CHC43115

Certificate IV in Disability

Qualification Outline

Online

Contents

The purpose of this document is to provide a robust platform for the delivery and assessment of the CHC43115 Certificate IV in Disability completed via online delivery.

This is your training and assessment plan.

CHC43115 Certificate IV in Disability

About WISE EDUCATION GROUP	Wise Education is a national RTO delivering work based qualifications in partnership with local and national clients. We have been delivering in various sectors for over 7 years and hold a strong portfolio of participants.

Our products offerings include qualifications in the following industry sectors:

- Business
- Business Administration
- Sales
- Customer Engagement
- Work Health & Safety
- Hospitality
- Management
- Warehouse Operations
- Aged Care
- Child Care
- Disability Services
- Employment Services
- Education Support
- Volunteering Services
- Retail
- Record Keeping
- Marketing & Advertising
- Small Business Management
- Franchising
- Tourism & Events
- Accounting & Bookkeeping
- Project Management

As a Registered Training Organisation:

* We provide flexible work based solutions for employers and staff
* Have a strong team of trainers expertise
* Have demonstrated knowledge in developing concepts for training regimes that reflect the industry needs
* Have a strong account management structure
* Have a sound internal working management system that ensures we commit to our promise
* Have a culture that is built entirely on customer care
* Have a Work Placement Scheme that supports most qualifications
* Have logbooks that record your work placement activities and supports your practical learning

	∗ Have available webinars which can be undertaken at any time as a recorded session or Live led by your trainer
The Need	**General:** In Australia, almost half the population of people with disability lives in poverty or near poverty—earning, on average, about half as much as people without disability. Recently, there have been improvements in the proportion of people with disability using the specialist services they need to foster choice, independence and wellbeing. However, carers of people with a disability are less likely to be in the labour force and employed. This has led to the introduction of a demand-led system that has the potential to increase the supply of VET-trained workers in this area. **From an industry perspective:** Community Services and Health is Australia's largest industry grouping employing 9 per cent of the workforce and contributing significantly to the nation's economy and welfare. Employment in the industry is projected to grow by at least 35 per cent over the next ten years. More sustainable models of quality care are required that alleviate the pressure on professional roles, particularly Registered Nurses, giving greater prominence to existing and new VET-based roles. **From potential participants' perspective:** Staff irrespective of the industry they are in, require training in order to undertake their roles effectively. They require internal on the job training and monitoring with the view of a training plan so they can also determine their job readiness. Participants also are looking to have these skills form part of a nationally recognised qualification so they can demonstrate their sound industry knowledge by way of an industry specific qualification. This strengthens their personal resume and provides a platform for determining their career path. **Employer's perspective:** All individuals need to have some understanding of the required skills and what they are responsible for, as well as those skills that rest with their supervisors, coordinators or other specialists. In Australia, the skills required will assist clients during the implementation of the National Disability Insurance Scheme (NDIS). Providing frontline workers with the necessary support via a nationally recognised qualification as well as organisational practises around risk management, reporting, mentoring and supervision will be critical to an employer's success.
Target Market	This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team. Typically they will work in the following roles: • Behavioural support officer • Development officer

	• Disability officer • Employment coordinator • Lifestyle support officer • Residential care officer • Project officer (life enhancement team)
Entry requirements	Training Package: 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 (CHCDIS005 Develop and provide person-centred service responses). In order to work in the industry, students must obtain a current Police Check. Wise Education Requirements: Participants must be able to fulfil the following specific requirements: • Pay your student qualification fee • Complete an enrolment form • Complete a language, literacy and numeracy test as part of the enrolment form • The enrolment form will be emailed and you must save it locally on your computer prior to completing the forms. They can be completed and filled in electronically or you can post directly to: **Wise Education Group** **PO Box 6252 Alexandria NSW 2015** • You will also be provided with a copy of the Qualification Outline and Participant Handbook.
Work Placement	As part of the assessment 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 CHCDIS005 Develop and provide person-centred service responses. If you require assistance to find work placement, please contact our Student Support Officer, who will discuss with you the best options to suit your needs. You will be provided with the following: • Structured Workplace Learning Support Kit – this gives details of what is involved in the work placement process. Please complete the final page and return to operations@wise.edu.au • Work Placement Scheme Agreement – This is a formal agreement between Wise, the Host employer and the student, outlining the terms and conditions of the work placement and required contact details • Host Organisation Resource Kit – We provide this to your chosen host organisation Student Log Book – You are to record structured training activities to confirm learning and competency within the workplace. It is important you maintain, update and keep a record of these activities throughout the term of your training program. You and your manager are required to complete the required sections of the log book and return to your trainer when the period of your work placement is completed in full.

