

**CHC33021**

**CERTIFICATE III in  
INDIVIDUAL SUPPORT**



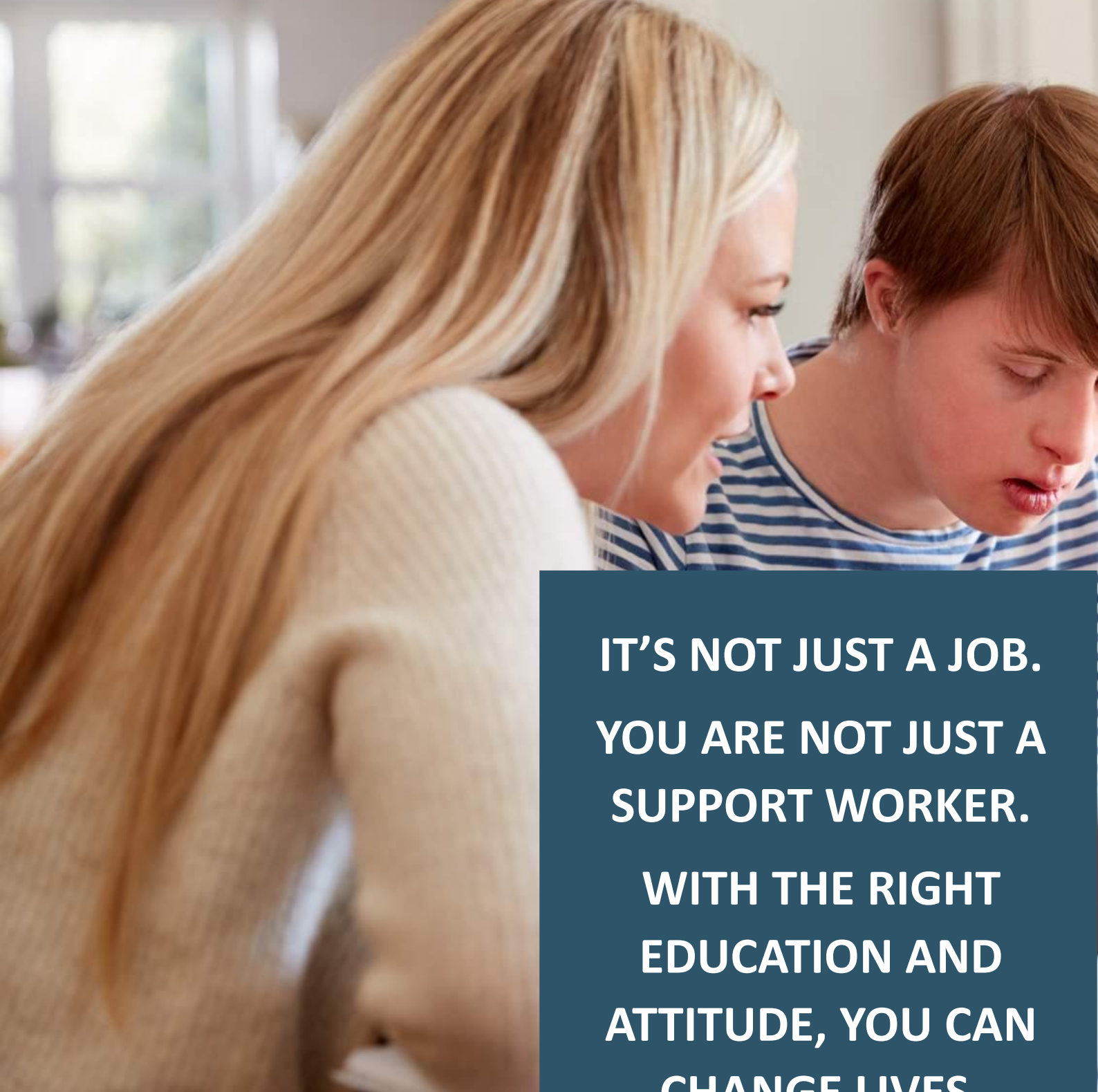
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**IT'S NOT JUST A JOB.  
YOU ARE NOT JUST A  
SUPPORT WORKER.  
  
WITH THE RIGHT  
EDUCATION AND  
ATTITUDE, YOU CAN  
CHANGE LIVES,  
INCLUDING YOUR  
OWN.**

**Zac Hitchcock  
Director  
Equinox College**



# ABOUT THIS QUALIFICATION

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.

