CHC33021 Certificate III in Individual Support

Student Guide to

Structured Workplace Learning and Assessment

SWIN BUR NE OPEN ED

What is Structured Workplace Learning and Assessment?

Swinburne Open Education offers students a unique opportunity to study in an online environment to develop their skills and knowledge in their chosen field, at a time and pace that suits them.

Many of our courses require practical skills application to achieve competency. Structured Workplace Learning and Assessment (SWLA) offers students in these courses the opportunity to seek out a workplace where they can apply their learning in practical ways in order to expand on and demonstrate their skills.

Practical placement, also known as Structured Workplace Learning and Assessment (SWLA), is an important part of the course and provides you with the opportunity to apply the skills and knowledge you gain in a real workplace environment. This *Student Guide to Structured Workplace Learning and Assessment* provides you with a clear overview of the process, your role and support available to you. You will find additional information and all the documents that you need within the Learning Platform, including your Work Placement Plan, Portfolio and Logbook.

There is also a *Supervisor Guide to Structured Workplace Learning and Assessment* that is specifically tailored to your host organisation and Workplace Supervisor. You will need to ensure that you provide a copy of your *Supervisor Guide to Structured Workplace Learning and Assessment* to your nominated supervisor.

Note: As part of our continuous improvement process, procedures and supporting templates are subject to change.

Please consider the environment before printing this document.

Student Guide to

Structured Workplace Learning and Assessment

CHC33021 Certificate III in Individual Support

Contents

About Swinburne Open Education

Swinburne Open Education is here to help Australians achieve their career aspirations and ensure they are prepared for future workforce needs. Our focus is offering quality courses that build the knowledge and skills that are needed in the workplace.

This is done by engaging with industry to ensure that the course aligns to the needs of the workplace and that the learning delivered is current, relevant and valuable.

About The Course

The CHC33021 Certificate III in Individual Support is offered for the following streams:

- The CHC33021 Certificate III in Individual Support (Ageing)
- The CHC33021 Certificate III in Individual Support (Disability)
- The CHC33021 Certificate III in Individual Support (Ageing and Disability)

The order of studies and units will be based on the streams chosen by the students.

The CHC33021 Certificate III in Individual Support (Ageing) – The units covered in this stream are listed below in order.

MODULE	UNIT CODE	UNIT TITLE
0	N/A	Introduction to Community Services
1	CHCCOM005	Communicate and work in health or community services
2	CHCLEG001	Work legally and ethically
3	CHCDIV001	Work with diverse people
4	CHCCCS041	Recognise healthy body systems
5	HLTWHS002	Follow safe work practices for direct client care
5	HLTINF006	Apply basic principles and practices of infection prevention and control
6	SWLA Block1	Submissions
7	CHCCCS036	Support relationships with carer and family

8	CHCCCS040	Support independence and well being
9	CHCCCS031	Provide individualised support
10	CHCCCS038	Facilitate the empowerment of people receiving support
11	CHCCCS017	Provide loss and grief support
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
13	CHCAGE011	Provide support to people living with dementia
14	CHCAGE013	Work effectively in aged care
15	CHCPAL003	Deliver care services using a palliative approach
16	SWLA 2	CHCCCS036, CHCCCS040 CHCCCS031, CHCCCS038, CHCCCS017, CHCDIS011 CHCAGE011, CHCAGE013 CHCPAL003

The CHC33021 Certificate III in Individual Support (Disability)- – The units covered in this stream are listed below in order.

MODULE	UNIT CODE	UNIT TITLE
0	N/A	Introduction to Community Services
1	CHCCOM005	Communicate and work in health or community services
2	CHCLEG001	Work legally and ethically
3	CHCDIV001	Work with diverse people
4	CHCCCS041	Recognise healthy body systems

MODULE	UNIT CODE	UNIT TITLE
5	HLTWHS002	Follow safe work practices for direct client care
	HLTINF006	Apply basic principles and practices of infection prevention and control
6	SWLA Block1	Submissions
7	CHCCCS036	Support relationships with carer and family
8	CHCCCS040	Support independence and well being
9	CHCCCS031	Provide individualised support
10	CHCCCS038	Facilitate the empowerment of people receiving support
11	CHCCCS017	Provide loss and grief support
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
13	CHCDIS012	Support community participation and social inclusion
14	CHCDIS020	Work effectively in disability support
15	CHCCCS035	Support people with autism spectrum disorder
16	SWLA 2	CHCCCS036 CHCCCS040 CHCCCS031 CHCCCS038 CHCCCS017 CHCDIS011 CHCDIS012 CHCDIS020 CHCCCS035

The CHC33021 Certificate III in Individual Support (Ageing and Disability)- – The units covered in this stream are listed below in order

MODULE	UNIT CODE	UNIT TITLE
0	N/A	Introduction to Community Services

1	CHCCOM005	Communicate and work in health or community services
2	CHCLEG001	Work legally and ethically
3	CHCDIV001	Work with diverse people
4	CHCCCS041	Recognise healthy body systems
5	HLTWHS002	Follow safe work practices for direct client care
	HLTINF006	Apply basic principles and practices of infection prevention and control
6	SWLA Block1	Submissions
7	CHCAGE013	Work effectively in aged care
8	CHCCCS040	Support independence and well being
9	CHCCCS031	Provide individualised support
10	CHCCCS038	Facilitate the empowerment of people receiving support
13	CHCAGE011	Provide support to people living with dementia
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
13	CHCDIS012	Support community participation and social inclusion
14	CHCDIS020	Work effectively in disability support
15	CHCPAL003	Deliver care services using a palliative approach
16	SWLA 2	CHCAGE013, CHCCCS040 CHCCCS031, CHCCCS038, CHCDIS012, CHCDIS011, CHCDIS020 CHCAGE011 CHCPAL003

IMPORTANT NOTES:

A summary of the workplace and assessment requirements is included in the **Roles and Responsibilities – Your Workplace** below. A full list of the workplace and assessment requirements for each unit is included in the Work Placement Plan, Interview Questionnaire, Portfolio, Logbook and Third-Party Report documents.