Outcomes	This program has been designed to equip participants at Wise Education Group (see target market) with the skills and experience required to work within the roles mentioned. They will obtain the following skills and knowledge: • Maintaining personal care of those with a disability • Working effectively in community sector • Maintain an empowering environment • Support community participation and inclusion • Implementing individualised plans and providing support • Knowing the importance of culturally aware and respectful practice • Communicate using alternative strategies • Organisational support • Assistance with implementation of individualised plans • Contribution to WHS processes • Client support in health care plans • Effective working relationships between carers • Contribution to implementation of service delivery strategy
Program overview	The delivery and assessment of this program is completely online. All learning modules are allocated to the Learning Management System, which is our Catapult system. Participants will be allocated a 2 units of competency at a time. All assessment will be provided in print copy and posted to the participants address.
Delivery and Assessment	The theory components are the first part of the online experience. You will undertake each of your modules allowing up to 50 hours completing the module and at least 8 hours for assessment completion. The learning module and assessment can be carried out over time and we recommend scheduling at least one module with assessment per month. At the conclusion of the module you will complete your assessment in print format or editable format on your usb key. Please keep in mind if you would like an editable version, please request this from Wise Assessment is to be conducted on unit by unit basis. Wise Education Group considers assessment conducted in a real workplace of paramount importance to meeting industry needs and expectations. The workplace provides the context for learners to respond to and research information relevant to their own situation. The assessment model applied in this course has a focus on workplace observation when work placement is being undertaken All activities and tasks are assessed by the assessor and the learner is provided with detailed feedback. This allows the learner to monitor their own progress before progressing onto new activities so they may apply the lessons learned. Wise through consultation has purchased the Eduworks suite of assessments to be provided to the student separate to the Catapult system. Students will not complete the assessment provided on the Catapult system. These assessments will be provided in print copy at time of enrolment and the qualification outline details how the student will submit these assessment for marking

Duration	This program will be delivered over a 12 month period. You will be allocated with 1 module and assessments at a time. Your Trainer/Assessor will monitor the completion of your assessments and mark these within 5 working days. You will receive an email notification of your competency. Once you have been deemed competent your Assessor will allocate the next unit for completion.
Pre requisites	There are no unit level pre requisites that participants must complete to enter this program.
Packaging	To complete this qualification, participants must complete a total of 14 units of competency as set out by the Training Package. This is to consist of 11 core units and 3 elective units.
Units	Wise Education Group is able to deliver and assess the following units of competency.

Unit Code	Unit Title	Core/ Elective
CHCCCS015	Provide individualised support	C
CHCDIS002	Follow established person-centred behaviour supports	C
CHCDIS005	Develop and provide person-centred service responses	C
CHCDIS007	Facilitate the empowerment of people with disability	C
CHCDIS008	Facilitate community participation and social inclusion	C
CHCDIS009	Facilitate ongoing skills development using a person-centred approach	C
CHCDIS010	Provide person-centred services to people with disability with complex needs	C
CHCDIV001	Work with diverse people	C
CHCLEG003	Manage legal and ethical compliance	C
HLTAAP001	Recognise healthy body systems	C
HLTWHS002	Follow safe work practices for direct client care	C
CHCCOM002	Use communication to build relationships	E
CHCCCS006	Facilitate individual service planning and delivery	E
CHCAGE001	Facilitate the empowerment of older people	E

Delivery arrangements	The delivery of this qualification will be completely online. Wise Education Group will support all participants by providing availability to an allocated Trainer/Assessor via phone or email support.
	In each of the modules, learning activities are provided to ensure that the appropriate learning is being undertaken.
	You will be required to complete at least one unit per month to remain on track within a 12 month period. Should you choose to fast track your duration you are able to complete the units at your own pace.
Sequencing	Participants can commence with the core units then select the most appropriate elective units for sequencing.
	The training plan for each participant will reflect the sequencing of delivery. Where appropriate, Wise Education Group will also establish a schedule of events and document these in the Wise Education Group Trainer Schedule.
	Your compulsory units of competency will be provided as follows, all electives will follow in selected order

