



Course

Pre-Enrolment Guide

Training Area:

Individual Support

Training Product:

**CHC33021-AE04
Certificate III in
Individual Support
(Ageing)**



Your Future. Your Choice. Your TAFE.

Central Regional TAFE spans four regions and around 57% of Western Australia, with nine campuses delivering training that reflects the industries driving our state's economy. From the Midwest and Wheatbelt to the Gascoyne and Goldfields, our footprint is vast – and so are the opportunities.

Studying regionally connects you directly with the jobs that matter. With most agricultural, health, and construction roles based in regional WA, training close to home ensures you build skills where the demand is.

Each campus is shaped by its community and industries. Whether it's aquaculture on the coast, mining in the Goldfields, or agriculture in the Wheatbelt, we work hand-in-hand with employers to make sure your training is current, practical, and linked to real apprenticeships and work placements.

Wherever you live, your local campus is ready to help you succeed – while keeping skills, jobs, and opportunities right here in regional WA.





Your Campus. Your Training. Your Career.

At Central Regional TAFE, it's all about you. We're here to help you shape the future you want, with the right support every step of the way.

Learn from industry experts who bring real-world knowledge into the classroom and gain the confidence and skills employers are looking for. With over 300 nationally recognised courses – from Certificate I through to Advanced Diploma – plus a wide range of short courses, there's a pathway for every ambition.

We know life is busy, so our flexible and online study options help you balance training with work, family, and everything else you've got going on. Add to that payment plans and tailored support, and achieving your goals has never been easier.

Whether you're leaving school, changing careers, or upskilling, you'll find a place at TAFE – and a pathway to a future that works for you.

Train where you live. Build real skills. Shape a future that works – with Central Regional TAFE.



Course Information

CHC33021 – Certificate III in Individual Support AE04 Ageing Trainee

| | |
|---|--|
| Release number | 1 |
| Required number of units for course completion | Total number of units = 15 9 core units 6 elective units |
| Duration | 12 months |
| Location | Northam campus |
| Delivery mode | Work Based |

IS THIS COURSE RIGHT FOR ME?

Before you choose this course, it's a good idea to think about the skills and knowledge you might need. The information below will help you decide if the course is a good fit for you, or if there are areas where you might need some extra support.

Trainees seeking to do this qualification must be signed up by an employer prior to commencement.

Information you need to know about the course

Physical capability: Physical fitness to perform manual handling tasks,

Emotional and mental requirements: Resilient emotional and mental health while supporting frail aged clients, including those with dementia, disability, mental ill health. Empathy and compassion required.

Environmental requirements: Working in residential or community settings, client's own home. Urban, regional and remote areas require driving, and may require travelling long distances.

Cultural aspects: Working in close physical contact with clients, often with diverse needs (LGBTQI+, culturally and linguistically diverse).

Work placement requirements

National Police Check:

- Students must provide a National Police Clearance from WA Police that does not identify any offences that would prevent the student from working in the Aged or Disability care sector. Forms are available at Australia Post.

National Disability Insurance Scheme (NDIS) check:

- Students may be required by some organisations to provide National Disability Insurance Scheme (NDIS) check.

Working with Children's Check Card (WWCC).

- Students may be required by some organisations to provide a WWCC

Vaccinations: Provide evidence of up-to-date vaccinations, such as COVID-19 and influenza, as required by placement facilities.

- Students may be asked to provide evidence of immunisation status and may be required to have additional immunisations depending on the placement agencies requirements.

First Aid: Some providers may require a current First Aid Certificate (HLTAID011).

Course Pathways

This course aims to help you develop skills and knowledge that may support progression into a range of job roles or pathways to further study-

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.

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.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication

Pathways from this qualification:

- Enter into a Certificate IV qualification in Community Services (depending on entry requirements)
- Be eligible for entry into the Certificate IV in Ageing Support or Certificate IV in Preparation for Health and Nursing Studies
- Eligible for employment in the community, home or residential care setting
- Upon successful completion of the full course trainees may seek new opportunities in their employment or entry-level positions across a wide range of positions in the community services and health sector.

Further details can be found on our website [here](#).

National Course Entry Requirements

Nil

Central Regional TAFE (CR TAFE) Entry Requirements

Age: Be at least 18 years old.

Education: Complete the equivalent of Year 10 education.

Unique Student Identifier (USI): You must have a Unique Student Identifier (USI) to enrol in and complete any nationally recognised training in Australia. If you do not have a USI or need help getting one, we can assist you with the process.