Due to the range of activities required to demonstrate, you may complete the SWLA requirements for these units at one or more workplaces, approved by Swinburne Open Education.

About Structured Workplace Learning and Assessment

Structured Workplace Learning and Assessment (SWLA) is a compulsory part of 33021Certificate III in Individual Support (Ageing), facilitating the opportunity for our students to apply their skills and knowledge gained throughout the course in a workplace environment.

Swinburne Open Education offers students a unique opportunity to study in an online environment to develop their skills and knowledge in their chosen field at a time and pace that suit them.

Certificate III in individual support requires practical skill application as well to achieve competency. Structured Workplace Learning and Assessment (SWLA) offers the opportunity to seek out a workplace where you can apply learning in practical ways in order to expand on and demonstrate your skills.

You are required to complete a minimum of 120 hours for Certificate III in individual support, at an approved regulated aged care or disability service depending on the stream you have chosen to study and are enrolled in to study.

The minimum number of hours is split across SWLA Block 1 (SWLA 1) and SWLA Block 2 (SWLA 2).

Your work placement is split into two (2):

In SWLA 1, you are required to complete a minimum of 60 hours at an approved regulated Aged care or Disability service. There is no age-group specification for SWLA 1.

In SWLA 2, you are required to complete a minimum of 60-120 hours at an approved regulated Aged care or Disability service.

Please note: *The above SWLA hours are just indicative of you successfully completing the course. It could see you may be working a few additional hours as per the individual units requirements. We understand some of the tasks you will undertake during the SWLA may be repetitive in nature, but the units are set out in a way that ensure you get enough practice and hands on skills to gain confidence and appropriate work skills and you are work ready!*

Your Workplace Supervisor is required to sign off on all hours completed in both SWLA 1 and SWLA 2. Once you have completed the learning and assessments for Modules 1 – 5, Module 6 (SWLA 1) will be unlocked. At the end of your placement, you will be required to submit all SWLA 1 assessment documents and supporting documents to demonstrate competency in the units covered during SWLA 1.

In the below table you will find information the spilt for the two SWLA blocks with a minimum of 120 hours of work placement:

The CHC33021 Certificate III in Individual Support (Ageing) – The units covered in this stream are listed below in order

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
BLOCK 1					
0	N/A	Introduction to community services			
1	CHCCOM005	Communicate and work in health or community services			
2	CHCLEG001	Work legally and ethically			
3	CHCDIV001	Work with diverse people (NB: no SWLA hours are required)	42	18	**60**
4	CHCCCS041	Recognise healthy body system			
5	HLTWHS002	Follow safe work practices for direct client care			
	HLTINF006	Comply with infection prevention and control policies and procedures			
6	SWLA Block 1	Submissions			
BLOCK 2					
7	CHCCCS036	Support relationships with carer and family			
8	*CHCCCS040	Support independence and well being	42	18	**60**
9	CHCCCS031	Provide individualised support			
10	CHCCCS038	Facilitate the empowerment of people receiving support			

SWIN BUR NE

OPEN ED

11	CHCCCS017	Provide loss and grief support			
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach			
13	CHCAGE011	Provide support to people living with dementia			
14	CHCAGE013	Work effectively in aged care			
15	CHCPAL003	Deliver care services using a palliative approach			
16	SWLA 2	CHCCCS036, CHCCCS040 CHCCCS031, CHCCCS038, CHCCCS017, CHCDIS011 CHCAGE011, CHCAGE013 CHCPAL003			

*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However, your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA 1 and SWLA 2 requirements.

The CHC33021 Certificate III in Individual Support (Disability) – The units covered in this stream are listed below in order

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
BLOCK 1					
0	N/A	Introduction to community services			
1	CHCCOM005	Communicate and work in health or community services			
2	CHCLEG001	Work legally and ethically			
3	CHCDIV001	Work with diverse people	42	18	**60**
4	CHCCCS041	Recognise healthy body system			
5	HLTWHS002	Follow safe work practices for direct client care			
	HLTINF006	Comply with infection prevention and control policies and procedures			
6	SWLA Block 1	Submissions			
BLOCK 2					
7	CHCCCS036	Support relationships with carer and family			
8	*CHCCCS040	Support independence and well being	42	18	**60**
9	CHCCCS031	Provide individualised support			
10	CHCCCS038	Facilitate the empowerment of people receiving support			

11	CHCCCS017	Provide loss and grief support			
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach			
13	CHCDIS012	Support community participation and social inclusion			
14	CHCDIS020	Work effectively in disability support			
15	CHCCCS035	Support people with autism spectrum disorder			
16	SWLA 2	CHCCCS036 CHCCCS040 CHCCCS031 CHCCCS038 CHCCCS017 CHCDIS011 CHCDIS012 CHCDIS020 CHCCCS035			