Unit Code	Unit Title	Month
HLTWHS002	Follow safe work practices for direct client care	Month 1
CHCDIV001	Work with diverse people	Month 1
CHCLEG003	Manage legal and ethical compliance	Month 2
HLTAAP001	Recognise healthy body systems	Month 3
CHCCCS015	Provide individualised support	Month 4
CHCDIS002	Follow established person-centred behaviour supports	Month 5
CHCDIS005	Develop and provide person-centred service responses	Month 6
CHCDIS007	Facilitate the empowerment of people with disability	Month 7
CHCDIS008	Facilitate community participation and social inclusion	Month 8
CHCDIS009	Facilitate ongoing skills development using a person-centred approach	Month 9
CHCDIS010	Provide person-centred services to people with disability with complex needs	Month 10
CHCCOM002	Use communication to build relationships	Month 11
CHCCCS006	Facilitate individual service planning and delivery	Month 12
CHCAGE001	Facilitate the empowerment of older people	Month 12

Work environment	Participants enrolled in this qualification should have access to a workplace, its facilities, equipment, resources and support. Where work health & safety becomes an issue to conduct assessment in this manner then the assessment will take place away from the

	normal working environment. However, the simulated environment will represent normal working conditions as closely as possible. If participants do not have access to a working environment, then Wise will organise work placement in order to successfully complete the qualification
Assessment	Assessment of learner competence is carried out on a unit-by-unit basis. Wise have paper based assessments that can be printed and posted to each student or alternatively provided on a usb key to allow for computer based population. These assessments are sent to the student upon commencement of program A range of methods is used in order to facilitate a flexible approach. Assessment tasks include the following which allows the assessment of multiple skills and knowledge integrated into actual workplace activities. **1: Written Questions:** The learner is required to respond to a range of questions. The learner will research their answers from the issued textbook, TAFE NSW Individual Support in Australia, and other general and workplace references that are available. **2: Case studies:** The learner is required to read through developed case study scenarios, conduct their own research and provide answers in response to the situation. **3: Role Play:** The learner is required to demonstrate a range of skills and apply knowledge relating to the unit of competency in a simulated environment with the Assessor. **4: Practical Log Book:** The learner is provided with a log book which requires their workplace Supervisor to sign off the tasks they complete whilst undertaking their work placement. The trainer/ assessor also visits the workplace (where applicable) to observe the same competencies and gather feedback from the workplace Supervisor either in person or via phone. Learners are provided with the opportunity to discuss and clarify assessment outcomes during phone and email contact with the trainers and assessor.
	You can submit your assessments to your assessor in a number of ways: 1. Post your hand written version to the attention of your Trainer at: C/- Wise Education Group Attention: Operations Team PO Box 6252 Alexandria NSW 2015 **N.B. in this case please be sure you take a copy of your assessment should it be lost in transit**

	2. You can scan and email your completed assessment and email this to your trainer at their Wise email address 3. Scan and upload your assessment to your own profile in JobReady (Student Management System) in the 'Documents folder' as seen in your profile Email your trainer to advise this has been completed
RPL	All participants will be provide with the opportunity to undertake recognition of prior learning. They have the opportunity to apply for this process at enrolment and they will then be provided with the following information: • RPL Application Kit available online • RPL Evidence Guides available online • RPL Competency Conversation conducted by the Trainer./ Assessor • RPL Referee Reports Wise Education Group also provides the Trainer/Assessors with a support guide to RPL.
Principle of assessment	Assessment is conducted in accordance with the following: **Principles of Assessment** **Reliability** - Wise Education Group seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the learner and for assessors. We achieve this by using assessors who have the required competencies in assessment and the relevant vocational competencies. Our assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements. Reliability is also supported by the validation of assessment judgements. **Fairness** - Wise Education Group assessment approach encourages fairness in assessment through consideration of the learner's needs and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with the learners to ensure that the learner is fully informed about, understands and is able to participate in the assessment process. The learner will be given the opportunity to challenge the result of any assessment task and undertake re-assessment if required. **Validity** –Any assessment decision of Wise Education Group is justified, based on the evidence provided by the individual learner. conducts assessment against the broad range of skills and knowledge identified within each unit of competency and which is integrated with the performance of workplace tasks. We ensure that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.

