CHC33021

Certificate III in Individual Support

(Ageing, Disability & Ageing and Disability stream)

Structured Workplace Learning and Assessment

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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.

Thank you for considering hosting one of our students undertaking their structured work placement for the CHC33021 Certificate III in Individual Support (Ageing) course.

Structured work placement, also known as Structured Workplace Learning and Assessment (SWLA), is an important part of the course for our students and provides with the opportunity for them to apply the skills and knowledge they are gaining in a real workplace environment. This *Supervisor Guide to Structured Workplace Learning and Assessment* provides you with a clear overview of the process, your role and support available to you.

Host Organisations derive many benefits from hosting our students, including contributing to building and developing sector skills, sourcing candidates for future roles and providing opportunities for their staff to develop coaching and mentoring skills.

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

Please consider the environment before printing this document.

Supervisor Guide to

Structured Workplace Learning and Assessment

CHC33021 Certificate III in Individual Support (Ageing, Disability and Ageing and Disability Stream)

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. This course is only offered in **Victoria.**

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
	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

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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	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
5	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

About Structured Workplace Learning and Assessment

Structured Workplace Learning and Assessment (SWLA) is a compulsory part of CHC33021 Certificate 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.

Students 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 they 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).

The work placement is split into two (2):

In SWLA 1, they 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, they 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 the student successfully completing the course. It could see them may be working a few additional hours as per the individual units requirements. We understand some of the tasks they will undertake during the SWLA may be repetitive in nature, but the units are set out in a way that ensure they get enough practice and hands on skills to gain confidence and appropriate work skills and are work ready!*

The 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 their placement, they will be required to submit all SWLA 1 assessment documents and supporting documents to demonstrate competency in the units covered during SWLA 1.

Assessor note: Ensure student have submitted all relevant SWLA documents as per the instructions for both SWLA1 and SWLA 2.

In the below table you will find information the spilt for the two SWLA blocks with a minimum of 120 hours of work placement:
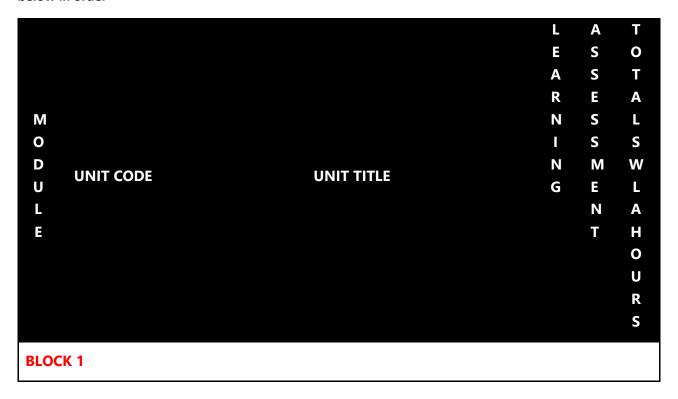
The CHC33021 Certificate III in Individual Support (Ageing) – The units covered in this stream are listed below in order

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 (NB: no SWLA hours are required)			
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			

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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			

*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

The CHC33021 Certificate III in Individual Support (Disability) – The units covered in this stream are listed below in order
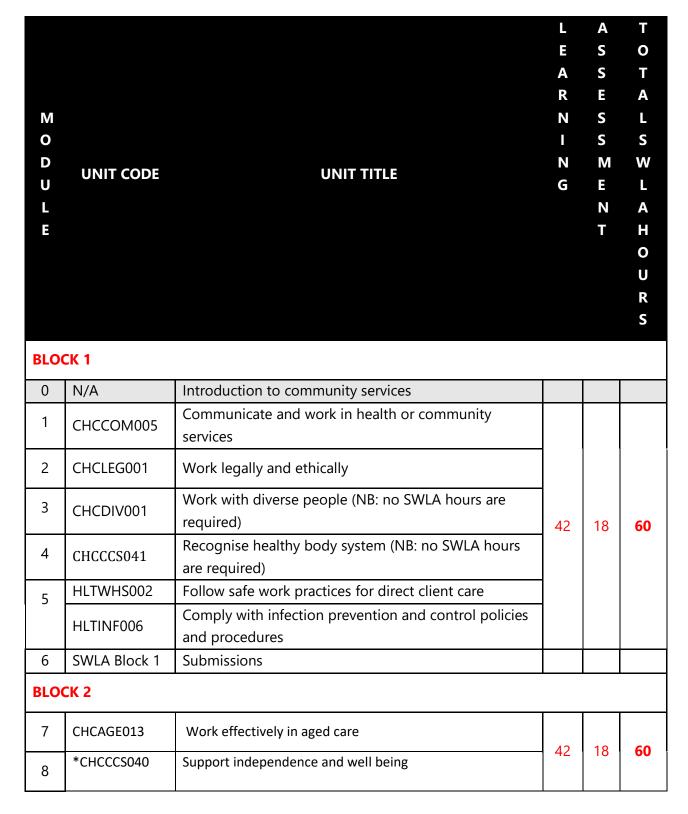
MODULE	UNIT CODE	UNIT TITLE	LEARNING	ASSESSMENT	TOTALS SWLA HOURS
BLOCK 1					

