaints Form** or **F-102.2 Appeals Form** For more information, refer to **P-006.2 Complaints and Appeals Policy and Procedure** on our website: www.ash.edu.au.
Fees, Charges and Refunds:	To ensure that you are protected as a consumer, you will be provided with all relevant fee information which will include: 1. The fee amount which you will be required to pay for your course 2. The payment terms on which you will pay those fees, including the timing of your required payments 3. Your rights as a consumer in Australia 4. Your right to attain a refund in certain circumstances, such as when ASH cannot deliver your course for any reason In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount. Additionally, ASH takes action to protect your fees and protection exists to ensure that you can enrol with confidence. The principal protection which is provided to you is a pre-paid fee limit - ASH will never require you to pay more than $1,500 in advance and will never allow your advance payment balance to rise above $1,500. **Refunds** ASH has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive. To access the **P-033.2 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, please visit the ASH website: www.ash.edu.au.
AQF Certification:	**Issuance of Qualifications** ASH will issue you an AQF certification in a timely manner for nationally recognised qualifications and record of results to each student who has meet the requirements of that qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days. **Issuance of Statements of Attainment** If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed.

Controlled Document

CHC33015 DIS_PUB

RTO ID: 20749

Version: 1.3   Effective: May 2023

Page 7 of 8

Review: May 2024

	Statements of attainment are issued for partial completion providing there are no outstanding fees and ASH has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days.
	Replacement AQF Certification
	If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: info@ash.edu.au Replacement AQF certification requests attract an additional fee of $85 and you will be asked to submit a **F-316.2 Student Release Form** as part of your request.
Privacy and Personal Information:	**Your Privacy and Personal Information**
	ASH takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially. ASH's privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the **P-039.2 Privacy and Personal Information Policy & Procedure** please visit the RTO website. www.ash.edu.au.
Pathways:	Students who complete this qualification may continue their studies in the following:
	CHC43015 – Certificate IV in Ageing Support
Contact Information:	**Ashley Institute of Training (ASH)**
	CTC Training Centre
	Building 1, 460-492 Beaudesert Road
	Salisbury QLD 4107
	07 3277 8777
	info@ash.edu.au