




RTO Code:	40596				 NATIONALLY RECOGNISED TRAINING
RTO Name:	Australian Institute of Vocational Development (AIVD)				
Training Package/Release & Status:	CHC – Community Services Training Package Release 6.3/Current/28 April 2022				
Skill Set & Title/Release & Status:	CHCSS00099 – Individual Support – Home and Community (Ageing) Skill Set Release 1 Superseded 08/Dec/2015				
Skill Set Description	This skill set reflects the skill requirements for providing person centred support to older people in home and community settings.				
Skill Set Packaging Rules	A total of 4 units of competency				
Units of Competency:	Unit Code	Unit Title	Nominal Hours	Unit Type	
	CHCCCS025	Support relationships with carers and families	70	CORE	
	CHCCCS011	Meet personal support needs	60	CORE	
	CHCAGE001	Facilitate the empowerment of older people	50	CORE	
	CHCHCS001	Provide home and community support services	50	CORE	
Duration:	8 Weeks				
Delivery Location:	<ul style="list-style-type: none"> ▪ Epping Quest Epping, Level 6, Corner of Cooper and Miller Streets, Epping, VIC 3076 ▪ Sunshine Shop T2, Sunshine Market Place, Hampshire Road, Sunshine VIC 3020 ▪ Practical placement sites will vary based on the students selection of a host employer. 				
Delivery Mode:	Face-to-face Classroom Delivery				



<p>Skill Set Entry Requirements</p>	<p>This skill set has been endorsed by industry as suitable for individuals who:</p> <ul style="list-style-type: none"> ▪ hold a qualification at Certificate III level or higher in Community Services, Health or related field <p>or</p> <ul style="list-style-type: none"> ▪ have skills equivalent to the qualification requirement validated through a recognition of prior learning process.
<p>Enrolment Application Process:</p>	<p>AIVD 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:</p> <p>Suitability Discussion</p> <p>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.</p> <p>Online Language, Literacy and Numeracy (LLN) Assessment</p> <p>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.</p> <p>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.</p> <p>NB: You will also be required to provide a working with children's check prior to undertaking any training in the workplace / work placement.</p>
<p>Recognition of Prior Learning:</p>	<p>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. AIVD will offer each student the opportunity to apply for RPL as part of the enrolment process. The RPL process includes:</p> <ul style="list-style-type: none"> ▪ 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 <p>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.</p> <p>Refer to: F-048.1.43 Statement of Fees CHCSS00099 Skill Set for a breakdown of fees.</p>



<p>Course Credit:</p>	<p>Course Credit is available to you where you have previously completed either a qualification or a unit/s of competency that are on AIVD’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-315.1 Course Credit Application Form and submitting to AIVD along with your supporting documentation.</p> <p>You will need to supply the following evidence for your course credit application:</p> <ul style="list-style-type: none"> ▪ Statement of Attainment ▪ Transcript of Results ▪ AQF certification documentation ▪ Photo identification <p>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).</p>
<p>Student Support Services:</p>	<p>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 AIVD staff directly. Examples of support services offered at AIVD include, although not limited to:</p> <ul style="list-style-type: none"> ▪ One on one or group coaching ▪ Modification to the delivery and assessment ▪ Modification of materials and/or resources ▪ Deferral of the course to allow for foundation skills training
<p>Training Delivery:</p>	<p>This qualification is designed to be delivered using a face-to-face delivery mode in a classroom environment.</p>
<p>Assessment:</p>	<p>Assessment will be conducted individually, and you will be provided with an Assessment Guide for each unit of competency which includes:</p> <ul style="list-style-type: none"> ▪ 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 <p>There are a variety of assessment methods used for this qualification including:</p> <ul style="list-style-type: none"> ▪ Knowledge based assessments ▪ Practical demonstration/observations ▪ Case Studies ▪ Projects ▪ Portfolio of Evidence ▪ Third-Party Reports <p>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.</p>