*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements

SWIN BUR NE • OPEN ED

The CHC33021 Certificate III in Individual Support (Ageing and Disability) – The units covered in this stream are listed below in order

MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTAL SWLA HOURS
BLOCK 1					
0	N/A	Introduction to community services			
1	CHCCOM005	Communicate and work in health or community services			
2	CHCLEG001	Work legally and ethically			
3	CHCDIV001	Work with diverse people	42	18	**60**
4	CHCCCS041	Recognise healthy body system			
5	HLTWHS002	Follow safe work practices for direct client care			
	HLTINF006	Comply with infection prevention and control policies and procedures			
6	SWLA Block 1	Submissions			
BLOCK 2					
7	CHCAGE013	Work effectively in aged care			
8	*CHCCCS040	Support independence and well being	42	18	**60**
9	CHCCCS031	Provide individualised support			
10	CHCCCS038	Facilitate the empowerment of people receiving support			

11	CHCAGE011	Provide support to people living with dementia			
12	CHCDIS011	Contribute to ongoing skills development using a strengths-based approach			
13	CHCDIS012	Support community participation and social inclusion			
14	CHCDIS020	Work effectively in disability support			
15	CHCPAL003	Deliver care services using a palliative approach			
16	SWLA 2	CHCAGE013, CHCCCS040 CHCCCS031, CHCCCS038, CHCDIS012, CHCDIS011, CHCDIS020 CHCAGE011 CHCPAL003			

*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements

Key information

Are there any pre-requisites to commencing SWLA?

This course is only offered in Victoria. Before commencing placement, you will need to undergo police check. Registered NDIS providers may also request you to complete a NDIS Worker Screening Check. You may also need to have certain immunisation, depending on state/territory requirements. Please ask your workplace supervisor what vaccines they require you to have prior to commencing. Please note that some immunisations such as Hepatitis B and COVID-19 need multiple injections to be administered over a specific time period before someone is deemed immune. It is important that you consult with your GP as soon as possible to avoid delays in starting work placement.

Online Pre SWLA-Workshops

In specific courses with a high level of practical requirements, students will be encouraged to attend online Pre SWLA workshops. To be eligible to participate in placement and attend an online Pre SWLA-Workshops, students are required to complete the Modules and Assessments leading up to the first block of placement in their chosen course. This ensures that students have the fundamental knowledge to participate in an online Pre SWLA-Workshop. The online Pre SWLA-Workshops are designed to help the student learn the practical components associated to the units they are studying. The workshops are designed to help induct students into the requirements of the workplace/industry they will be attending for placement. The workshop details the tasks a student will be required to complete within a real work environment. Students will be given opportunities to practice these activities and ask questions to help build their confidence before they commence placement. A Trainer and Assessor is present for the online workshop to provide guidance and facilitate demonstrations of the activities to be completed in a workplace environment.

Please note that the online Pre SWLA-Workshops are held on business days between the hours of 9am to 5pm AEST/DST. Students who attend these workshops must have a functioning Microphone and Web Camera to attend. Students will need a clear area behind them to demonstrate activities and participate in the required tasks. Swinburne Open Ed strongly recommend that all students attend a Pre SWLA-Workshop before commencing placement to help improve the quality of their work placement experience.

When do I undertake SWLA?

Prior to commencing SWLA, you must successfully complete a range of knowledge-based assessments relating to the skills and competencies that are to be applied and developed during your SWLA experience. Prior to commencing SWLA Block 1, you must successfully complete the learning and knowledge-based assessments for Modules 1- 5, and Modules 7-13 for Block 2.

I am already working in the industry. Can I use my current employer for SWLA?

Possibly yes, however Swinburne Open Education will need to check that your current workplace and your Workplace Supervisor meet the requirements for supporting SWLA in relation to the course outcomes. In this instance, you still complete the Host Organisation Approval Form and submit for sign off.

SWIN BUR NE • OPEN ED

Roles and Responsibilities

In order to be successful, SWLA requires the collaboration and support between the student, Host Organisation, Workplace Supervisor and your Swinburne Open Education Assessor. This section provides details of the roles and responsibilities of each of these groups.

You, the student

Before you join a workplace, it is your responsibility to ensure that you have met any requirements of your workplace (e.g., police check, immunisation). You are also required to complete all workplace induction/orientation, and to comply with workplace policies and procedures (e.g., code of conduct, confidentiality, work health and safety).

You receive this Guide and other relevant documentation relating to SWLA to ensure you are fully informed of the course requirements and SWLA process. You will use a Work Placement Plan (that we develop in conjunction with you and your Workplace Supervisor that guides you in the completion of your SWLA. You need to professionally accept and respond to feedback on your performance from the Workplace Supervisor, as well as from the Assessor.

