

PERSONAL LEARNING REQUIREMENTS

CHC33021 Certificate III in Individual Support (Ageing & Disability)

There are three specialisations of this course available:

For general students and trainees:

1. Certificate III in Individual Support (Ageing)
2. Certificate III in Individual Support (Disability)

For trainees ONLY:

3. Certificate III in Individual Support (Home and Community Care)

The skills and abilities required to study in this course and commence work in the industry include:

Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. reports, compliance documents, care / support plans and evidence based documentation)
- Listen actively (e.g. understand instructions and client feedback)
- Respond to communication in a time efficient, accurate and appropriate manner (e.g. verbal instructions or emails)
- Speak clearly and directly with clients, colleagues and stakeholders
- Understand, use and respond to non-verbal communication appropriately (e.g. open body language to demonstrate understanding)

Physical Skills

- Ability to undertake frequent handwashing including in chemically based substances
- Adequate vision (e.g. observing clients to ensure they're appropriately positioned and safe, reading case notes, observing client's pain and symptoms, accurately identifying medicines)
- Capacity to use computers/smart devices
- Capacity to wear Personal Protective Equipment (PPE) (e.g. masks, gloves & other protective clothing appropriate to a medical environment and infection control)
- Fine motor skills, including ability to undertake precise coordinated movements of the hands (e.g. pushing, pressing, turning, pinching and grasping when assisting with tasks such as oral care, applying eye drops etc.)
- Gross motor abilities and good mobility, as the role involves significant physical activity, including lifting, carrying, pushing, pulling, standing, twisting and bending (e.g. physically assisting clients to move safely from a lying or sitting to a standing position)
- Touch / tactile ability (e.g. feeling and detecting changes in surface temperature and texture of client's skin, feeling and detecting the temperature of food and drink provided to clients)

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to learn new processes, methods and equipment
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Capacity to develop and apply knowledge and practice of safe, ethical and effective care
- Capacity to develop, apply and maintain health industry and medical terminology knowledge
- Capacity to maintain focus and concentration (e.g. to ensure accurate and safe care of clients)
- Read, understand and interpret written materials (e.g. client notes, reports)

Behavioural & Social Skills

- Ability to remain alert, focused and engaged with clients, community groups and staff
- Ability to work as part of a team and/or independently
- Ability to work under direct supervision and/or independently
- Attention to detail
- Be responsible for self and others' health and safety
- Demonstrate a positive outlook
- Demonstrate empathy, patience and discretion
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm to undertake all tasks
- Genuine interest in interacting and working with people
- Tolerate close proximity with individuals (including physical contact and being alone with other students/supervisor/clients as appropriate)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Capacity to develop knowledge of and use medical diagnostic and monitoring tools
- Operational knowledge of computers/smart devices, including capacity to use industry specific software
- Use of cleaning equipment including sterilising tools

Digital Skills

- Able to log on with a username and password
- Able to complete a basic internet search to find specific information, e.g. Today's temperature
- Able to turn a computer on and off again
- Able to create a new folder for student files
- Able to use a drop down menu to select an option on digital form, e.g. state or territory
- Able to save a file
- Able to use a computer mouse with increasing accuracy and right clicks to locate menu
- Can distinguish 'Reply' from 'Reply all' in emails
- Recognises a range of software icons on desktop

Work Placement Skills

Specific skills in addition to those listed above that will be required during work placement include:

- Ability to be on your feet for extended periods of times, both walking and standing, bending and maintaining consistent physical performance throughout your day

- Ability to clean clinical and bodily waste, including cleaning and sterilising equipment
- Ability to deal with bodily fluids (e.g. vomit, blood, urine and faeces)
- Ability to establish and enforce personal boundaries (e.g. professional relationships)
- Ability to transport self to and from work placement
- Ability to work in a health environment with patients with a variety of medical conditions and at varying life stages including palliative care
- Accept responsibility for accurate completion of work and seek help when required
- Awareness / ability to diligently observe (e.g. to respond to customer needs)
- Be responsible for self and others' health and safety
- Capacity to undertake shift work and/or work on weekends
- Commitment to safety (e.g. using Personal Protective Equipment)
- Comply with legal and/or licencing requirements of industry
- Maintain neat personal appearance, including a high level of personal hygiene
- Understand and follow policies and procedures (e.g. work instructions, work health and safety, internal processes, frameworks)

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry
- A valid Police Check is required prior to the commencement of placement
- An Influenza vaccination is required prior to commencing placement
- You must wear suitable neat attire including a shirt, black pants and flat non-slip shoes on placement
- COVID vaccinations, as per current industry requirements

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>