	<p>Submission, Feedback and Re-Assessment</p> <p>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.</p> <p>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.</p>				
<p>Practical Placement Requirements:</p>	<p>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.</p> <p>Students are generally required to work closely with AIVD to plan and arrange placement with an approved host employer/employee where AIVD will support the student when required. In addition, there are a number of checks required to undertake practical placement which are listed below:</p> <table border="1" data-bbox="411 987 1497 1249"> <tr> <td data-bbox="411 987 1043 1193"> <p>Police Check</p> <ul style="list-style-type: none"> ▪ From \$42.00 <p>NDIS Workers Screening Check</p> <ul style="list-style-type: none"> ▪ \$123.20 </td> <td data-bbox="1045 987 1497 1193"> <p>Vaccination Status – proof of up-to-date vaccination status is required</p> </td> </tr> <tr> <td colspan="2" data-bbox="411 1196 1497 1249"> <p>For further fee information, refer to F-048.1.43 Statement of Fees CHCSS00099 Skill Set</p> </td> </tr> </table> <p>For further information about practical placement, you can also refer to P-029.1 Practical Placement Policy and Procedure – AIVD.</p>	<p>Police Check</p> <ul style="list-style-type: none"> ▪ From \$42.00 <p>NDIS Workers Screening Check</p> <ul style="list-style-type: none"> ▪ \$123.20 	<p>Vaccination Status – proof of up-to-date vaccination status is required</p>	<p>For further fee information, refer to F-048.1.43 Statement of Fees CHCSS00099 Skill Set</p>	
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<p>Registered Training Organisation (RTO) Obligations:</p>	<p>By accepting your enrolment into a course, AIVD has taken on obligations to you as a student. These obligations include:</p> <ul style="list-style-type: none"> ▪ 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, AIVD 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 				



	<ul style="list-style-type: none"> ▪ Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.
<p style="text-align: center;">Learner Responsibilities:</p>	<p>As a student, you are entering into an agreement with AIVD and will be asked to agree to meet certain responsibilities as outlined in the F-011.1 Code of Conduct for Students. The Code of Conduct outlines your responsibilities as follows:</p> <ul style="list-style-type: none"> ▪ Follow AIVD policies and procedures as outlined in enrolment and the Student Information Guide. ▪ Communicate effectively with all AIVD 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 AIVD when required. ▪ Complete all necessary paperwork accurately within the specified timeframe. ▪ Treat fellow Students, AIVD Staff, host employers and/or AIVD 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 AIVD’s policies and procedures. ▪ Raise any issues, concerns and/or breaches of the Code with AIVD in a timely manner avoiding any form of escalation. ▪ Respect the privacy and confidentiality of AIVD, staff and students in the collection of any business or personal information. ▪ Care for the property of students, staff, and the property of AIVD 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.



	<ul style="list-style-type: none"> ▪ Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.
<p>Complaints and Appeals:</p>	<p>AIVD has a process to manage complaints and appeals involving the conduct of:</p> <ul style="list-style-type: none"> ▪ AIVD, its trainers, assessors or other staff ▪ A third-party providing services on AIVD’s behalf, its trainers, assessors or other staff ▪ A learner of AIVD <p>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.</p> <p>If you wish to make a complaint or appeal, you can do so by emailing us at: vic.admin.team@aivd.com.au using our F-116.1 Complaints Form or F-102.1 Appeals Form</p> <p>For more information, refer to P-006.1 Complaints and Appeals Policy and Procedure on our website: www.aivd.com.au.</p>
<p>Fees, Charges and Refunds:</p>	<p>To ensure that you are protected as a consumer, you will be provided with all relevant fee information which will include:</p> <ol style="list-style-type: none"> 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 AIVD cannot deliver your course for any reason <p>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.</p> <p>Additionally, AIVD 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 - AIVD 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.</p> <p>Refunds</p> <p>AIVD 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.</p> <p>To access the P-033.1 Fees, Charges and Refunds Policy and Procedure, and the associated forms required to apply for a refund, please visit the AIVD website: www.AIVD.com.au.</p>
<p>AQF Certification:</p>	<p>Issuance of Qualifications</p> <p>AIVD 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</p>



	<p>qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days.</p> <p>Issuance of Statements of Attainment</p> <p>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. Statements of attainment are issued for partial completion providing there are no outstanding fees and AIVD has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days.</p> <p>Replacement AQF Certification</p> <p>If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: vic.admin.team@aivd.com.au Replacement AQF certification requests attract an additional fee of \$85 and you will be asked to submit a F-316.1 Student Release Form as part of your request.</p>
<p>Privacy and Personal Information:</p>	<p>Your Privacy and Personal Information</p> <p>AIVD 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. AIVD’s privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the P-039.1 Privacy and Personal Information Policy & Procedure please visit the RTO website. https://AIVD.com.au/.</p>
<p>Ongoing Pathways</p>	<p>These units provide credit towards a range of qualifications in the CHC Community Services Training Package at Certificate III or Certificate IV level.</p>
<p>Contact Information:</p>	<p>Upper Level/Suite 218, 8 - 34 Gladstone Park Drive, Gladstone Park, VIC 3043 PO Box 2055, Gladstone Park, VIC 3043 03 9310 5980 vic.admin.team@aivd.com.au</p>