## ENTRY REQUIREMENTS

There are no academic requirements for this course. Successful applicants will need to:

- Achieve a level of language, literacy, and numeracy appropriate for a Certificate III course.
- Be able to handle physical aspects of the role.
- Be emotionally equipped to handle the role.
- Have a passion for caring for the elderly and/or people with disability.
- Be at least 15 years of age or older.

# OUR PROGRAM

## COURSE DELIVERY



BLENDED/ONLINE



FACE TO FACE



This program is available in several modes, flexible to suit your lifestyle.

You will have up to 12 months to complete our **Blended/Online** program, where the majority of the program can be completed at your convenience. Due to the nature of the requirements of this qualification, several face-to-face practical classes are required (if you are NOT currently employed in the sector).

Our **Face-to-Face** program runs 2 days or evenings a week over 13 weeks. Practical Placement then follows the classroom studies and is conducted over 3 weeks full-time (120 hours). All our placements are sourced through local residential aged care services. Self-sourcing placement is accepted, however any hosts must meet the requirements of the program/qualification and be approved by Equinox College. If you are an experienced practitioner, discuss **Recognised Prior Learning** (RPL) with us today!

## CAREER OUTCOMES

### SUPPORT / CARE WORKER

The role of a support / care worker has a variety of names, such as Support Worker, Community Care Worker, Assistant in Nursing, to name a few, but one thing they all have in common is that the duties and responsibilities are equally as important. Working as a Support / Care Worker, you would be expected to:

- Promote the person's independence
- Be patient, flexible and understanding
- Support people with domestic tasks
- Assist people with their personal care needs, this can include grooming, eating and personal hygiene needs
- Work as part of a multidisciplinary team

## AREAS OF EMPLOYMENT

### RESIDENTIAL AGED CARE FACILITIES

Providing competent personal care assistance under the direction of a Clinical Care Team.

### IN-HOME CARE

Providing and delivering individual and personalised care and resources to clients in their own homes.

### MENTAL HEALTH SERVICES

Providing recovery-oriented support to clients including in relation to social supports, links to mental health treatment, housing and employment services and a quality lifestyle in the community.

### DISABILITY SERVICES

Providing the best possible services and support to enhance the lives of people with disabilities and their families.



# WHAT YOU WILL STUDY

## FURTHER LEARNING PATHWAYS

This qualification may be a good introductory qualification for further studies for those looking to advance their careers or widen their skills and knowledge. Further training opportunities might include:

- Certificate IV in Disability Support
- Certificate IV in Mental Health
- Diploma of Community Services
- Diploma of Leadership in Disability Services
- Advanced Diploma of Community Sector Management

On successful completion of your studies, you will receive a qualification in:

- CHC33021 Certificate III in Individual Support

There are 15 units of competency (or subjects) that are required to be completed before a qualification can be awarded.

- 9 core units and
- 6 elective units



# COURSE FEES

## FUNDED PROGRAMS

Career Start funding is available in QLD from July 1<sup>st</sup> 2025 (subject to eligibility)

Eligible Students must meet the following criteria:

- be a permanent Queensland resident;
- be an Australian citizen, or Australian permanent resident (includes humanitarian entrant), or temporary resident with the right visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
- not currently be enrolled in a Qualification;
- not have previously completed a certificate III or higher-level Qualification within the last 10 years for a general training pathway; and
- not exceed a maximum of two government-funded apprenticeships/traineeships within a 10-year period.

Our co-contribution fees are:

- **\$20 concession** (\$1.30 per unit)
- **\$40 non-concession** (\$2.66 per unit)



This includes:

- All course materials, tuition, work placement and support services are included in the total course cost
- Disability Screener and BlueCard (Volunteer)
- National Police Certificate (as required to undertake placement)

For students who are not existing workers in the industry, they will need to purchase a Student Polo shirt for Practical Placement at a cost of \$35.00

## SELF-FUNDED PROGRAMS

Our fee for service fees for this program are:

- **\$2,000 (face-to-face and online)**
- **\$1,400 (RPL)**

This also includes:

- All course materials, tuition, work placement and support services are included in the total course cost
- Disability Screener and BlueCard (Volunteer)
- National Police Certificate (as required to undertake placement)
- For students who are not existing workers in the industry, they will need to purchase a Student Polo shirt for Practical Placement at a cost of \$35.00

We have payment plans available upon application.