You, the student will:

- Agree to take part in SWLA as part of your course of study
- Obtain a valid working with police check, NDIS Worker Screening Check and immunisation as required by the Host Organisation
- Work with your proposed Workplace Supervisor to complete the Host Organisation Approval Form and wait until it is approved by Swinburne Open Education before you start your SWLA
- Work closely with your allocated Swinburne Open Education Assessor and your Workplace Supervisor to develop and adjust your Work Placement Plan and conduct scheduled Interview Questionnaire process
- Commit to completing the designated tasks and activities captured in the Work Placement Plan, Logbook and Portfolio
- Carry out all reasonable and lawful directions of the workplace and perform your work to the best of your ability
- Comply with all reasonable workplace rules and requirements governing safety and behaviour
- Attend the workplace on each day and time as agreed
- Dress in accordance with workplace guidelines
- Inform both the Supervisor and Assessor as soon as practicable if you are unable to attend work scheduled as part of your SWLA
- Promptly inform the Supervisor and Assessor of any accident, injury or incident that may occur
- Inform the Assessor and Supervisor of any necessary health information, including details of any known medical condition which may affect you and any medication or treatment which may be necessary
- Provide and receive feedback about your learning needs, objectives and performance to and from the Workplace Supervisor and your Assessor.

The Swinburne Open Education Assessor

Our Assessor for this course has many years of experience working in industry and is your key contact at Swinburne Open Education. The Assessor is available to you at any time if you have questions or concerns.

Before you start your SWLA, the Assessor will use the information captured in the Host Organisation Approval Form to ensure that the workplace meets the specific requirements of the course and that the Workplace Supervisor has the appropriate level of experience to supervise and guide you. Once approved, they will then contact the Workplace Supervisor to introduce themselves, have a chat about the process and requirements and answer any questions they have.

Our Assessor will:

- Review the proposed workplace/Host Organisation against the specified requirements to determine whether they are appropriate to host you
- Review your proposed Workplace Supervisor against the specific requirements to determine whether they hold the appropriate level of experience/qualifications to provide supervision and guidance to you
- Ensure you and the Workplace Supervisor understand the core learning objectives and approach of the SWLA
- Work in collaboration with you and your Workplace Supervisor to develop a realistic and relevant Work Placement Plan, and adjust this as you go if required
- Ensure that the type of activities you will undertake during SWLA are:
    - directly related to, and at the appropriate skill level, for the training outcomes of the course you are undertaking, and
    - useful for the vocation and employment outcomes of the course
- Explain the qualification requirements, assessment process, answer any questions or address any concerns from you or your Workplace Supervisor
- Conduct the assessment of the evidence submitted by you against the requirements of the qualification
- Provide timely and constructive feedback on your performance against the competency requirements
- Ensure all records associated with the SWLA are retained securely and copies are provided to both you and the Workplace Supervisor.

The Workplace Supervisor

The Workplace Supervisor's role is to provide guidance and support to you during your SWLA in a safe and reliable environment. You will gain a lot of knowledge from the Workplace Supervisor's experience in industry.

NOTE: The Workplace Supervisor does not formally assess you, the student. The Assessor conducts the assessment.

The Workplace Supervisor possesses the relevant experience and/or qualifications to support the student. This should include a minimum of 2 years' experience and/or a Certificate III in Individual Support or higher related qualification.

The Workplace Supervisor role is to:

- Read and confirm understanding of the Supervisor Guide to Structured Workplace Learning and Assessment, including these responsibilities
- Accurately and honestly complete sections of the Host Organisation Approval Form, which includes an agreement between the Workplace Supervisor and the student
- Provide full and accurate information relating to the specified resources and equipment required to be available in the workplace for assessment by the Assessor
- Discuss learning opportunities available, as well as the core objectives of SWLA with you and the Assessor
- Discuss and develop a plan with you and the Assessor regarding the type of activities you will undertake during SWLA to ensure they are:
  - relevant and directly related to, and at the appropriate skill level, for the training outcomes of the course you are undertaking, and
  - useful for the vocation and employment outcomes of the course
- Collaborate with you and the Assessor in the development and ongoing adjustment of the Work Placement Plan, Interview Questionnaire process and Third-Party Report (if appropriate), providing sufficient time and resources for you to complete the required tasks
- Provide you with an appropriate orientation/induction to the work environment including workplace health and safety and other key policies and procedures
- Provide a work environment that complies with relevant workplace health and safety and workplace relations legislation and standards
- Provide guidance and support to you in line with your learning and assessment tasks throughout the SWLA
- Sign off on your placement hours and performance of the tasks outlined in the Work Placement Plan, Logbook and Third-Party Report as agreed in the Assessor interview process
- Confirm whether you have met the standard considered acceptable in the workplace for the completed tasks
- Maintain confidentiality of any medical or other sensitive information that has been disclosed and disclose information to another party only if permission has been given, or in the case of a medical emergency
- Contact the Assessor as soon as practicable if you are absent, injured or become ill in the course of undertaking SWLA
- Contact your emergency contact person and the Assessor in the case of an emergency
- Contact and consult with the Assessor if they consider it necessary to modify or terminate the arrangement prior to the end of the placement
- Provide feedback on your performance in the workplace and ensure that you gain the most from your workplace experience.

Your Workplace – the Host Organisation

For the Individual Support industry course, the Host Organisation must be an approved aged care organisation such as residential aged care facilities, group homes, and respite care.

Your workplace/Host Organisation will:

- Support your Workplace Supervisor to provide you with a meaningful learning experience
- Provide access and opportunity for you to experience a workplace where you can develop and practise work-based skills and knowledge
- Provide you with access to the necessary facilities, equipment and resources to complete the required activities and tasks
- Support you to reflect on your workplace behaviour with the view to enhance your workplace skills, knowledge and expertise
- Be compliant with all applicable legislation, industry regulations and codes.