Language, Literacy, Numeracy and Digital Literacy (LLND)

Before you enrol, CR TAFE is required to review your language, literacy, numeracy and digital (LLND) skills to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time. For this course, the method of LLND review will be advised. Your Lecturer will facilitate access to the LLND test.

After the LLND review, your Lecturer will inform you of the result and the best way forward which may include:

- Proceeding to enrolment
- Possible alternative learning options
- Any support that can be provided

Pre-enrolment Interview:

You are required to participate in an informal interview/chat with your lecturer over the phone or face to face in Northam. This is to gather information about your background and to help you decide if the course is right for you, identify any support you might need, or whether other learning options may be better suited to you at this time. Digital literacy will be discussed to determine your readiness for an online course and access to a reliable computer and internet is required.

Fees and Payments

Whether you are enrolling in individual units and/or full qualifications at CR TAFE, you are responsible for paying the enrolment fee for each unit you enrol in.

You will find detailed information about your course costs and how they are calculated on our website [here](#).

You can also check the drop-down box for FEES on your course page on the website which has details about the course fees.

Further information on:

- key payment terms and conditions
- availability of any relevant government training entitlements and subsidies
- our withdrawal and refund requirements

is available under the Fees and Payment Options section in the Student Handbook on our website [here](#).

Our Student Business Systems team can help if you are unsure about any fee information. Please refer to the Contacts section, on how to contact us.

Learning Resources

Recommended Textbook:

'The Individual Support Worker 3E' (Author: Geoff Arnott - Publisher: Cengage).

Online learning materials

All trainees are provided with access to Eduworks (online learning materials) via Blackboard.

Resources and equipment you need to bring

You are required to provide (at your own expense) the following list of resources/equipment:

When attending Workshops and Simulations students must bring their own laptop. (Loan laptops are available on request).

Students must present in attire that meets workplace standards. I.e. non-slip shoes, long pants, short sleeved shirt (polo, no logos), hair tied up off shirt collar, minimal jewellery.

CR TAFE online library resources

Our online library has a wide range of electronic resources useful to your course. You can find our online library on the CR TAFE website [here](#). Library staff are available to assist you as required.

Work Placement

A mandatory work placement of 120 hours is required for this course. As you are already employed your lecturer will check the suitability of your workplace for meeting course requirements. If your role in the workplace or location does not meet all of the course requirements, you may need to complete part of your work placement at a different location to ensure all requirements are covered. Your lecturer and line manager will identify another suitable workplace in this instance.

As a trainee, you will be monitored in the workplace to ensure you are gaining the required workplace experience. This may be through Ready Skills and it is essential that this is completed throughout the training.

Delivery options

This course offers other study options (listed below) so you can choose the approach that best suits your needs. Please contact our Student Business Systems for information on the alternate delivery modes and/or study hours.

Self-paced onsite – blended delivery of skills workshops and online delivery

Traineeship – blended delivery of skills workshops and online delivery

For additional information about self-paced study options at all our campuses please check the courses pages on our website [here](#).

My Portal

There is a variety of information available to students on our website under [Current Students](#). Once you are enrolled, the Student Portal will allow you to view the following:

- My application - view the status of your application to study
- My payments - view your payment history and instalment plan details (if relevant)
- My study - view your course details, units and academic records
- My details - view and update your personal information
- My tasks - view any notices from Central Regional TAFE
- Blackboard - links directly to the Blackboard e-learning platform

Recognition of Prior Learning

Recognition of prior learning (RPL) means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product. If you think you have existing knowledge and skills in one or more of your units of study, you may apply for RPL. Should you apply for RPL, you will be supported through the process by a lecturer. For further information visit our website [here](#).

Credit

Credit can be given if you have successfully completed a unit or module that has the same code or is deemed equivalent to one in your current course. You may have completed this unit/module at a Registered Training Organisation or at an alternate authorised organisation such as a university.

You will have to provide some evidence you have successfully completed the unit or module. This might include authenticated VET transcripts or other AQF certification documents like Statements of Attainment, Records of Results etc.

You won't be charged for credit. If you think this might apply to you, contact your lecturer to discuss eligibility, the application process and the evidence you need to provide.

Note: CR TAFE will not issue an Award or Statement of Attainment that is achieved wholly through crediting units completed at another RTO.

Appeals and Feedback

CR TAFE values student feedback and recognises that opportunities to improve products and services arise from the effective handling of student complaints. Complaints are processed in a way that balances the interests of students and CR TAFE while making sure the process is fair for everyone.