# PRACTICAL PLACEMENT

Minimum of **120 hours** of direct support work.

**Placement:** Aged/Disability or Community Services Organisation

Support / Care Worker or Assistant in Nursing

Your placement is an essential component of your study and needs to take priority over other activities i.e. employment and social life.

During your studies in Individual Support, you are required to complete a **minimum of 120 hours** of direct support work in an Aged Care / Disability or Community Services organisation (Host Organisation).

This is called a Practical Placement, and this relates to **students which are not employed in the health/community services sector** at the time of their enrolment.

Practical Placement is an integral part of the course, giving you the opportunity to apply your skills in the workplace.

All students will be placed at a Host Organisation where you will work alongside and under the direct supervision of a buddy, undertaking the day-to-day duties required of a worker at this level.

We will aim to secure your placement directly following your classroom studies; however, some external circumstances may prevent us from being able to do so immediately.

For all Equinox College placements, you will be required to work an 8-hour shift at a residential aged care service with usually a half an hour lunch break to ensure you meet the requirements of 120 hours of placement. You will be required to commence shifts sometime between 6am and 7am (this is at the discretion of the host organisation), some facilities offer students an option of an afternoon shift, sometimes ending between the hours of 10pm and 11pm. If you cannot undertake placement at these times, you will not be able to meet the requirements of this program

Again, placement days and shift times are always at the discretion of the host facility and Equinox College supports the host facility in these directives.

**For people currently employed in an aged care or disability service,** your current experience and knowledge will contribute to your studies and mandatory hours. You will need to notify us at the earliest opportunity that you are employed and that you would like to use your work experience for your mandatory 'placement' hours. We will undertake a review of your current employment and discuss Recognised Prior Learning (RPL) pathways with you.

**PLEASE NOTE:** Not all roles and employers will be suitable options for the mandatory hours. Simply, some employers do not offer the scope of duties and tasks required for this qualification, and as such, a component of practical placement, may be required.

# UNITS – CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT (AGEING)

## CORE UNITS

<b>CHCCCS031</b>	PROVIDE INDIVIDUALISED SUPPORT
<b>CHCCCS038</b>	FACILITATE THE EMPOWERMENT OF PEOPLE RECEIVING SUPPORT
<b>CHCCCS040</b>	SUPPORT INDEPENDENCE AND WELLBEING
<b>CHCCCS041</b>	RECOGNISE HEALTHY BODY SYSTEMS
<b>CHCCOM005</b>	COMMUNICATE AND WORK IN HEALTH OR COMMUNITY SERVICES
<b>CHCDIV001</b>	WORK WITH DIVERSE PEOPLE
<b>CHCLEG001</b>	WORK LEGALLY AND ETHICALLY
<b>HLTINF006</b>	APPLY BASIC PRINCIPLES AND PRACTICES OF INFECTION PREVENTION AND CONTROL
<b>HLTWHS002</b>	FOLLOW SAFE WORK PRACTICES FOR DIRECT CLIENT CARE

## ELECTIVE UNITS

<b>CHCPAL003</b>	DELIVER CARE SERVICES USING A PALLIATIVE APPROACH
<b>CHCCCS017</b>	PROVIDE LOSS AND GRIEF SUPPORT
<b>CHCCCS036</b>	SUPPORT RELATIONSHIPS WITH CARER AND FAMILY
<b>CHCAGE011</b>	PROVIDE SUPPORT TO PEOPLE LIVING WITH DEMENTIA
<b>CHCDIS020</b>	WORK EFFECTIVELY IN DISABILITY SUPPORT
<b>CHCAGE013</b>	WORK EFFECTIVELY IN AGED CARE



# UNITS – CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT (DISABILITY)

## CORE UNITS

<b>CHCCCS031</b>	PROVIDE INDIVIDUALISED SUPPORT
<b>CHCCCS038</b>	FACILITATE THE EMPOWERMENT OF PEOPLE RECEIVING SUPPORT
<b>CHCCCS040</b>	SUPPORT INDEPENDENCE AND WELLBEING
<b>CHCCCS041</b>	RECOGNISE HEALTHY BODY SYSTEMS
<b>CHCCOM005</b>	COMMUNICATE AND WORK IN HEALTH OR COMMUNITY SERVICES
<b>CHCDIV001</b>	WORK WITH DIVERSE PEOPLE
<b>CHCLEG001</b>	WORK LEGALLY AND ETHICALLY
<b>HLTINF006</b>	APPLY BASIC PRINCIPLES AND PRACTICES OF INFECTION PREVENTION AND CONTROL
<b>HLTWHS002</b>	FOLLOW SAFE WORK PRACTICES FOR DIRECT CLIENT CARE