SWLA Performance

A summary of what is involved in SWLA for each unit is outlined below. Also note that all the units in this course and as listed above have performance criteria requirements and even if some of them are not included in SWLA or may get updated along the way we will ensure that related performance criteria is sufficiently covered in way of you undertaking projects/role play as part of your learning.

MODULE 1 - CHCCOM005 Communicate and work in health or community services
- Demonstrate effective communication skills in **two (2)** different work situations   - Clarify workplace instructions and negotiated timeframes with **one (1)** colleague   - Respond appropriately to **one (1)** different situation where communication constraints were present   - Report **one (1)** problems to supervisor   - Complete **two (2)** written or electronic workplace documents to organisation standards   - Contribute to continuous improvement.

MODULE 2 – CHCLEG001 Work legally and ethically
- Complete workplace activities in accordance with legal and ethical requirements at least once   - Develop appropriate responses to at least **two (2)** different legal or ethical issues relevant to the work role   - Identify and communicate at least **two (2)** potential work practice improvements designed to enhance workplace responsiveness to legal and ethical requirements.

MODULE 5 – HLTWHS002 Follow safe work practices for direct client care & HLTINF006 Apply basic principles and practices of infection prevention and control
Completed the following tasks at least once in line with state/territory work health and safety regulations, relevant codes of practice and workplace procedures:

- - - o   Contribute to a workplace health and safety meeting or inspection
        - o   Conduct a workplace risk assessment and recorded the results
        - o   Consistently apply workplace safety procedures in the day-to-day work activities required by the job role, including:
            - ♦ Infection control
            - ♦ Hazardous manual tasks
            - ♦ Use of personal protective equipment
            - ♦ Reporting incidents
- Follow workplace procedures for at least **one (1)** simulated emergency situation
- Follow safe work practices for infection control and manual handling
- Reflect on own safe work practices.
- implement precautions for infection prevention and control according to national standards and guidelines on **three different occasions**, each responding to a different identified infection risk,
- Follow established organisation infection prevention and control procedures for each of the following:
    - o carrying out hand hygiene procedures as relevant to the infection risk
    - o selecting and using correct Personal Protective Equipment (PPE)
    - o using correct cleaning and waste management procedures
- respond to **three instances** of exposure to infection risk, including:
    - o at least one instance that involves management of exposure to blood or body fluids
    - o documenting and reporting the incident and response
    - o identifying and managing clean and contaminated zones.

MODULE 7 – CHCCCS036 Support relationships with carer and family

- recognise and respond to the support needs of the carer or family members of **at least three different people** who are using the service
- provide support to the carer or family of one person undergoing a change in care arrangements including identification of risks and use of strategies to address risks.

MODULE 8 – CHCCCS040 Support independence and well being

- safely support **at least three people** to enhance independence and wellbeing
- *perform the activities outlined in the performance criteria of this unit during a period of at least 120 hours of direct support work in at least one aged care, home and community, disability or community service organisation.

*Please note the CHCSSS040- Support independence and well being unit (Module 8) is linked to completing a 120 hrs work placement however many performance elements within the unit will be

SWIN BUR NE

OPEN ED

completed during the work placement for both SWLA block 1 and Block 2. Some of the tasks that are a cross over that you may have completed in the performance elements in SWLA1 will be used as evidence of completion of part of the 120hrs that have been allocated to this unit alone. However your successfully completion of this unit and of the course will be marked completed upon completion of the both SWLA1 and SWLA 2 requirements.

MODULE 9 – CHCCCS031 Provide individualised support

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide personal support to people with individualised plans, using aids and equipment including devices used by the person, to undertake each of the following in the workplace **on three occasions**, with simulation to occur prior to being assessed in the workplace, as described in the assessment conditions:
- dressing, undressing and grooming
- eating and drinking using required mealtime assistance techniques and equipment, ensuring client has physical access
- oral hygiene
- showering
- toileting and the use of continence aids
- using slide sheets, hoists, slings and lifters
- transferring a person between bed and chair
- transferring a person from seated to standing

provide personal support to people with individualised plans, using aids and equipment including devices used by the person, to undertake each of the following in a simulated workplace **on two occasions**:

- bed bathing
- shaving
- transferring a person in and out of car
- falls recovery and
- assisting a person to take pre-packaged medication
- when performing the above tasks:
- confirm support requirements and preferences with the person, their family, carer or others identified by the person
- perform risk assessment and engage additional assistance as required
- prepare required equipment, aids and appliances according to the individualised plan
- provide support in a manner that upholds the rights and dignity of the person and considers duty of care and dignity of risk
- monitor support in collaboration with the person, confirming any requirements for change and reporting or referring according to organisational policies and procedures
- complete required documentation and reporting according to organisational policies and procedures.

MODULE 10 – CHCCCS038 Facilitate the empowerment of people receiving support

This unit performance outcomes, skills and knowledge required to facilitate the empowerment of people receiving support, and to deliver rights-based services using a person-centred approach. It should be carried out in conjunction with individualised plans.

- respond to the goals and aspirations of **at least two people**, one in a simulated environment and one in the workplace:
- employing flexible, adaptable and person-centred approaches to empower the person
- providing at least one service adjusted to meet the individual needs of the person, as determined through consultation with the person
- proposing at least one strategy to meet the individual health or re-ablement needs of the person, as determined through consultation with the person
- recognising and responding appropriately to situations and barriers
- providing information to the person about their rights and checking for understanding
- using communication skills according to the needs of the person to maintain positive and respectful relationships and facilitate empowerment.