Trainees are supported to [provide feedback and make complaints](#). Trainees have the right to appeal decisions made by the lecturer/assessor and CR TAFE. For example, if you have concerns about your assessment results, please approach your lecturer to discuss the issue and/or refer to our website for details [here](#).

Student Support Services

CR TAFE aims to provide a supportive learning environment for all students. If you have any support needs, either before you enrol or during your course, we encourage you to speak with your lecturer or the Student Support Services team. CR TAFE will provide, or help you access, the support that can assist you in your studies.

Training Support:

You are encouraged to identify any training support that you may need before you enrol and at any point during your learning journey. This may include but not limited to:

- Study Skills
- Accessing and using technology
- Assessments
- Disability support
- Aboriginal and Torres Strait Islander support

Wellbeing Support:

CR TAFE is dedicated to supporting trainees and to providing a safe and inclusive learning environment for all students including a culturally safe learning environment for Aboriginal people. CR TAFE recognises that trainee wellbeing is important for a successful learning journey and may provide, or support access to, appropriate services where needed. Wellbeing support may include, but not limited to:

- Counselling and mental health resources (external)
- Career Services and Guidance (internal)
- Financial (fee and debt payment options, scholarships) (internal)
- Abuse, harassment, bullying (internal and external)
- Crisis and Support Lines (external)
- Support for Aboriginal students (internal and external)
- Aboriginal Counselling Support (external)
- Support for students with disability (internal and external)
- Support for international students (internal)

For confidential, no obligation contact information for wellbeing support, please contact our Student Support Services team who can help you with more information on how to access these support services, or go to our [website](#).

Contacts:**Lecturer contact details:****Elsbeth Kerr**

Coordinator/Lecturer Individual Support
Central Regional TAFE
1 Hutt Street
Northam, WA, 6401

Preferred contact days/time:

Monday to Thursday 9am to 4.30pm

T: 08 96226718

E: elsbeth.kerr@crtafe.wa.edu.au | W: www.centralregionaltafe.wa.edu.au

Hiba Azif

Lecturer Individual Support
Central Regional TAFE
1 Hutt Street
Northam WA 6401
T:0899562921

E: Hiba.Azif@crtafe.wa.edu.au | W: centralregionaltafe.wa.edu.au

Preferred contact days/time:

Mondays, Tuesdays, Thursdays and Fridays 9am to 3pm.

To speak to our Student Business System Team, Student Support Services Team, our Technical Support Team, Aboriginal Support Services or your local Access and Equity Inclusion Officer, contact: 1800 672 700 or enquiries@crtafe.wa.edu.au.

Alternatively, you can complete an online enquiry form <https://www.centralregionaltafe.wa.edu.au/contact-us>.

For help with all things career, training and employment, contact our Jobs and Skills Centres at either our Geraldton, Kalgoorlie or Northam campuses, or call 13 64 64 or go to www.jobsandskills.wa.gov.au.

Award

Upon successful completion of this course, you are entitled to an Award and a Record of Achievement. Should you not have successfully completed all the units of competency required for the Award, you are entitled to a Statement of Attainment for the individual units for which you have been assessed as competent.

Further Resources and Information

More information can be found in our Student Handbook, available for download off our website [here](#).

Notification of Changes to the Course

You will be informed in writing by your lecturer of any changes that affect your course after enrolment. You will be supported throughout the change to ensure there is minimal disruption to your learning journey.

Timetable and Training Hours

Drop-in sessions in person or via Teams

Students can make individual appointments with Lecturers via Teams meeting or in person upon request via email.

| TIME | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|-----------------|--------|---------|-----------|----------|------------------------------------|
| 10.00am-1:00 pm | | | | | Simulation Room LO27 L Block |
| | | | | | |
| | | | | | |

Assessment Methods

For this course, assessments may include the following:

- Knowledge questions: This involves answering questions, either orally or in writing relating to the unit of competency.
- Observations: This involves your assessor or a third party (workplace supervisor) observing you perform tasks in the workplace and/or simulated workplace to check that you have the knowledge and skills required for the unit of competency.
- Project: This involves completing tasks or activities in the workplace and/or simulated workplace to show that you can apply the knowledge and skills required for the unit of competency.
- Portfolio: This is a collection of evidence you put together, such as documents, examples of your work, or completed activities, to show that you have the knowledge and skills required for the unit of competency.