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 (NB: no SWLA hours are required)			
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			
9	CHCCCS031	Provide individualised support			
10	CHCCCS038	Facilitate the empowerment of people receiving support	42	18	**60**
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

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			
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3	CHCDIV001	Work with diverse people (NB: no SWLA hours are required)	42	18	**60**
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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, CHCPA003			

*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.

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.

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.

TOOLS AND RESOURCES
• 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.

As the Workplace Supervisor, with your depth of industry experience, you play a very important role. You will be mentoring and observing our student, as well as signing off on the hours you complete and the tasks they complete in your workplace.

It is important to note that you are not assessing our student for competency - it is the role of the Swinburne Open Education Assessor to conduct the assessment of the student. You are however providing students with a safe environment to apply their skills and capture evidence of their learning.

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.

Our student

Students are required to ensure you are fully informed of our process by providing you with this Guide and other relevant documentation relating to SWLA. Our student will use a Work Placement Plan (that we develop in conjunction with you and our student) that guides them in the completion of their SWLA. Our student needs to professionally accept and respond to feedback on their performance from you, as well as from the Assessor.

Our 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 (if required) and immunisation as required by the Host Organisation
- Work with you to complete the Host Organisation Approval Form and wait until it is approved by Swinburne Open Education, before they start their SWLA
- Work closely with their allocated Swinburne Open Education Assessor and yourself 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 their work to the best of their 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 they 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 them and any medication or treatment which may be necessary
- Provide and receive feedback about their learning needs, objectives and performance to and from yourself and their 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 our student starts their SWLA, the Assessor will use the information that you provide us in the Host Organisation Approval Form to ensure that the workplace meets the specific requirements of the course

and that you, as the Workplace Supervisor, have the appropriate level of experience to supervise and guide you. Once approved, they will then contact you to introduce themselves, have a chat about the process and requirements and answer any questions you have.

Our Assessor will:

- Review the proposed workplace/Host Organisation against the specified requirements to determine whether they are appropriate to host our student
- Review the proposed Workplace Supervisor against the specific requirements to determine whether you hold the appropriate level of experience/qualifications to provide supervision and guidance to the student
- Ensure you and the student understand the core learning objectives and approach of the SWLA
- Work in collaboration with you and our student to develop a realistic and relevant Work Placement Plan, and adjust this as the student progresses if required
- Ensure that the type of activities our student 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 our student
- Conduct the assessment of the evidence submitted by our student against the requirements of the qualification
- Provide timely and constructive feedback to our student on their performance against the competency requirements
- Ensure all records associated with the SWLA are retained securely and copies are provided to both Supervisor and our student.

You, the Workplace Supervisor

Your role is to provide guidance and support to our student during their SWLA in a safe and reliable environment. Our student has much to learn from your experience in industry.

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

You possess 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.