## ELECTIVE UNITS

<b>CHCPAL003</b>	DELIVER CARE SERVICES USING A PALLIATIVE APPROACH
<b>CHCCCS017</b>	PROVIDE LOSS AND GRIEF SUPPORT
<b>CHCDIS011</b>	CONTRIBUTE TO ONGOING SKILLS DEVELOPMENT USING A STRENGTHS-BASED APPROACH
<b>CHCDIS012</b>	SUPPORT COMMUNITY PARTICIPATION AND SOCIAL INCLUSION
<b>CHCDIS020</b>	WORK EFFECTIVELY IN DISABILITY SUPPORT
<b>CHCAGE013</b>	WORK EFFECTIVELY IN AGED CARE

# UNITS – CHC33021 CERTIFICATE III IN INDIVIDUAL SUPPORT (DUAL)

## CORE UNITS

<b>CHCCCS031</b>	PROVIDE INDIVIDUALISED SUPPORT
<b>CHCCCS038</b>	FACILITATE THE EMPOWERMENT OF PEOPLE RECEIVING SUPPORT
<b>CHCCCS040</b>	SUPPORT INDEPENDENCE AND WELLBEING
<b>CHCCCS041</b>	RECOGNISE HEALTHY BODY SYSTEMS
<b>CHCCOM005</b>	COMMUNICATE AND WORK IN HEALTH OR COMMUNITY SERVICES
<b>CHCDIV001</b>	WORK WITH DIVERSE PEOPLE
<b>CHCLEG001</b>	WORK LEGALLY AND ETHICALLY
<b>HLTINF006</b>	APPLY BASIC PRINCIPLES AND PRACTICES OF INFECTION PREVENTION AND CONTROL
<b>HLTWHS002</b>	FOLLOW SAFE WORK PRACTICES FOR DIRECT CLIENT CARE

## ELECTIVE UNITS

<b>CHCPAL003</b>	DELIVER CARE SERVICES USING A PALLIATIVE APPROACH
<b>CHCCCS017</b>	PROVIDE LOSS AND GRIEF SUPPORT
<b>CHCDIS011</b>	CONTRIBUTE TO ONGOING SKILLS DEVELOPMENT USING A STRENGTHS-BASED APPROACH
<b>CHCDIS012</b>	SUPPORT COMMUNITY PARTICIPATION AND SOCIAL INCLUSION
<b>CHCAGE011</b>	PROVIDE SUPPORT TO PEOPLE LIVING WITH DEMENTIA
<b>CHCDIS020</b>	WORK EFFECTIVELY IN DISABILITY SUPPORT
<b>CHCAGE013</b>	WORK EFFECTIVELY IN AGED CARE

# IT REQUIREMENTS

## YOU WILL NEED ACCESS TO:

### [AT MINIMUM]

- Basic computer skills
- Knowledge of common computing terms and word processing
- Proficiency with web browser software including navigating the internet
- Sending/receiving emails with attachments
- Meet technology requirements

## TECHNOLOGY REQUIREMENTS

### Operating system

- Recommended: Windows 10, MacOS Big Sur, iPad OS 14

### Internet speed

- Use a broadband connection through USB wireless modem, ADSL2+, T1/T2, fibre optic or cable with the speed:
  - Viewing lecture recordings or conferencing - at least 5MB/sec
  - Viewing images and webpages - at least 2MB/sec

### Internet browsers

- Compatible browsers include:
- Google Chrome 8x or later (recommended for optimal compatibility, this has been thoroughly tested on Windows)
- Safari 14 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac)

Note that add-ons and toolbars can affect any browser's performance.

If you have any difficulty accessing Equinox College Moodle, check that you are using one of the supported browsers above before you contact external support.

### Settings

- We recommend that the following be enabled:
  - Cookies
  - Popups (in both internet browser and security software)
  - Javascript

### Resource viewing

- We recommend that you use the latest version of Adobe Acrobat Reader.
  - To view all the resources uploaded to Moodle, you will probably need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed.

### Security

- With all firewalls, ensure that you enable uploading of files.



# EQUINOX

## COLLEGE

RTO No. 45040