Note: The specific assessments required for each unit of competency will be outlined in the Training and Assessment Plan (TAP) for that unit. You will receive a copy of the TAP for each unit when you enrol.



Training Assessment Strategy

Title

Manual Name

TAS Preparation Design Delivery Schedule **Units** Units Bulk Edit Delivery Staff Assessment and Resources Learner Support Review and Approvals Notes/Attachments Clone Administration Related

Core: 9 | Elective: 6

CHC33021: Individual Support (BIC0) - 1.00

New Stage New Group New Cluster New Unit


Search:

| Stage | Group | Unit of Competency | State ID | Core | Prerequisites | Modes of Delivery | Points | Face to face | Work-shop | Work Plc. | Out of Class | Tutorial | Total Training | Assessment |
|---------------------|-------------------------|---|----------|----------|---------------|--------------------------------|--------|--------------|-----------|-----------|--------------|----------|----------------|------------|
| Core (9) | | | | | | | | | | | | | | |
| Stage One | | CHCCCS031: Provide individualised support [OEH40] | OEH40 | Core | | Blended Delivery | 0 | 0 | 18 | 0 | 70 | 0 | 88 | 10 |
| Stage One | | CHCCCS038: Facilitate the empowerment of people receiving support [OEH25] | OEH25 | Core | | Blended Delivery | 0 | 0 | 12 | 0 | 60 | 0 | 72 | 10 |
| Stage One | | CHCCCS040: Support independence and wellbeing [OEH39] | OEH39 | Core | | Work Placement, Blended Del... | 0 | 0 | 6 | 120 | 25 | 0 | 151 | 10 |
| Stage Two | | CHCCCS041: Recognise healthy body systems [OEI08] | OEI08 | Core | | Blended Delivery | 0 | 0 | 3 | 0 | 60 | 0 | 63 | 8 |
| Stage Two | | CHCCOM005: Communicate and work in health or community services [AVC29] | AVC29 | Core | | Blended Delivery | 0 | 0 | 3 | 0 | 43 | 0 | 46 | 8 |
| Stage Two | | CHCDIV001: Work with diverse people [AVC09] | AVC09 | Core | | Blended Delivery | 0 | 0 | 3 | 0 | 30 | 0 | 33 | 8 |
| Stage One | | CHCLEG001: Work legally and ethically [AVB82] | AVB82 | Core | | Blended Delivery | 0 | 0 | 3 | 0 | 50 | 0 | 53 | 10 |
| Stage One | | HLTINF006: Apply basic principles and practices of infection prevention and control [OEI66] | OEI66 | Core | | Blended Delivery | 0 | 0 | 9 | 0 | 35 | 0 | 44 | 10 |
| Stage One | | HLTWH002: Follow safe work practices for direct client care [WGT39] | WGT39 | Core | | Blended Delivery | 0 | 0 | 6 | 0 | 20 | 0 | 26 | 10 |
| Elective (6) | | | | | | | | | | | | | | |
| Stage Two | Group A (Ageing) | CHCAGE011: Provide support to people living with dementia [OEH24] | OEH24 | Elective | | Blended Delivery | 0 | 0 | 3 | 0 | 50 | 0 | 53 | 10 |
| Stage Two | Group A (Ageing) | CHCAGE013: Work effectively in aged care [OEH41] | OEH41 | Elective | | Blended Delivery | 0 | 0 | 3 | 0 | 40 | 0 | 43 | 8 |
| Stage 3. | Group C Other Electives | CHCCCS036: Support relationships with carer and family [OEH37] | OEH37 | Elective | | Blended Delivery | 0 | 0 | 3 | 0 | 30 | 0 | 33 | 10 |
| Stage 3. | Group C Other Electives | CHCCCS044: Follow established person-centred behaviour supports [OEH22] | OEH22 | Elective | | Blended Delivery | 0 | 0 | 6 | 0 | 40 | 0 | 46 | 10 |
| Stage 3. | Group A (Ageing) | CHCPAL003: Deliver care services using a palliative approach [OEI05] | OEI05 | Elective | | Blended Delivery | 0 | 0 | 9 | 0 | 40 | 0 | 49 | 10 |
| Stage 3. | Group C Other Electives | HLTAID011: Provide First Aid [OCD30] | OCD30 | Elective | | Blended Delivery | 0 | 0 | 12 | 0 | 10 | 0 | 22 | 8 |
| | | | | | | | | 0 | 99 | 120 | 603 | 0 | 822 | 140 |

Showing 1 to 15 of 15 entries



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