MODULE 11 – CHCCCS017 Provide loss and grief support

- responded effectively to **at least 3 diverse situations** of loss, grief, bereavement or trauma
- engaged with people using effective communication skills at least once that included:
- empathic listening skills
- verbal and non-verbal techniques
- providing information clearly and sensitively
- obtaining feedback to confirm understanding

MODULE 12 – CHCDIS011 Contribute to ongoing skills development using a strengths-based approach

contribute to ongoing skills development, using a strengths-based approach, for **at least three people** with disability according to their individualised plan, **two in simulation and one in the workplace**, including:

- identifying existing skills, preferences and goals of the person and strategies and resources to employ to meet their goals
- using positive approaches and strategies that upholds the dignity and respects the rights of the person
- supporting the involvement of the person's carer or family
- providing feedback to the person
- monitoring strategies and adapting support to meet changing needs of the person, in consultation with the person and others
- completing reports and documentation according to organisational policies and procedures.

Please note below units are electives covered in **(*Ageing & Ageing and Disability stream)**

13	CHCAGE011	Provide support to people living with dementia
14	CHCAGE013	Work effectively in aged care
15	CHCPAL003	Deliver care services using a palliative approach

MODULE 13 – CHCAGE011 Provide support to people living with dementia

provide support according to an individualised plan, to **two different people** living with dementia, including:

- using a person-centred approach to support, that upholds the rights and dignity of the person
- using of communication strategies tailored to the needs of the person
- supporting activities that meet the person's needs
- using strategies to minimise adverse outcomes associated with changed behaviour specific to the person, which may impact the person or others
- completing reports and documentation.

MODULE 14 – CHCAGE013 Work effectively in aged care

undertake work providing care to **at least one person** in an aged care work context that involves each of the following on at least one occasion:

- person-centred communication
- identifying tasks from individualised plan
- recognising scope of own job role and referrals
- complying with professional conduct requirements
- recognising and reporting signs of abuse
- seeking consent for care activities
- working with inter-disciplinary team members
- engaging with people and organisation using technology
- completing workplace reports and checklists
- maintenance and storage of workplace information
- meeting privacy and confidentiality requirements.

MODULE 15 – CHCPAL003 Deliver care services using a palliative approach

support, report and document issues and needs of **three people receiving palliative care**, including:

- supporting the person's needs and preferences in relation to their care
- responding to changing needs and circumstances in the person's care
- providing emotional support to the person, their family or carer as required
- completing documentation in a timely, accurate and objective manner according to organisational policies and procedures
- at least one of the above people must be receiving end-of-life care

reflect on own emotional responses to death and dying and discuss with supervisor on **at least one occasion.**

Please note below units are electives covered in**(*Disability and Ageing and Disability stream)**

SWIN BUR NE   OPEN ED

13	CHCDIS012	Support community participation and social inclusion
14	CHCDIS020	Work effectively in disability support
15	CHCCCS035	Support people with autism spectrum disorder

MODULE 13 – CHCDIS012 Support community participation and social inclusion

support **at least two people** with disability to identify skills and interests and find matching options within the broader community including:

- selecting options that meet needs and preferences outlined in their individualised plan and supporting them to access
- identifying barriers and implementing strategies to overcome them in collaboration with the person
- monitoring strategies and seeking feedback from the person and others on the success of implemented strategies
- making adjustments as required to facilitate continued success..

MODULE 14 - CHCDIS020 Work effectively in disability support

undertake work providing support to **at least one person with disability**, in a disability support work context that involves each of the following on at least one occasion:

- person-centred communication
- identifying tasks from individualised plan
- recognising scope of own job role and referrals
- complying with professional conduct requirements
- recognising and reporting signs of abuse
- seeking consent for support activities
- working with interdisciplinary team members
- engaging with people and organisation using technology
- completing workplace reports and checklists
- maintenance and storage of workplace information
- meeting privacy and confidentiality requirements.
    - .

MODULE 15 – CHCCCS035 Support people with autism spectrum disorder

provide interventions and supports to meet the needs and preferences of **at least three people** with autism spectrum disorder, including:

- recognising the specific needs and preferences of the person
- planning and implementing interventions that support these needs and preferences
- working according to the individualised plan and the principles of person-centred care.
- Use appropriate inter-personal skills:
    - Establishing a positive relationship with the individual
    - Seeking clarification of tasks
    - Interpreting and following instructions
- Complete reporting and documentation.

SWIN BUR NE

OPEN ED

- Current legislation, regulations and codes of practice
- Organisation policies, procedures and protocols, including:
- Work health and safety policies and procedures
- Organisational infection prevention and control guidelines
- Equipment for cleaning, including sterilised sharps if relevant to role
- Hand hygiene facilities and equipment
- Medical or client care equipment relevant to the workplace
- Relevant aids to assist with independent living
- Clinical and other waste and waste disposal equipment
- Areas for cleaning
- Personal protective equipment relevant to the workplace and job role of the worker
- Individualised plans specifying different personal support needs
- Equipment outlined in individualised plans
- Access to people who require personal support, including people living with dementia and people living with disability
- Access to colleagues and families/carers working with the person's individualised plan
- Workplace documentation
- Digital devices, applications and software relevant to the workplace
- Access to communications and recording systems relevant to the workplace.