As a Workplace Supervisor, your role is to:

- Read and confirm understanding of this Guide, including these responsibilities
- Accurately and honestly complete your sections of the Host Organisation Approval Form, which includes an agreement between you and our 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 with our student and Assessor learning opportunities available, as well as the core objectives of SWLA
- Discuss and develop a plan with our student and Assessor the type of activities our student 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 our student undertaking, and
    - useful for the vocation and employment outcomes of the course
- Collaborate with our student and 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 our student to complete the required tasks
- Provide our student 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 our student in line with their learning and assessment tasks throughout the SWLA
- Sign off on our student's 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 our student has 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 our student is absent, injured or become ill in the course of undertaking SWLA
- Contact our student's emergency contact person and the Assessor in the case of an emergency
- Contact and consult with the Assessor if you consider it necessary to modify or terminate the arrangement prior to the end of the placement
- Provide feedback on our student's performance in the workplace and ensure that they gain the most from the 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 you to provide our student with a meaningful learning experience
- Provide access and opportunity for our student to experience a workplace where they can develop and practise work-based skills and knowledge
- Provide our student with access to the necessary facilities, equipment and resources to complete the required activities and tasks

- Support our student to reflect on their workplace behaviour with the view to enhance their 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:
  - Contribute to a workplace health and safety meeting or inspection
  - Conduct a workplace risk assessment and recorded the results
  - 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:
  - carrying out hand hygiene procedures as relevant to the infection risk
  - selecting and using correct Personal Protective Equipment (PPE)
  - using correct cleaning and waste management procedures
- respond to **three instances** of exposure to infection risk, including:
  - at least one instance that involves management of exposure to blood or body fluids
  - documenting and reporting the incident and response
  - 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 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)**

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.
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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.

TOOLS AND RESOURCES

- 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 Process

1. Host Organisation Approval Form

Our student will provide you with a Host Organisation Approval Form to complete. This will already include the student's details. The sections you complete are details about your workplace as well as your background as the Workplace Supervisor. This is an important step to ensure we comply with the requirements of the nationally recognised qualification our student is studying.

Our student submits this form to Swinburne Open Education for processing. This approval process will take up to 14 days. Once the student has received confirmation that the workplace has been approved, they can commence work placement.

2. Workplace Check-in

After Swinburne Open Education have received the completed Approval Form, our Assessor will make contact to introduce themselves and answer any questions you might have about the SWLA process and expectations.

At this stage we will seek additional details relating to the workplace if needed to fully evaluate the suitability for hosting our student.

3. Work Placement Plan

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

This document supports a process to practice and capture skills needed for students to achieve competency in each unit. Your role is to review the Plan to ensure that the tasks and roles identified are achievable, and to provide feedback to our Assessor as appropriate.

During SWLA, our Assessor will also be in regular contact to review our student's progress against the Plan and make adjustments if required.

4. Our student commences SWLA

Once the Work Placement Plan is finalised our student can commence the task and activities outlined in the Plan.

Our student will complete the tasks and evidence capture as required by the Plan. They may need help and support from you in completing these tasks, for example they may need to seek feedback, assist in processes or attend workplace meetings.

If you have any questions or concerns about the requirements of SWLA at any stage during this process, please contact our Assessor.

5. Finalisation of Work Placement

The Assessor will review all evidence submitted by the student including the Logbook and Portfolio. They will also take into account the Third-Party Report as signed off by you. Alternatively, you may choose not to complete the Third-Party Report, but rather have the Assessor ask you additional questions about the student's performance as part of the Final Interview to capture this evidence.

All evidence will be reviewed by the Assessor, and they will provide feedback to our student.

In instances where the evidence is incomplete, or our student has failed to achieve the required assessment benchmark, our Assessor will provide details of any activities that are required to be redone or any additional evidence required.

Supervising Students – support and advice

Before our student commences their SWLA with you, notify your team, including administrative staff about:

- The arrival of our student
- The duration and expected dates for attendance
- The qualification they are studying
- Any specific projects, resources, staff our student will need to engage with.

Put our student through your standard induction/orientation process as appropriate. Proper induction will set our student up for success in the workplace.

A positive start on the first day includes:

- Induction/orientation
- Tour of the workplace and facilities
- Introduction to colleagues.

This is also the right time to give our student guidance on any of your organisational norms, and particularly on the protocol you would like our student to follow when observing and/or working directly with families.

