

CHC33015 Certificate III in Individual Support (Ageing) Frequently Asked Questions

Is this course for me?

Like choosing any area of study the choice is a personal one for you to make. Aged Care is a rapidly expanding industry where demand for workers will increase as the Australian population increases. The knowledge and skills required by an Aged Care worker are increasingly being respected by the population as a whole. This is reflected in the qualification where you will be strictly assessed on a wide range of criteria.

Working in the aged care sector can become an extremely rewarding and fulfilling career. However, it does come with its challenges both physically and emotionally. Caring for an aged person or one with a disability can have its physical demands. For example, if you are in a support role you are required to provide hands on assistance.

You may also be in a situation where you are required to manage someone with difficult behaviours or health issues, you may be working in an environment where you will experience grief and loss and you may be exposed to the emotion of friends and family throughout your career as a support worker. (<https://www.training.com.au/ed/5-things-know-career-aged-care/>)

IRT Academy staff will do their best to provide you with the support required to negotiate any challenges you face.

How long is my course?

6 month duration (classroom) - Your course is conducted 2 days per week over a 7 month period and includes 27 face to face classes and 150 hours of work placement in an aged care facility.

12 month duration (classroom) – Your course is conducted 1 day per fortnight over a 12 month period and includes 27 face to face classes and 150 hours of work placement in an aged care facility.

6 month duration (online) – Your course is conducted in an online environment over a 6 month period in addition to 150 hours of work placement in an aged care facility.

Where are the courses held?

Our classroom based classes are held at IRT Academy in Wollongong or at our IRT facility in Milton, Sarah Claydon Village.

Who arranges my work placement?

IRT Academy will assist in organising work placement but can't guarantee work placement in areas where IRT does not have aged care facilities

What are the study requirements?

For those studying in a classroom environment you will be expected to devote approximately 6-8 hours of home study per week in addition to your classroom hours and 150 hours of work placement. A textbook or online material will be provided and pre-reading is essential before attending classes.

For those studying online you will be expected to devote 15 to 20 hours per unit of competency in addition to your 150 hours of work placement. Online material will be provided to assist you through your qualification.

What are the assessment methods?

You will be assessed a number of ways. These methods may include:

- Multiple choice questions
- Mix and match questions
- Written questions / research exercises
- Role-plays
- Observation in the classroom in a simulated environment
- Observation in the workplace

Am I guaranteed a job at the completion of the course?

Unfortunately not. Whilst IRT Academy may organise for a representative of the IRT Group's Recruitment department to address the class about employment opportunities, employment is not guaranteed and all students seeking work will have to follow the normal procedures in regards to applying and interviewing for a position.

What are my rights and responsibilities as a student?

As a student of IRT Academy you have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and any contract requirements of state funding bodies
- be informed about personal information that is collected about you and the right to review and correct that information
- access to IRT Academy's feedback and complaints handling process.

With rights come responsibilities and as a student with IRT Academy your responsibilities include:

- providing accurate and complete information to IRT Academy
- behaving in a responsible and ethical manner.

For more details on your rights and responsibilities please view the IRT Academy student handbook at https://www.irt.org.au/wp-content/uploads/2020/02/Student-Handbook_2020_v7.4.pdf or contact us to request a copy.

What are the payment terms and conditions?

Fees must be paid in full/or as per arranged and agreed to payment plan prior to course commencement IRT Academy. We will refuse entry to a course if the fee is not paid as required. Evidence of payment is required to be produced by the student for sighting by the IRT Academy Trainer/Assessor.

The payment terms and conditions are found in our Fees and Charges Schedule. This can be found at https://www.irt.org.au/wp-content/uploads/2020/02/Fees-and-Charges-Schedule_2020_v2.1.pdf or contact us to request a copy.

What is the refund policy?

Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a program will be entitled to a full refund of fees paid.

Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by IRT Academy is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

What support services are available to me?

All students are required to complete an online Language, Literacy and Numeracy test prior to the commencement of the course. If it is determined that you need support IRT Academy will direct you to the appropriate support provider.

IRT Academy can also facilitate the following:

- **Computer and web literacy support** – Support will be provided within the course and outside course hours for students with low computer and web literacy.
- **Educator and specialist LLN support** – Students requiring additional support will be offered one-on-one support with the educator and where required, specialist LLN support.
- **Access to content in several delivery modes to suit different learning styles (Universal Design for Learning principles)** – All students are given access to the text book, PowerPoint and list of relevant websites for each unit of competency at the beginning of the course.
- **Additional self-paced learning activities (Flipped learning)** – The principles of flipped learning are applied where students get the opportunity to research interest areas from home.
- **Additional educator time** – Students will be given the opportunity to meet with the educator one-on-one outside the course hours for additional support.
- **Additional face-to-face classes** - Five additional face-to-face classes is scheduled where students get the opportunity for further practices and get familiar with different IRT sites and work practices.
- **Additional educator and administrative support** – Students are given the opportunity to stay after class for further support.
- **“Support check in” during work placement** – An IRT Academy staff will visit the students on their second or third day of placement to ensure all is going well. This will be followed up with the workplace assessment during the second week. The site Clinical Site Educators (CNE) are also notified of students in the workplace and will provide support on site.
- **Study skills** – Practical tips on what to expect during the course, how to study and researching answers for the assessments.