The SWLA Approval Process

The process to evaluate and approve a workplace for SWLA may vary slightly depending on whether you are currently employed in industry or not.

If you are currently working in an appropriate organisation under the guidance of an appropriately experienced/qualified supervisor, you may be able to complete your SWLA in your current workplace, however this will still need to be reviewed and approved by your Assessor before you commence course work.

Approval Process – If you are currently working in this industry.

1. Complete the Host Organisation Approval Form, providing required details about your workplace, its facilities and resources and the details of your proposed Workplace Supervisor. Provide a copy of the **Supervisor Guide to Structured Workplace Learning and Assessment** to your proposed Workplace Supervisor.
2. Swinburne Open Education will review the details provided in the Host Organisation Approval Form and determine whether your workplace is suitable for hosting your structured work placement. This stage may include seeking further details if required to make a decision.
3. Swinburne Open Education will provide you with an approval outcome. It may take up to 14 days from submitting the Host Organisation Approval Form. **It is important to note that you are not to start your structured work placement or any associated Assessments until you have received this approval.**

4. Your allocated Assessor will contact you and arrange a time to review the structured work placement process and develop your Work Placement Plan. The Plan includes details of the practice activities and assessment components required during your placement.

Approval Process – If you are not currently working in this industry.

1. Find a structured work placement with a Host Organisation under the guidance of an appropriately experienced/qualified Workplace Supervisor. The information above provides detailed information as to what constitutes an appropriate Host Organisation and Workplace Supervisor.

   When choosing your work placement as part of your SWLA ensure that you choose a registered or a government approved and regulated work place. Also ensure that your work placement is such that provides you with the range of experience and activities that helps you to build up job ready skills along with successfully completing the course requirements.

   It should be based on your chosen stream of study for example **if you are enrolled in Cert iii individual support (Ageing) then some of your most appropriate options for work placement would be:·**
   ➢ An approved / government registered and regulated residential care in aged care services or organisations and nursing homes·
   ➢ short-term care such as respite care.·
   ➢ Short-term restorative care·
   ➢ Retirement villages

   If you are enrolled in cert iii individual support (disability) then some of your most appropriate options for work placement would be:·
   ➢ An NDIS registered or government approved disability care organisation·
   ➢ Disability supported independent living homes services·
   ➢ And other organisations specifically supporting disabilities such as Vision Australia, Able Australia, Aspect Australia (one of the largest national service provider for people on the autism spectrum)

   *If for some reason you have decided to complete your SWLA with a private provider and are unsure the provider/organisation is a registered approved provider then you can check with your Assessor or Trainer before commencing SWLA

2. Complete the Host Organisation Approval Form, providing required details about the proposed workplace, its facilities and resources and the details of your proposed Workplace Supervisor. Provide a copy of the **Supervisor Guide to Structured Workplace Learning and Assessment** to your proposed Workplace Supervisor.

3. Swinburne Open Education will review the details provided in the Host Organisation Approval Form and determine whether your proposed workplace is suitable for hosting your structured work placement. This stage may include seeking further details if required to make a decision.

4. Swinburne Open Education will provide you with an approval outcome. It may take up to 14 days from submitting the Host Organisation Approval Form. It is important to note that you are not to start your structured work placement or any associated Assessments until you have received this approval.

SWIN BUR NE · OPEN ED

5. Your allocated Assessor will contact you and arrange a time to review the structured work placement process and develop your Work Placement Plan. The Plan includes details of the practice activities and assessment components required during your placement.

The Workplace Assessment Process

Your Assessor will conduct the assessment against the requirements of the relevant Units of Competency for the structured work placement completed.

The process includes:

1. You complete the required activities and tasks as detailed in your Work Placement Plan.
2. As you complete your evidence capture/assessment submissions, your allocated Assessor will formally conduct the assessment process.
3. Your Assessor will deem your assessments as either 'Satisfactory' or 'Not Satisfactory' in line with Assessment Grading Schedule.

    a. If your assessments are deemed 'Satisfactory', and you have successfully completed all your other relevant assessments, you will be deemed 'Competent' for the Units of Competency associated with the units structured work placement and you may proceed to the next Module.

    b. If your Workplace Assessments are deemed 'Unsatisfactory', you will be required to provide new or further evidence in line with the assessment re-submission procedures.

SWLA Documents

This section provides an overview of each of the documents that support your structured work placement experience and how they are to be used. All of these documents are available to you in the Learning Platform.

Host Organisation Approval Form

Provides details relating to the workplace that is proposed to host your structured work placement experience and the nominated Workplace Supervisor. You must complete all sections of this form and return it to Swinburne Open Education for review and approval before you commence any structured work placement activity or assessment. You can submit the form via the Learning Platform. Swinburne Open Education will review the details in the form and determine whether the proposed workplace and supervisor meet the specified requirements. This approval process will take up to 14 days.

Work Placement Plan

Your Assessor will work with you and your Workplace Supervisor to develop your Work Placement Plan (the Plan). The Plan details the activities you will be required to undertake and evidence of performance required for assessment.

The Work Placement Plan is signed off by yourself, your Workplace Supervisor and your Assessor when you are all confident that the plan is achievable.