Supervising student performance

As the Workplace Supervisor, you and your colleagues are key mentors for our student and your feedback to them is invaluable. In addition to any daily observation and guidance, it is good practice to set aside time to meet with our student and discuss their progress regularly.

Our student should come to these meetings prepared with any reflections or observations on the prior week's experiences. These meetings are a great opportunity to:

- Provide feedback on our student's progress, strengths and challenges
- Discuss any written work
- Review our student's workload to ensure they are gaining the right type of workplace experience
- Discuss any issues or concerns
- Ensure that you have signed off the relevant sections of the Portfolio and Logbook.

SWLA Documents

This section provides an overview of each of the documents that support the structured work placement experience and how they are to be used. All these documents are available to the student in there learning portal.

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.

Providing feedback

Receiving constructive feedback is an essential part of the learning process, giving our student insight into their strengths and areas for improvement, as well as providing a drive for change. The aim of feedback is to guide our student in the improvement of their professional behaviour.

A climate of trust and respect ensures that feedback is well received. Be clear and explicit regarding your expectations. Provide formal and informal feedback, as explained below.

Informal Feedback	Involves providing the recipient with concrete, practical suggestions that are given either immediately during (particularly if safety is a concern) or following an action or interaction between the recipient and client. The feedback may be preceded with a lead in such as 'Let me show you an easier way to …' or 'Let me give you some feedback…'
Formal Feedback	Involves meeting at a specified time to discuss performance and provide practical suggestions following a particular learning experience.

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It is important to provide formal feedback in private. For example, formal feedback might be scheduled immediately after a situation that is considered challenging, such as a particularly difficult encounter or where inappropriate behaviours or actions have been observed.

Opening the session may include questioning such as 'How did that activity/task/interaction go for you?' and 'What went well and what might you have done differently/better?'

Points made by the recipient during self-evaluation can be reinforced with solutions, and strategies for improvement can be explored.

De-briefing an incident

There are many industries where undertaking SWLA can present our student with personal challenges and expose them to a variety of demanding situations that can be confronting and distressing.

Debriefing is an effective way of providing immediate support through engagement in formal, structured reflection of actions and incidents after they have occurred (generally within 12-48 hours). Debriefing can occur either as a group or as an individual process.

Debriefing should be provided in a safe environment that encourages open expression and the normalising of reactions (e.g. emotional, psychological and physical) to an incident, while encouraging positive reactions and discouraging irrational responses or negative thinking. It is a useful forum for planning any further support or actions required by the student to process the incident.

Formal debriefing is an opportunity for our student to process what has occurred in depth, and to examine their responses to the situation, reflect on what could have been done differently, and identify any resources needed – as well as to consolidate knowledge and to link theory and practice.

Frequently Asked Questions

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

The Certificate of Currency for Student Insurance covers our student for any mandatory, voluntary work placement that they may need to undertake as part of their course. The Certificate of Currency covers them in the event of an accident whilst undertaking voluntary unpaid work placement. You can request a copy of the Certificate of Currency from the Assessor during your check in as needed.

If our student is currently an employee of your organisation, they will be covered by your employer's Workers Compensation Insurance.

What if the student is injured?

Students who are completing their SWLA with their current employer will need to follow the policies and procedures of the workplace.

If our student is injured while completing their SWLA with a Host Organisation as an unpaid volunteer, they will complete our Accident and Incident Form. While undertaking your SWLA these students are covered by Swinburne Open Education insurance.

What support is available to me during SWLA?

Our Assessor is your key contact for support needs, questions or concerns.

What happens if the student withdraws from the course before completing the workplace assessments?

As noted in this Supervisor Guide, the assessments completed as part of SWLA relate to specific Units of Competency within the course. If our student withdraws from the course before they complete all the assessments, they will need to discuss this with their Assessor, who will be able to advise them whether the assessment tasks completed at the time of course withdrawal are sufficient for them to be awarded a Statement of Attainment.

What happens if the student does not turn up for work?

If our student is unable to attend work on a scheduled day or time, they have been instructed to contact you to let you know, then make suitable arrangements to complete any additional hours to make up the missed time.

If our student fails to attend work and does not contact you, please inform our Assessor.