	Flexibility – Wise Education Group strives to provide assessment opportunities that reflect a learner's needs. Our chosen assessment strategies provide for recognition of a learner's current competency, employ a range of methods appropriate to the context of the industry, the unit of competency and the learner themselves. Individual needs of learners are met as required as the learner notifies Wise Education Group's staff of their need.
	Rules of Evidence
	Currency – Wise Education Group must be satisfied that the learner currently holds the skills and knowledge relating to a particular unit of competency. Assessment evidence submitted is to be based on the learner's performance either at the time of the assessment decision or in the very recent past.
	Sufficiency - Learners are required to complete and submit the assessment tasks provided for each unit. The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competency. The assessment mapping ensures that all aspects of the unit of competency have been satisfied and that competency can be demonstrated repeatedly.
	Validity – Each of the assessment tasks reflect the relevant unit of competency. They cover skills and knowledge required of an individual to perform a wide range of business functions. We collect evidence that directly aligns with the components documented within each unit of competency. The collected assessment evidence must replicate the outputs of the task as though it were being performed within an actual workplace.
	Authenticity – Wise Education Group seeks evidence that is authentic for each learner. To support this, assessors must be assured that the evidence presented for assessment is the learner's own work. Learners will need to sign an authenticity declaration as part of submitting their work to state that it is the learner's own work.
Facilities and Equipment	**Equipment or resources specific to disability sector and these should be available at each of the work placement centres** • Care plans (at least 3 different) • Work place policies and procedures • WHS policies and procedures • Community engagement plans • PPE • Manual Handling devices where applicable
Trainer Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format and also clustered specifically for community services clients. • Wise Education Group Trainer Scheduling doc • Learners Guide with Facilitator notes for activities on Catapult • Wise Assessment Kits

	• Wise Assessors Marking Guide • Wise Mapping Guide
Student Materials	The following documents have been developed which describe the delivery and assessment of the qualification. The units of competency are in single unit format. • Qualification Outline • Online Learners Guide (Catapult) • Disability Support Worker (textbook) • Wise Assessment resources • Work Placement Log Book • VET Handbook
Trainer requirements	To deliver this program Wise Education Group requires its trainers and assessors to: • Hold a TAE40110 Certificate IV in Training and Assessment • Hold the following qualifications: o CHC43115 Certificate IV in Disability (or equivalent or a level higher) • Have worked as a Trainer/ Assessor professional within the last 12 months • Have worked in the Community Services Industry with a minimum of 3 years' experience • Hold membership or that of a related industry body • Have participated in specific professional development within the last 12 months; and • Maintain their Industry Currency at least annually by attending 'Return to Industry' programs as set out in professional development plan • Have undertaken training and assessment professional development within the last 12 months.
Trainer Allocation	Where single or multiple trainers are required, we have set out the Trainer responsible for undertaking the units of competency as below:

Unit Code	Unit Title	Trainer
CHCCCS015	Provide individualised support	
CHCDIS002	Follow established person-centred behaviour supports	
CHCDIS005	Develop and provide person-centred service responses	
CHCDIS007	Facilitate the empowerment of people with disability	
CHCDIS008	Facilitate community participation and social inclusion	
CHCDIS009	Facilitate ongoing skills development using a person-centred approach	
CHCDIS010	Provide person-centred services to people with disability with complex needs	
CHCDIV001	Work with diverse people	
CHCLEG003	Manage legal and ethical compliance	

HLTAAP001	Recognise healthy body systems	
HLTWHS002	Follow safe work practices for direct client care	
CHCCOM002	Use communication to build relationships	
CHCCCS006	Facilitate individual service planning and delivery	
CHCAGE001	Facilitate the empowerment of older people	

Pathways	Upon successful completion of this qualification, participants are able to continue their learning journey into: CHC52015 Diploma of Community Services
Access & Equity	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 Strategies. Needs will be identified prior to students' commencing programs. Customised delivery and assessment strategies, including reasonable adjustment to meet client needs.
Support Services	**Learning Support** – LLN support (through initial analysis (LLN form) and feedback then follow up support where necessary); disability support services We are also able to coordinate face to face sessions or distance learning if the online environment is not conducive to your style of learning. Please advise your Trainer/ Assessor if you require changes to your delivery format **Student Support** – Wise Account Manager and Wise Trainer **Your Tutor-** This is a 3rd party tutoring service that we provide to students to allow additional support throughout their study. You can ask for a 245 hour writing service where a tutor will review your project and return the results within 24 hours or immediate support for researching, maths or english support. **Orientation Call-** Once you have successfully enrolled you will receive a call from our Manager of Client services who will conduct an orientation with you. This is your opportunity to discuss how you would like to have the program work for you and the types of support you may require or request. This oreintation checklist is also provided to the Trainer.
Participant Satisfaction	Wise Education Group will periodically conduct random surveys with participants. At regular management meetings, Wise Education Group will analyse the feedback and implement any corrective actions.
Your Commitment	• Actively participate in your modules • Liaise with your Trainer/Assessor to receive adequate support • Complete your models and assessment in a timely manner • Follow your study plan • Advise your Trainer if you require any additional support