During your structured work placement, your Assessor will be available to review your progress against the Plan and make adjustments if required.

SWLA Portfolio

Your SWLA Portfolio will capture evidence of the tasks/activities set out for you during your work placement.
This evidence may include, for example:

- Photographs
- Recordings
- Completed documents
- Short answer questions and answers.

SWLA Logbook

Your SWLA Logbook tracks the hours that you have worked against the tasks that you need to complete. This record is signed off by your Workplace Supervisor as additional evidence that you have completed the tasks and time requirements as set out in the Work Placement Plan.

SWLA Interview Questionnaire

Your SWLA interview questions are completed during your final check in with your assessor. You do not need to submit this document. The assessor will ask you and your supervisor the questions found in this document and submit this assessment on your behalf.

SWLA Third-Party Report

Your SWLA Third-Party Report will captures confirmation by workplace supervisors that they have observed the student demonstrate specific skills and knowledge during the Structured Workplace Learning and Assessment (SWLA) process. The supervisor can choose to either complete this document or have the assessor capture the evidence in the final interview.

Frequently Asked Questions

What support can I get from Swinburne Open Education to find a Host Organisation for SWLA?

You are required to find a work site for your structured work placement. Resources to assist you in finding a Host Organisation are available in the Learning Platform.
If you have been unable to secure a suitable workplace for your structured work placement and require additional support locating a Host Organisation, the Student Support Team can assist you sourcing and securing a workplace. You can lodge a request for assistance through the Learning Platform or by contacting the Call Centre.

What requirements do I need to be aware of before I commence my SWLA?

There may be a number of requirements that your Host Organisation needs you to comply with in order to undertake structured work placement. You need to confirm these with the workplace. These may include:

- This course is only offered in **Victoria**
- *National Criminal Record Check/ Police Check/ NDIS Worker Screening Check* **–** You may be required to undertake a Criminal Record Check (CRC) at your own cost. This may take some time to arrange so where it is required, we recommend you apply early. Registered NDIS providers may also request you to complete a NDIS Worker Screening Check.
- *Vaccination against infectious diseases* – Depending on your state/territory's requirements, you may also need to have certain immunisation. Where current vaccination certificates are mandatory, students cannot commence their structured work placement without providing certified copies to the Host Organisation. Please note that some immunisations such as Hepatitis B or COVID-19 need multiple injections to be administered over a specific time period before someone is deemed immune. It is important that you consult with your GP as soon as possible to avoid delays in starting work placement.
- *Confidentiality Agreement* – Organisations produce confidential information relating both to individuals and services. Any matters of a confidential nature (including information relating to staff, clients, and/or the organisation's policies and practices) must not be divulged or passed on to any unauthorised person. Before commencing structured work placement, students may be required to sign a legally binding confidentiality agreement.

How do I prepare for my first day of SWLA?

Knowing the following information about your Host Organisation and their expectations can help you feel more comfortable when you start your structured work placement.
Do you know:

- Where you have to go on your first day?
- How to get to the Host Organisation and how long it will take?
- What time you need to start?
- What your hours of work are?
- Who you will report to, and who your Workplace Supervisor is?
- What to wear? Are there dress standards or a uniform?
- Who are the clients/customers of the Host Organisation?
- What to do if you are absent?

At your induction into the Host Organisation, be prepared to describe the learning you have undertaken in your course to date and indicate your willingness to follow the guidance and direction of your Workplace Supervisor. You may also find it helpful to go over your notes and learning material, so you feel confident of your current knowledge base.

What support is available to me during SWLA?

Support is available through your allocated Swinburne Open Education Assessor. You can contact your Assessor through the Learning Platform.

What if I find the work is too hard and I don't feel confident in what I need to do?

SWIN BUR NE · OPEN ED

Talk to your Workplace Supervisor and let them know what you are feeling. Learning new things can be difficult initially, however with time, practice and support your skills and confidence increase. For any ongoing concerns, discuss with your Assessor.

What is workplace insurance? How do I get a copy?

The Certificate of Currency for Student Insurance covers you for any mandatory and voluntary structured work placement that you may need to undertake as part of your course. The Certificate of Currency covers you in the event of an accident whilst undertaking voluntary unpaid structured work placement. You can request a copy of the Certificate of Currency by contacting your Assessor. If you are completing your structured work placement and associated workplace assessments with your current employer, you will be covered by your employer's Workers Compensation Insurance.

What if I am injured?

Students who are completing their structured work placement with their current employer will need to follow the policies and procedures of the workplace.
If you are injured while completing your structured work placement with a Host Organisation as an unpaid volunteer, contact your Assessor who will support you to complete an Accident and Incident Form. While undertaking your structured work placement, you are covered by Swinburne Open Education insurance.

What if I am going to be late or cannot go to work?

You will need to contact your Workplace Supervisor and advise them, then make suitable arrangements to complete any additional hours to make up the missed time. The Workplace Supervisor has been advised to inform Swinburne Open Education if you fail to attend without providing notification.

What happens if I withdraw from the course before I complete the workplace assessments?

As noted in this Student Guide, the assessments completed as part of structured work placement relate to a number of Units of Competency within your course. If you choose to withdraw from the course before you complete all the assessments your Assessor will be able to advise you whether the assessment tasks completed at the time of course withdrawal are sufficient for you to be awarded a Statement of Attainment for any of the Units of Competency from the course.