

Community Services Aged Care Support Work



OCTEC
Incorporated

Qualification:

CHC20102 Certificate II in Community Services Support Work

Attendance:

Participants will be required to undertake 300 nominal hours study including classroom sessions, self-directed study and workplace assessments. Workplace assessment will be arranged by the RTO for those students who are unemployed or employed in another industry.

Course Overview:

This course is for people who are working in or would like to enter the aged care industry as cleaners, laundry assistants or catering assistants. Workers in this occupational group work in residential facilities and/or in the community under direct or regular supervision within clearly defined organisational guidelines and service plans. These workers provide ancillary services such as cleaning, laundry and catering. These workers report directly to a supervisor and are not responsible for other workers.

Entrance Requirement:

Good written and oral communication skills.

Articulation:

People who complete this course may be eligible for advanced standing in a CHC30102 Certificate III in Aged Care Work course. This course aligns to the Community Services Training Package and has recognition across a range of community service sectors including aged care, health and community services.

See attached a list of potential Community Services Job Pathways produced by the Industry Skills Council of Australia.

Units of Competency:

Compulsory

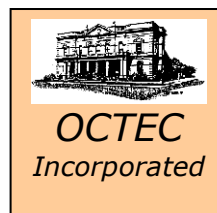
CHCCS301A	Work within a legal and ethical framework
CHCCOM1B	Communicate with people accessing the services of the organisation
CHCORG3B	Participate in the work environment
HLTCSD6A	Respond effectively to difficult or challenging behaviour
CHCOHS302A	Participate in safety procedures for direct care work
HLTIN1A	Comply with infection control policies and procedures
CHCAC3C	Orientation to aged care work

Electives

HLTFS7A	Follow basic food safety practices
THHBKAO4B	Clean and maintain kitchen premises
HLTMS8A	Handling waste in a health care environment
HLTMS5A	Perform general housekeeping duties to maintain clean environment
HLTMS2A	Provide personal laundry service to clients, patients and others

CHC20102 - Certificate II in Community Services Support Work
Information Sheet

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Legislative Framework

People who work in the Community Services sector must comply with a range of legislation and regulations, including the Occupational Health and Safety Act 2000, the Privacy Act 1988, the Aged Care Act 1997, the Disability Services Act 1993, the Poisons Act 1964 and the Therapeutic Goods Act 1989. These have been passed to protect the rights of the aged and disabled who may be in care or who require services in their home. They also serve to guide workers behaviour to ensure a safe and equitable work environment.

People who work in the Community Services Sector are subject to a Criminal Record Check and can expect this will be undertaken prior to employment.

Process for Assessing Learning Needs

It is the policy of OCTEC to ensure an assessment of learning needs is undertaken prior to the start of training. This will include possible self identification of special learning needs, the completion of an enrolment form to ascertain literacy and numeracy skills with an OCTEC staff member present, discussion with the relevant supervisor and if required, the giving of a short literacy and numeracy test.

Course Fees and Refund Policy:

The standard course fee varies for full fee paying students. However, you may be exempt from this fee if the course is Government-funded. Alternatively, you may be able to use Government funding available to you personally if you are an unemployed job seeker or are returning to work, e.g. Job Seeker Account, Training Credits or Transition to Work funding.

If you need to pay the course fee, OCTEC will invoice you on commencement of the program or during the term of the program. Where you are unable to complete the program, you will be refunded on a prorata basis, ie. the refund will be based on the amount of training you have actually completed. Alternatively, with your agreement, OCTEC will create a training credit for the remainder of the course or to the value of the prorata refund, for use by you in a future OCTEC course. The refund or training credit will depend on you providing a valid reason for the withdrawal from the program.

For further information please telephone Margaret Henry during office hours on (02) 63627973 or go to the OCTEC Website at www.octec.org.au